

MALFARE PROTOCOLS

2015

Adverse weather

Immediate actions

1

Adverse weather

| MSL | GATE | SL | NOMAD | Welfare Enough | Welfæries | DRIVER |
|---|--|---|---|---|--|--|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to MSL.</p> | <p>Make way to Malfare cabin.</p> <p>SL contacts Fire Dept (FD) if needed</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prep Welfare Enough for incident response</p> <p>Take up position outside of Welfare Centre</p> <p>Oversee Malfare complex for duration of the emergency/incident/event</p> | <p>Prepare Welfare Enough to receive participants in need of non-medical care.</p> | <p>Moves to Malfare to await instruction</p> |

1. Stay Calm. Prevent panic.
2. People first! Property last.
3. Focus on keeping everyone out of harm's way.
4. Do not try to rescue property at the risk of life!
5. You cannot help anyone if you get in trouble yourself. Don't be a hero.
6. Defer to the Fire Department.

**Do not become part of the problem.
Act responsibly and safely.**

Get into position

Adverse weather

MSL

Move to incident site

Receive update from
NM at incident site
(en-route via radio)

Direct NMs to
positions as needed

Direct NMs to
maintain regular
patrol as needed.

MEDTEAM

Move with MSL to
incident site as
needed

INTR

With MSL

NOMAD

As per instructions
from MSL

SL

If FD has been
called, move to
gate to meet
them, otherwise
remain at
Malfare

DRIVER

Wait at
Malfare

Prep Grab
Bag and Car

1. Stay Calm. Prevent panic.
2. People first! Property last.
3. Focus on keeping everyone out of harm's way.
4. Do not try to rescue property at the risk of life!
5. You cannot help anyone if you get in trouble yourself. Don't be a hero.
6. Defer to the Fire Department.

**Do not become part of the problem.
Act responsibly and safely.**

Roles at incident

3

Adverse weather

| MSL | NOMAD | MEDTEAM | INTR | SL | WE | DRIVER |
|---|--|--|------------------------------------|--|---|---|
| Oversee and give directions to NMs and INTR | Lightning <ul style="list-style-type: none"> Cordon off area and keep people away. If someone had been hit by lightning: medical takes lead! Do not touch or approach the individual. Only Red Cross treats. If someone is trapped in a car or other electricity conducting structure that has been hit by lightning, DO NOT APPROACH or try to get them out. Wait for Fire Department | Triage and treatment of injured Coordinate evacuations with MSL | Exclusively under direction of MSL | If FD has been called, meet them at Gate and bring them to the incident site Cooperate fully with FD Coordinate with MSL to make all non-medical, non-fire decisions related to the event Coordinate with MSL to help with dissemination of information to general population | Emotional support for any non-medically affected individuals Keep record of all involved | Drives if instructed to do so by MSL only |
| Coordinate with MEDTEAM, if relevant | Flooding <ul style="list-style-type: none"> Evacuate the area (without risking yourselves!) Cordon off area and keep people away Help disseminate information to participants per instructions from MSL | | | | | |
| Keep record of all involved & who was evacuated to where | Fire: follow fire protocol <p>For all other adverse weather - heat wave, high winds, etc. - follow MSL instructions</p> | | | | | |
| Coordinate dissemination of information to general population with SL | | | | | | |
| Coordinate Gate permissions with SL | | | | | | |
| Coordinate with SL to make all non-medical, non-fire decisions related to the event | | | | | | |
| Coordinate transport off-site to medical facilities (including gate permissions and designated drivers) | | | | | | |
| Cooperate with FD | | | | | | |

NOTE:

Everyone will cooperate fully with fire department at all times.

Do not become part of the problem by trying to be a hero.
Act responsibly and safely.

MSL

NOMAD

SL

WE

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Photograph site/damage for incident reports

Liaise with WE and SL — assess needs for further actions together

Follow-ups

Victim(s)/Injured/Traumatized participants

Together with SL, lead post-incident debrief + staff support

Fills out an incident report.

Clean-up of hazardous materials (blood, etc.)

Proper disposal of Bio-hazardous materials

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter or flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Death on site

NOTE: Never mention death or other sensitive information over the radio! Prevent the spread of rumours.

Immediate actions

1

Death on site

MSL

GATE

SL

NOMAD

Welfare
Enough

Welfæries

DRIVER

Declare "Radio
Priority"

All personnel with
radios switch to
earpieces until incident
is over

MSL directs all radio
communications for
duration of event

Instruct GATE re
closure if needed

Calls Designated
Driver(s) to Malfare

Gate monitors or halts
traffic as per MSL
instructions

NOTE: Do not attempt
to forcibly or
physically stop anyone
from leaving – take
down plate numbers
or relevant description
and report to MSL.

Responsible for
notifying local Law
Enforcement (LE)
immediately

Move to Gate and
wait for LE to arrive
and take them
directly to the scene.

