

**Redwood Ramble
at
Camp Navarro**

**EVENT SAFETY (SECURITY)
TEAM OPERATING
PROCEDURES**

Revision: April 29, 2015

Event Description

The Redwood Ramble (“RR”) is a family friendly, music-infused campout in the redwood of Camp Navarro produced by Ramble On Productions (the “Event Organizer”)

Venue Description

Venue Name: Camp Navarro (“CN”)

Venue Address: 901 Masonite Industrial Road, Navarro, CA 95463

Security Plan Mission Statement

The safety of event guests and protection of the CN property is our highest concern. Providing a safe, secure, humane environment for people enjoy themselves is of paramount importance. We vigorously enforce a zero tolerance policy for any and all Prohibited Activities and the General Operating Policies at the event, both of which are below. The security team at the Redwood Ramble are referred to as the “Event Safety Team”.

General Operating Policies

Event Safety Team members will:

- Take immediate action when any person or persons are acting in a manner that has or will likely result in harm to or disturbance of event guests or put CN or guest property in jeopardy. Actions to be taken will be directed by the Procedures listed later in this document.
- Enforce of all state and local regulations pertaining to smoking.
- Be watchful for any hazardous or potentially hazardous situation and to immediately notify the Event Organizer and do whatever is reasonably possible mitigate the hazard, or if that is not possible, keep people away from the hazard until it can be formally mitigated.
- Be watchful for any situation that might negatively impact the enjoyment of event guests and report such situations to the Event Organizer.

Event Safety Team

- There will be a minimum of three experienced security personnel on site and readily available in case any incidents should arise.
 - Those individuals shall have a minimum of 5 years of law enforcement or event security experience.
- These staff professionals will be supplemented by Event Safety volunteers who will assist the security professionals in maintaining a safe and secure environment.
- All Event Safety Team members will be:
 - Knowledgeable of laws and venue policies.

- Knowledgeable of de-escalation techniques described in the Procedures below

Event Safety Personnel Staffing Levels

At a minimum, security will be staffed at a ratio of 1 team member, per 75 guests.

Event Safety Team Professional Qualifications

Chief of Event Safety

- Lead on conflict resolution and de-escalation.
- Exceptional communication skills.
- Directs all Event Safety Team members activities.
- Conducts pre-event, and post-event briefings with Event Safety Team members.
- Demonstrates excellence in security decisions and conduct in emergency situations.
- Experienced with operating large security details.
- Confirms all security equipment and systems are operational before each event.
- Point of contact with all public emergency personnel

Event Safety Team Members

- Interacts professionally with guest, staff and the public.
- Polite, but firm.
- Maintains situational awareness of guests and property.
- Charged with enforcing laws, event and CN policies and company policies to the extent allowed by the role.

Event Safety Equipment & Systems

- Staff pin/laminate
- 2 way radio
- Wired phone located in alcove off kitchen
- Cellular phone with Skype enabled.
- Public Address System (Stage PA)
- The camp General Alarm (located outside of Infirmary)
- Megaphone
- Flashlights
- Keys (Chief of Event Safety)

Communications

Means of Communication

- Internal communications between Event Safety Team members shall be achieved through face to face verbal and 2-way radios. All radios on same channel, TBD.
- Communications with occupants shall be achieved through face to face verbal, use of megaphone or stage PA if necessary.

- Communication with government agencies will be conducted via Skype enabled cell phone with pre-programmed emergency numbers or wired phone located in alcove off kitchen. If law enforcement or EMS contacted, it must be approved by Chief of Event Safety or Festival senior staff. or Event Organizer.

Identifying and Communicating Issues

- Any illegal activity or breach of event or CN policies will be communicated to the Chief of Event Safety.
- Prior to communicating the activity in question, Event Safety Team members will investigate and confirm an activity is illegal, or against event or CN policies and is occurring.
- The severity of the violation will be assessed.
- Once confirmed and severity of issue assessed, the Event Safety Team members member shall inform the Chief of Event Safety.
- The Chief of Event Safety will implement a solution.
- The Event Organizer shall be informed by the Supervisor of all security incidents.
- Government public safety agencies will be notified as needed.
- In addition to above, the Chief of Event Safety will conduct pre and post-event briefings with the security detail, Event Organizer, and CN management.

Conflict Resolution Techniques

In order to meet the event security mission objectives, security personnel shall monitor and control for physical and verbal abuse, or damage to property. Conflict resolution and de-escalation techniques are the first means for controlling these behaviors.

Techniques

- Most conflicts are preceded by an escalation. By not participating and contributing to the escalation, conflicts may often be avoided.
- If a person is shouting, or speaking in a raised voice, the staff member shall speak softly to bring them down.
- If a person is speaking rapidly, the staff member shall speak slowly to bring them down.
- Keep at arms length when engaging a person in a conflict. Moving close to a person in a conflict will escalate the situation.
- Keep arms by sides, or behind ones back, or hands in pockets. Avoid body language that communications aggression such as clenched fists, or crossed arms.

Procedures

Procedures – 3 Strike Warning System

Generally, a three strike method of increased warnings will be employed for dealing with inappropriate behaviors. Some behaviors will warrant instant ejection from the event, or other actions. See below section titled Serious Altercations for a description of these procedures. The three strike warning actions are:

1. Gentle, but firm verbal warning that the behavior is not allowed.
2. If behavior persists, a second warning will be issued with a threat of ejection from the event. This will be communicated in a professional, but firm tone.
3. If behavior persists after two warnings, the guest will be ejected. At time of ejection, the guest will have their event wristband remove, be photographed and banned from the event. Note that this might require collection of the persons personal effects from the camping area.
4. If guest will not leave property after multiple attempts or becomes physically abusive or threatening to staff, local sheriff/law enforcement will be contacted, while staff “shadows” or monitors said guest at safe distance.