If a NM is already at
the incident site, begin
onsite role per step 3

All other NMs stand
by and await orders
from MSL per "Radio
Priority"

Welfare Enough plays key role in
managing rumours. Information given
only to next of kin or close
friends/campmates, and only per
instruction from MSL and SL!

Instruct Welfaeries
to prep WE for
incident response

Take up position
outside of
Welfare Centre

Oversee and manage
incoming participants
traumatized by the
death – priority to
next of kin and
friends/camp mates.

Oversee Malfare Complex
for duration of the
emergency/incident/event

Prep WE for
incident response

2x Welfaeries
prepare to take
in incident-
related cases

2x Welfaeries
continue normal
WE operations

Moves to
Malfare to await
instruction

IMPORTANT:
The body is not to be touched or moved
The area must be cordoned off
No one is allowed in
The body must be covered with a sheet, tarp, or cloth for privacy

MSLMove to
incident siteReceive
update from
NM at incident
site (en-route
via radio if
appropriate)Direct NMs to
incident site,
gate or other
relevant
positions as
neededDirect NMs to
maintain regular
patrol as needed**MEDTEAM**Move with MSL
to incident site**NOMAD**As per
instructions
from MSL**INTR**Move with MSL
to incident site**AMB**Drive to incident
siteIf in hours of
darkness: park
so that
headlights can
illuminate
scene**SL**Escort LE to
incident from
gate**DRIVER**Wait at
MalfarePrep Grab
Bag and Car**IMPORTANT:**

The body is not to be touched or moved
 The area must be cordoned off
 No one is allowed in
 The body must be covered with a sheet, tarp, or
 cloth for privacy

| MSL | NOMAD | MED TEAM | INTR | SL | Welfare Enough | DRIVER |
|---|--|---|------------------------------------|--|---|---|
| Oversee NMs and INTR | Follow MSL instructions at all times | Examine body and confirm death | Exclusively under direction of MSL | Introduce LE to MSL | Unless more suitable person is on-duty, and only per instructions from MSL, on-duty Welfare Enough Lead is in charge of breaking news to next of kin, friends, camp-mates | Drives if instructed to do so by MSL only |
| Coordinate with MEDTEAM | Cover body with cloth (sheet/tarp/blanket) | Handle removal of body in coordination with LE and MSL + SL | Translate for LE or next of kin | Together with MSL, make all non-medical decisions related to the event | Emotional support for next of kind, friends, camp mates | |
| Keep record of all involved/evacuated | Tape off perimeter | | | Cooperate fully with LE | | |
| Coordinate with SL to make all non-medical decisions related to the event | Maintain perimeter | | | Together with MSL, liaise with medical team and LE on removal of body. | Keep record of all involved | |
| Coordinate Gate permissions | Clear area of those not directly-involved. Those needing non-medical attention to Welfare Enough | | | | | |
| Direct NOMADs to locate and cordon off person's tent/vehicle | Help find next of kin/friends/campmates + accompany them to Welfare Enough. (Do not break news to them!) | | | | | |
| Direct NOMADs to help identify the individual and/or find next of kin, campmates, friends. and accompany them to Welfare Enough | Identify (sober) witnesses who can help to reconstruct what happened | | | | | |
| Together with SL, liaise with medical team and LE on removal of body. | Accompany witness to Welfare cabin to give a statement | | | | | |

IMPORTANT!!

When interacting with next of kin/friends/campmates, **DO NOT BREAK THE NEWS TO THEM IN PUBLIC**. A NOMAD should accompany them in person to Welfare Enough where Welfare Enough will break the news and give support.

Everyone is to cooperate fully with Law Enforcement at all times – MSL and SL in charge of contact with LE.

The body is not to be touched or moved

The area shall be cordoned off

No one is allowed in

The body is to be covered with a sheet, tarp, or cloth

MSL

NOMAD

SL

Welfare
Enough

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Fills out an incident report.

Fills out an incident report.

Fills out an incident report.

Fills out an incident report.

Fills out an incident report.

Fills out an incident report.

Photograph site for incident reports

Clean-up/cordon hazardous materials (blood, etc.)

Coordinate assistance to next of kin/friends during ongoing post-death period.

Participate in post-incident debrief

Participate in post-incident debrief

Participate in post-incident debrief

Participate in post-incident debrief

Liaise with Welfare Enough and LS— assess needs for further actions together

Proper disposal of Biohazardous materials (once MSL approves)

With Board: Coordinate follow-up including PR response

Re-stock grab bag upon return

Follow-ups

Injured/Traumatized participants

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with SL, lead post-incident debrief + staff support

Participate in post-incident debrief

Together with MSL, lead post-incident debrief + staff support

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

**** NOTE: If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.**

On-site explosions & fire emergency

Immediate actions

1

On-site fire

| MSL | GATE | SL | NOMAD | Welfare Enough | Welfaeries | DRIVER |
|---|--|--|---|---|--|--|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> <p>Discover threat levels of fire, and if necessary move to Evacuation Protocol</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to SL.</p> | <p>Responsible for notifying local Fire Department (FD) immediately</p> <p>Move to Gate and wait for FD to arrive and take them directly to the scene.</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prep Welfare Enough for incident response</p> <p>Take up position outside of Welfare Centre</p> <p>Oversee Malfare Complex for duration of the emergency/incident/event</p> | <p>Prepare Welfare Enough to take in participants in need of non-medical care, or for evacuation</p> | <p>Moves to Malfare to await instruction</p> |

NO HEROICS!

Do not become a part of the problem by getting trapped or injured yourself!

1. Focus on keeping everyone out of harm's way.
2. Do not try to rescue property at the risk of life!
3. You cannot help anyone if you get in trouble yourself. Don't be a hero.
4. Defer to the Fire Department.

MSL

Move to incident site

Receive update from
NM at incident site
(en-route via radio)Cause the Fire Alarms
to sound if
necessary/site is at riskUnderstand current
locations, and then
direct NMs to
positions as neededDirect NMs to
maintain regular
patrol as needed.**MEDTEAM**Move with MSL to
incident site as needed.**INTR**

With MSL

NOMADAwait instructions from
MSL**SL**Move to Gate to
meet Fire
Department and
take them to
incident site.**DRIVER**

Wait at Malfare

Prep Grab
Bag and Car**NO HEROICS!**

Do not become a part of the problem by getting trapped or injured yourself!

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3. You cannot help anyone if you get in trouble yourself. Don't be a hero.
4. Defer to the Fire Department.

MSL

Oversee and give directions to NMs and INTR

Coordinate with MEDTEAM, if relevant

Keep record of all involved & who was evacuated to where

Coordinate transport off-site to medical facilities (including gate permissions and designated drivers)

Coordinate Gate permissions with SL

Coordinate with SL to make all non-medical, non-fire decisions related to the event

Cooperate with FD

NOMAD

EVACUATE AREA/Set up fire perimeter—Assess if there are people inside the evacuated area

Without endangering yourselves: Clear flammables from area or expand perimeter as needed

Clear area of those not directly-involved. Send non-medical attention to WE

Maintain perimeter; direct curious participants to WE

In the event of a fire-related death, follow Death on Site protocol.

In the event of a vehicular accident, see Vehicular accident protocol.

Identify (sober) witnesses who can help to identify what happened (prioritize maintaining perimeter and keeping people away from danger)

MEDTEAM

Triage

Treatment

Coordinate evacuation(s) with MSL

INTR

Under direction of MSL

Translate for FD or as directed by MSL

SL

Introduce FD to MSL

Make all non-medical/non-fire related decisions together with MSL

Cooperate with FD

WE

Emotional support for any non-medically affected individuals

Keep record of all involved

DRIVER

Drives only if instructed by MSL

NO HEROICS!
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3. You cannot help anyone if you get in trouble yourself. Don't be a hero.
4. Defer to the Fire Department.

MSL

NOMAD

SL

WE

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Photograph site/damage for incident reports

Liaise with WE and SL —assess needs for further actions together

Together with SL, lead post-incident debrief + staff support

Follow-ups

Victim(s)/Injured/Traumatized participants

Fills out an incident report.

Clean-up of hazardous materials (blood, etc.)

Proper disposal of Bio-hazardous materials

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Off-site fire emergency

Immediate actions

1

Off-site fire

| MSL | GATE | SL | NOMAD | Welfare Enough | Welfaeries | DRIVER |
|---|--|--|---|---|--|--|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to MSL.</p> | <p>Responsible for notifying local Fire Department (FD) immediately</p> <p>Move to Gate and wait for FD to arrive and take them directly to the scene.</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prep WE for incident response</p> <p>Take up position outside of Welfare Centre</p> <p>Oversee Malfare Complex for duration of the emergency/incident/event</p> | <p>Prepare Welfare Enough to take in participants In need of non-medical care.</p> | <p>Moves to Malfare to await instruction</p> |

NO HEROICS!
Do not become a part of the problem by getting trapped or injured yourself!

1. Focus on keeping everyone out of harm's way.
2. Do not try to rescue property at the risk of life!
3. You cannot help anyone if you get in trouble yourself. Don't be a hero.
4. Defer to the Fire Department.

MSL

Move to incident site

Receive update from NM at incident site (en-route via radio)

Cause Fire Alarms to be sounded

Direct a responsible person to Assembly point

Direct NMs to positions as needed

Direct NMs to maintain regular patrol as needed.

MEDTEAM

Prepare to move to incident site if needed.

INTR

With MSL

NOMAD

As per instructions from MSL

SL

Move to Gate to meet Fire Department and take them to incident site.

Cooperate with FD

DRIVER

Wait at Malfare

Prep Grab Bag and Car

NO HEROICS!

Do not become a part of the problem by getting trapped or injured yourself!

1. Focus on keeping everyone out of harm's way.
2. Do not try to rescue property at the risk of life!
3. You cannot help anyone if you get in trouble yourself. Don't be a hero.
4. Defer to the Fire Department.