Procedure – Intoxicated Guest

- Venue concessions staff will not serve intoxicated guests.
- Should a guest be identified as overly intoxicated and not in control of themselves, security personnel shall intervene.
- If a guard believes a guest to be overly intoxicated, they will radio the Chief of Event Safety who will verify the guard’s assessment of the guest.
- Once security has made contact with an overly intoxicated person, they shall not leave said person unattended either inside, or outside the venue.
- Security will attempt to locate friends, or companions of the intoxicated person and request they escort the intoxicated person home.
- If no companions are able to be located, and assuming the guest is ambulatory, security will escort them to a medical holding area where they will be assessed by an EMT.
- If the guest is not ambulatory, EMTs will be summoned and the guest will be transported to the medical holding area. guests in this state will be laid down on their side to prevent possible airway constriction. Staff member will be present at entrance on Masonite Rd to guide EMTs and stay in that position until guest leaves property with EMTs. Another security staff will guide EMT across camp if necessary to get to guest that need medical attention.
- If guest is in need of LifeFlight transport to hospital, the helicopter will land in parking lot behind greenhouse on Masonite Rd. This lot is approximately 200yds up the road from Camp Novarro. Staff with flashlight will direct EMS personnel to parking lot, and have security staff on site by landing area in parking lot to assist EMS in crowd and traffic control if necessary.
- Under no circumstances will security escort an intoxicated person to their car.
- If no friends, or companions are able to be located, a taxi cab will be summoned. Prior

to departure via taxi cab, security shall notate all necessary information regarding the guest and taxi driver, inclusive of photographing the guest's ID, the taxi cab driver's taxi license and license plate.

Procedure – Guest Suspected to be on Drugs

- Procedure will be similar to intoxicated guest
- Separate intoxicated guest from group and calmly assess one on one. Remind guest to calm down their behavior and give verbal warning to guest.
- If guest looks to have ingested “too much”, on site medical staff will be summoned to evaluate guest.
- If on site medical staff recommend additional medical treatment, local EMS will be contacted, and staff will stay with guest until EMS evaluates guest and leaves site.
- Name of guest and incident will be documented in an Incident Report.

Procedure – Altercation Between Guests

- Altercations between guests will immediately intercepted by security.
- When intervening in an altercation, at least two staff members will do so. A team response will be employed.
- Security shall separate the parties in conflict with as little physical contact as possible. No strikes, or blows are permitted, but holding and grappling techniques may be used if absolutely necessary.
- Individuals in conflict that have been separated will be escorted from the area using different paths. To the extent possible and allowed by law, security will attempt to delay the exit of one of the two parties, in an effort to avoid a resurgence of the conflict.
- If it is determined that the guest need to be ejected from the event then:
 - The first guest to be ejected will be monitored by security. Once this guest has left the vicinity they will radio that the second guest may be ejected.
 - The ejected guests will have their wristbands removed and be photographed prior to ejection and banned from the event.

Procedure – Serious Altercation between Guests

- A Serious Altercation is defined as one that the Chief of Event Safety believes cannot be safely handled by in-house security and requires intervention by local sheriff, or other public safety agencies.
- The Chief of Event Safety has the authority initiate Serious Altercation procedures.
- The Chief of Event Safety will alert all Event Safety Team members, the Event Organizer and CN Management to the situation.
- Event Organizer will notify non-Event Safety Team members working the event as needed.
- The Chief of Event Safety will assign roamers to monitor the situation, and identify those involved in the altercation, and those witnessing the altercation.

- The Chief of Event Safety will additionally dispatch a roamer to meet local authorities at the main entry and escort them to the location of the altercation.
- Another staff will stay at camp entrance on Masonite Rd. to direct any law enforcement to incident area. They need to have radio and flashlight to guide any arriving EMS or law enforcement. They will stage at that position until EMS or Law Enforcement leave property.
- The time of call to local authorities and their arrival time will be noted in the Incident Report that would follow a serious altercation.
- Once responding public safety agencies have arrived, the Chief of Event Safety will shadow the responding personnel.
- Once the responding agency has said the venue is safe and that all necessary witnesses contacted, the Chief of Event Safety will shadow the responding personnel and any detained persons as they exit the venue.
- Following a serious altercation, the Chief of Event Safety will submit to Event Organizer an incident report.
- **Procedure Domestic Dispute-refer to above to dispute among guests.** Notify Chief of Safety or Senior Staff if situation escalates.

Procedure – Injury

- Any guest found by security to be injured, or unconscious, will immediately be reported to the Medical Team.
- Security shall assist the Medical Team by conducting crowd control and clearing the immediate area of guests so the Medical Team may work unfettered.
- Security will assist the Medical Team by clearing the way through a crowd for the transportation of the injured from the premises.
- Safety Staff member with radio and flashlight will remain at staging area by main lodge to direct EMS. If EMS needs to enter camp they will be escorted by another safety staff member with radio.
- LifeFlight staging area, if necessary is near overflow parking lot, behind greenhouse on Masonite Rd.
- **Please refer to the Redwood Ramble Emergency Plan for more details on Medical Emergencies.**

Procedure – Flood, Fire or any other Event Potentially Requiring Evacuation

- **Please refer to the Redwood Ramble Emergency Plan**

CONTACT NUMBERS

FIRE:

Anderson Valley Fire Department(medical emergencies or structure fires):
(707)895-2020 or 911; Chief-Andres Avala

CDF Boonville(Wildland fire, i.e. trees or grass fire) (707)895-3233 or 911; Chief
Patrick O'Donahue

SHERIFF:

Mendocino Co Sherriff-Ukiah (707) 463-4411

Fort Bragg Substation (707) 964-6308