Roles at incident

Off-site fire

MSL

Oversee and give directions to NMs and INTR

Coordinate with MEDTEAM, if relevant

Keep record of all involved & who was evacuated to where

Coordinate transport off-site to medical facilities (including gate permissions and designated drivers)

Coordinate Gate permissions with SL

Coordinate with SL to make all non-medical, non-fire decisions related to the event

Invoke Evacuation Protocol if necessary

NOMAD

EVACUATE AREA/Set up fire perimeter—Assess if there are people inside the evacuated area

Without endangering yourselves: Clear flammables from area or expand perimeter as needed

Clear area of those not directly-involved. Sent non-medical attention to WE

Maintain perimeter; direct curious participants to WE

In the event of a fire-related death, follow Death on Site protocol.

Identify (sober) witnesses who can help to identify what happened (prioritize maintaining perimeter and keeping people away from danger)

MED TEAM

Triage

Treatment

INTR

Under direction of MSL

Translate for FD or as directed by MSL

SL

Introduce FD to MSL

Make all non-medical/non-fire related decisions together with MSL

Cooperate with FD

Coordinate evacuation(s) with MSL

WE

Emotional support for any non-medically affected individuals

Keep record of all involved

DRIVER

Drives if instructed to do so by MSL only

NO HEROICS!

Do not become a part of the problem by getting trapped or injured yourself!

1. Focus on keeping everyone out of harm's way.
2. Do not try to rescue property at the risk of life!
3. You cannot help anyone if you get in trouble yourself. Don't be a hero.
4. Defer to the Fire Department.

MSL

NOMAD

SL

WE

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Fills out an incident report.

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Fills out an incident report.

Fills out an incident report.

Fills out an incident report.

Photograph site/damage for incident reports

Clean-up of hazardous materials (blood, etc.)

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

Participate in post-incident debrief

Participate in post-incident debrief

Participate in post-incident debrief

Participate in post-incident debrief

Liaise with WE and SL —assess needs for further actions together

Proper disposal of Bio-hazardous materials

With Board: Coordinate follow-up including PR response

Re-stock grab bag upon return

Together with SL, lead post-incident debrief + staff support

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Possible Newsletter/flyer at No-Info

Follow-ups

Victim(s)/Injured /Traumatized participants

Participate in post-incident debrief

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Found child

Immediate actions

1

Found child

MSL

Takes charge and coordinates situation

Call NOMADS to Malfare complex

Notify Ohana House (OH) to stand by (if they are operating)

SL

Meet with MSL to give support and help determine if Law Enforcement (LE) should be called

NOMAD

If NM found child, bring child to MSL

Report to Malfare complex to await instructions regarding search party

Ohana House

Stand by to help take care of child until situation is resolved, as per MSL request.

Welfare Enough

Take up position outside of Welfare Centre

Oversee Malfare complex for duration of the incident

If you are related to or close friends with the child and/or guardian(s) involved, you are not to be involved in any interviews, decisions or discussions about decisions regarding the case!

A same-gendered crew member, preferably with child-care experience, stays with the child at all times!

If severe neglect or (sexual) abuse/assault is suspected, law enforcement must be notified (by SL) – this could be child abuse.

If the legal guardian(s) are found, their identity should be verified and the circumstances of the child being unaccompanied ascertained by MSL and Site Lead together before the child is handed back to them.

| MSL | INTR | Welfare Enough | NOMAD | SL | MED |
|--|------------------------------|---------------------|---------------------------------------|--|---|
| Meet child at Malfare or Ohana House | Stand-by at Malfare with MSL | Stand-by at Malfare | Stand-by for search briefing with MSL | Meet MSL and be ready to help make non-medical, site-related decisions | On hand to treat child if needed (injury, shock, dehydration, sexual assault, etc.) |
| Direct NMs to commence search for guardian(s) if needed. | With MSL if requested | | | If (sexual) Abuse/assault or severe neglect is suspected, Call LE | |
| Direct NMs to maintain regular patrol as needed. | | | | Move to gate to wait for LE arrival | |

If you are related to or close friends with the child and/or guardian(s) involved, you are not to be involved in any interviews, decisions or discussions about decisions regarding the case!

A same-gendered crew member, preferably with child-care experience, stays with the child at all times!

If severe neglect or (sexual) abuse/assault is suspected, law enforcement must be notified (by SL) – this could be child abuse.

If the legal guardian(s) are found, their identity should be verified and the circumstances of the child being unaccompanied ascertained by MSL and Site Lead together before the child is handed back to them.

Roles at incident

Found child

| MSL | NOMAD | MED | INTR | SL | Ohana House | Welfare Enough |
|---|---|---|------------------------------------|--|--|--|
| Identify best qualified person to stay with child and instruct. | Form search teams per instructions from MSL | On hand to Examine and treat child if needed (injury, shock, dehydration, sexual assault, etc.) | Exclusively under direction of MSL | Meet LE and bring them to scene/MSL | Help take care of child until situation is resolved, as per MSL request. | Manage Malfare in MSL absence + on hand to help as needed. |
| Coordinate search effort —controls radio for this purpose | Search appointed area and report to MSL | | | Coordinate with MSL to make all non-medical decisions | | |
| Oversee NMs and INTR | (as directed by MSL) Help spread the word about the missing child | | | With MSL: verify guardians' identities and determine what happened (if there was neglect) before child is returned to them | | |
| Coordinate with MEDTEAM ,if relevant | | | | Full cooperation with LE if called. | | |
| Keep record of all involved & who was evacuated to where | | | | | | |
| Coordinate with SL to make all non-medical decisions | | | | | | |
| With SL: verify guardians' identities and determine what happened (if there was neglect) before child is returned to them | | | | | | |
| Full cooperation with LE if called. | | | | | | |

If you are related to or close friends with the child and/or guardian(s) involved, you are not to be involved in any interviews, decisions or discussions about decisions regarding the case!

A same-gendered crew member, preferably with child-care experience, stays with the child at all times!

If severe neglect or (sexual) abuse/assault is suspected, law enforcement must be notified (by SL) – this could be child abuse.

MSL

NOMAD

SL

WE

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

| | | | | | | |
|--|--|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Fills out an incident report. | Fills out an incident report. | Fills out an incident report. | Fills out an incident report. | Fills out an incident report. | Fills out an incident report. | Fills out an incident report. |
| Photograph site/damage for incident reports | Clean-up of hazardous materials (blood, etc.) | Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period. | Participate in post-incident debrief | Participate in post-incident debrief | Participate in post-incident debrief | Participate in post-incident debrief |
| Liaise with WE and SL —assess needs for further actions together | Proper disposal of Bio-hazardous materials | With Board: Coordinate follow-up including PR response | | Re-stock grab bag upon return | | |
| Together with SL, lead post-incident debrief + staff support | Help disseminate post-incident information + prevention and diffusion of rumours + privacy | Possible Newsletter/flyer at No-Info | | | | |
| Follow-ups | Participate in post-incident debrief | Collects all incident reports for safe keeping and follow-up | | | | |
| Victim(s)/Injured/Traumatized participants | | Together with MSL, lead post-incident debrief + staff support | | | | |

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Health Outbreak

Immediate actions

1

Health Outbreak

| MSL | GATE | SL | MED TEAM | NOMAD | Welfare Enough | Welfaeries | DRIVER |
|--|--|-----------------|--|---|---|---|--|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> <p>Call Designated Drivers to Malfare</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to MSL.</p> | <p>Join MSL</p> | <p>Prepares to go with MSL to incident site and/or receive patients at Red Cross complex</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prep WE for incident response</p> <p>Take up position outside of Welfare Centre</p> | <p>Prep Welfare Enough for incident response</p> <p>2x Welfaeries: prepare to take in incident-related cases</p> <p>2x Welfaeries continue normal WE operations</p> | <p>Moves to Malfare to await instruction</p> |
| <p>Defer to Red Cross on all medical decisions, verdicts and directives.</p> <p>If MSL or SL are themselves affected by the outbreak, on-duty Board member shall find the next available/most appropriate alternatives to take their places.</p> <p>If there is serious hazard or health risk, no-mads and everyone else stays clear – medical handles</p> | | | | | | | |
| <p>In case of death due to a health outbreak - follow protocols for 'Death on Site'</p> <p>If an evacuation or containment area is needed - follow protocols for Evacuation</p> | | | | | | | |

Get into position

Health outbreak

MSL

Move to incident site

Receive update from NM at incident site (en-route via radio)

Direct NMs to positions as needed

MED TEAM

Goes with MSL to incident site and/or ready to receive patients at Red Cross complex

INTR

Move with MSL to incident site

SL

If appropriate second an additional interpreter

If outside Medical Teams have been called in by Red Cross – go to Gate to meet them and bring them to Red Cross.

Otherwise, remain at Malfare ready to support MSL

NOMAD

As per instructions from MSL

DRIVER

Wait at Malfare

Prep Grab Bag and Car

Defer to Red Cross on all medical decisions, verdicts and directives.

If MSL or SL are themselves affected by the outbreak, on-duty Board member shall find the next available/most appropriate alternatives to take their places.

If there is serious hazard or health risk, no-mads and everyone else stays clear – medical handles

In case of death due to a health outbreak - follow protocols for 'Death on Site'

If an evacuation or containment area is needed - follow protocols for Evacuation

| MSL | NOMAD | MED TEAM | INTR | SL | DRIVER |
|--|---|---|------------------------------------|--|---|
| Oversee NMs, INTR and Drivers | Create a perimeter barrier (per MSL instructions) | Take lead on identifying medical nature of outbreak | Exclusively under direction of MSL | Coordinate with MSL to make all non-medical decisions | Drives if instructed to do so by MSL only |
| Coordinate with MEDTEAM | Take all those affected to Malfare or T&E (depending on quarantine needs) (per Red Cross/ MSL instructions) | Inform MSL if mass evacuation and/or additional medical teams on site will be needed, and will call for the latter via local channels | | Coordinate with MSL to help with dissemination of information to general population | |
| Keep record of all involved/evacuated | Identify witnesses who can help to identify what happened/identify source of outbreak | Triage and treatment | | Full cooperation with Medical Teams | |
| Coordinate with SL to make all non-medical decisions | Maintain perimeter; keep curious visitors clear | | | If outside Medical Teams have been called in by Red Cross – go to Gate to meet them and bring them to Red Cross. | |
| Coordinate transport off-site to medical facilities with Red Cross (including gate permissions and log of designated drivers and destinations) | (per MSL instructions) Help identify others who may be affected | | | | |
| Coordinate with MSL to help with dissemination of information to general population | (per MSL instructions) Help spread information about outbreak | | | | |
| Full cooperation with Medical Teams | | | | | |

If there is serious hazard or health risk, NoMads and everyone else stays clear and medical will call in appropriate support from surrounding hospitals. We will all defer to the Red Cross on all medical decisions.

MSL

NOMAD

SL

WE

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Photograph site/damage for incident reports

Liaise with WE and SL —assess needs for further actions together

Together with SL, lead post-incident debrief + staff support

Follow-ups

Victim(s)/Injured/Traumatized participants

Those taken off-site

Fills out an incident report.

Clean-up of hazardous materials (blood, etc.) when instructed by MSL

Proper disposal of Bio-hazardous materials in accordance with instructions from MSL/Red Cross

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and **DO NOT TELL STORIES.** Do not be a part of the rumour mill!

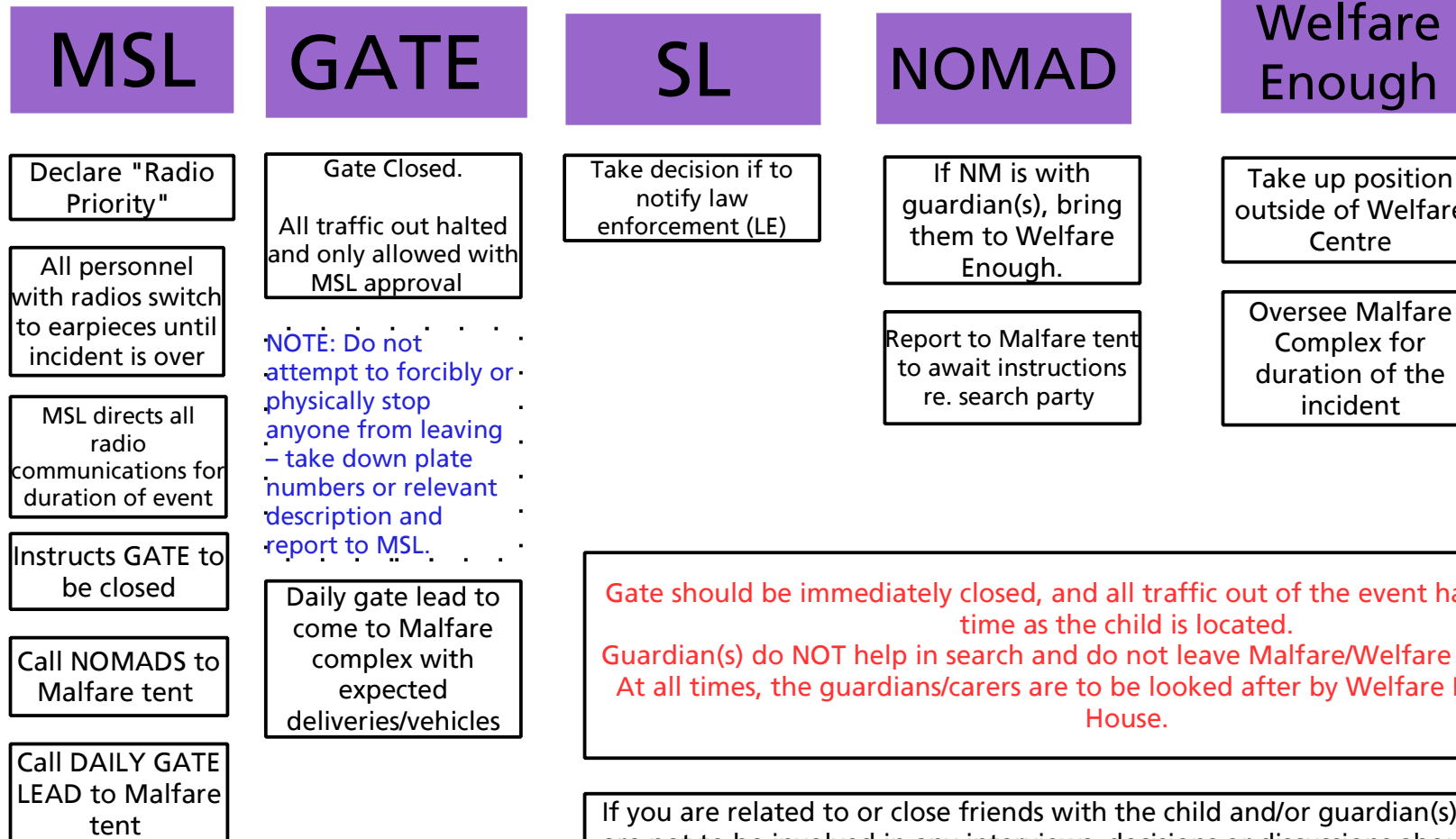
If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Lost or missing child/vulnerable person

Immediate actions

1

Lost/missing child



Gate should be immediately closed, and all traffic out of the event halted, until such time as the child is located.
Guardian(s) do NOT help in search and do not leave Malfare/Welfare Enough/Ohana. At all times, the guardians/carers are to be looked after by Welfare Enough/Ohana House.

If you are related to or close friends with the child and/or guardian(s) involved, you are not to be involved in any interviews, decisions or discussions about decisions regarding the case!
If there are alleged suspect(s) – do not apprehend. Point out to security/law enforcement.

| MSL | INTR | WE | NOMAD | SL | MED |
|--|-----------------------|---------------------|--|--|---|
| Meet parent(s)/ guardian(s) at Malfare | With MSL if requested | Stand-by at Malfare | Stand-by at Malfare for search briefing with MSL | Move to Gate to wait for LE to arrive. | On hand to treat guardian(s) if needed (fainting, panic, etc.) and child when found, as needed (injury, shock, dehydration, sexual assault, etc.) |
| Gather info from guardian(s) | | | | | |
| Brief NMs for search effort. | | | | | |
| Gives 'All Com' with description of missing person | | | | | |

Gate should be immediately closed, and all traffic out of the event halted, until such time as the child is located.

Guardian(s) do NOT help in search and do not leave Malfare/Welfare Enough/Ohana.
At all times, the guardians/carers are to be looked after by Welfare Enough/Ohana House.

If you are related to or close friends with the child and/or guardian(s) involved, you are not to be involved in any interviews, decisions or discussions about decisions regarding the case!
If there are alleged suspect(s) – do not apprehend. Point out to law enforcement.

Roles at incident

Lost/missing child

| MSL | NOMAD | MED TEAM | INTR | SL | WE |
|--|--|---|------------------------------------|--|--|
| Identify best suited person to stay with guardians. | Form search teams per instructions from MSL | On hand to treat guardian(s) if needed (fainting, panic, etc.) and child when found, as needed (injury, shock, dehydration, sexual assault, etc.) | Exclusively under direction of MSL | Meet LE and bring them to scene/MSL | Manage Malfare in MSL absence + on hand to help as needed. |
| Coordinate search effort—controls radio for this purpose | Search appointed area and report to MSL | | | Coordinate with MSL to make all non-medical decisions | |
| Oversee NMs and INTR | (as directed by MSL) Help spread the word about the missing child | | | With MSL: verify guardians' identities and determine what happened (if there was neglect) before child is returned to them | |
| Coordinate with MEDTEAM, if relevant | Sit with guardians or gather info (if instructed by MSL) | | | Full cooperation with LE. | |
| Brief security | | | | | |
| Keep record of all involved & who was evacuated to where | | | | | |
| Coordinate with SL to make all non-medical decisions | | | | | |
| With SL: verify guardians' identities and try to determine what happened (including if there was suspected neglect) before child is returned to them | | | | | |
| Full cooperation with LE. | | | | | |

Gate should remain closed, and all traffic out of the event halted, until such time as the child is located. Inbound traffic may be allowed at Site Lead's discretion.
Guardian(s) do NOT help in search and do not leave Malfare/Welfare Enough/Ohana.
At all times, the guardians/carers are to be looked after by Welfare Enough/Ohana House.

If you are related to or close friends with the child and/or guardian(s) involved, you are not to be involved in any interviews, decisions or discussions about decisions regarding the case!
If there are alleged suspect(s) – do not apprehend. Point out to law enforcement.

MSL

NOMAD

SL

WE

DRIVER

MED TEAM

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Liaise with WE and SL—assess needs for further actions together

Together with SL, lead post-incident debrief + staff support

Follow-ups

Guardians & child

Any traumatized people

Fills out an incident report.

If directed by MSL, clean-up of hazardous materials (blood, etc.)

If directed by MSL, proper disposal of Bio-hazardous materials

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and **DO NOT TELL STORIES.** Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Multiple casualty incident

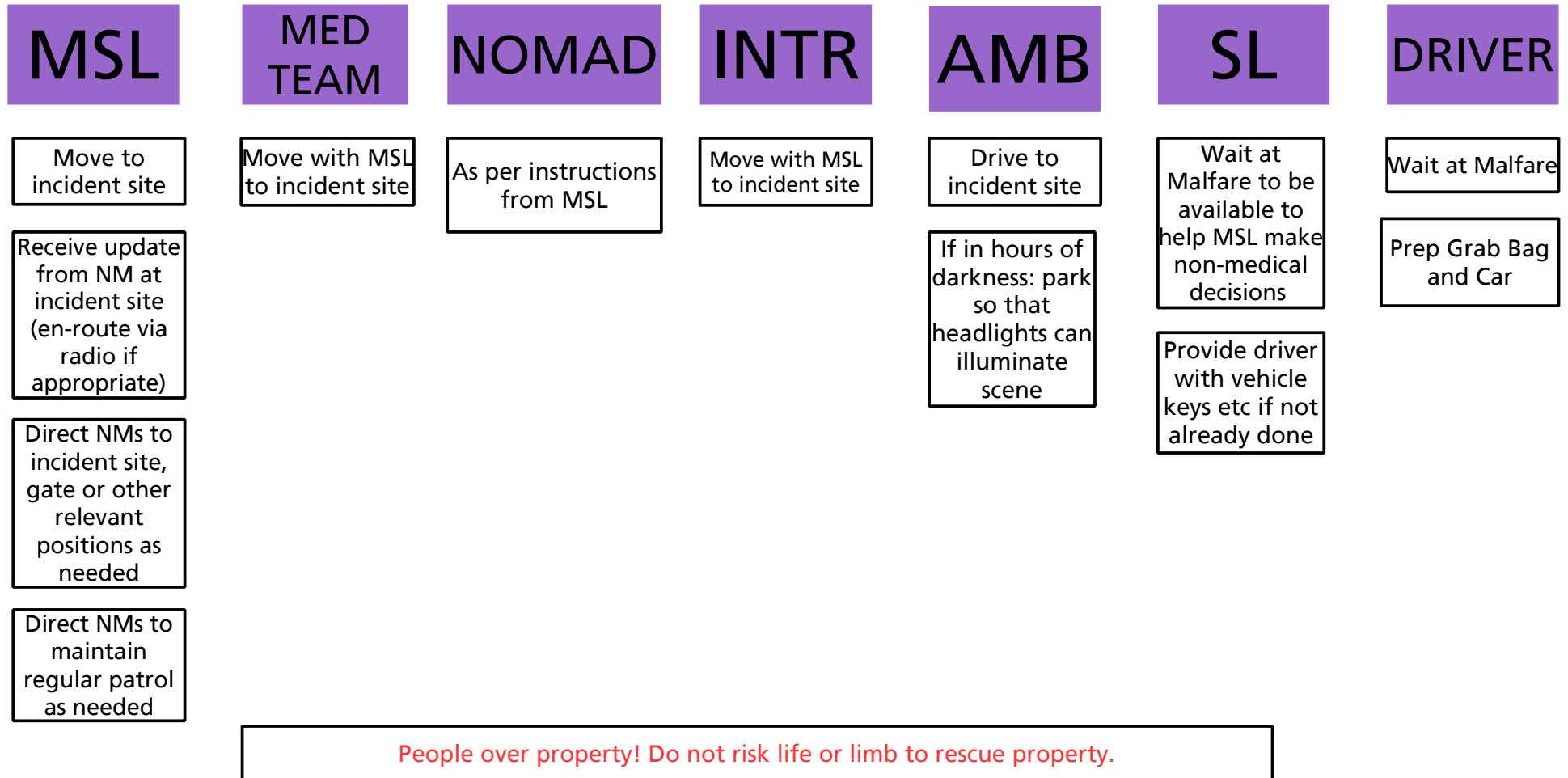
Immediate actions

1

Multiple casualty incident

| MSL | GATE | SL | NOMAD | Welfare Enough | Welfaeries | DRIVER |
|--|---|----------------------------------|---|--|--|--|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> <p>Calls Designated Driver(s) to Malfare</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to MSL.</p> | <p>Report to Malfare Complex</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prep Welfare Enough for incident response</p> <p>Take up position outside of Welfare Centre</p> <p>Oversee and manage incoming participants traumatized by the incident – priority to next of kin and friends/camp mates.</p> <p>Oversee Malfare Complex for duration of the emergency /incident/event</p> | <p>Prep WE for incident response</p> <p>2x Welfaeries: prepare to take in incident-related cases</p> <p>2x Welfaeries: continue normal Welfare Enough operations</p> | <p>Moves to Malfare to await instruction</p> |

People over property! Do not risk life or limb to rescue property.



Roles at incident

Multiple casualty incident

| MSL | NOMAD | MED TEAM | INTR | SL | WE | DRIVER |
|--|--|-----------------------------------|------------------------------------|--|---|-------------------------------------|
| Oversee NMs and INTR | Follow MSL instructions at all times | Triage | Exclusively under direction of MSL | Together with MSL, make all non-medical decisions related to the event | Emotional support for next of kind, friends, camp mates | Drives only if instructed to by MSL |
| Coordinate with MEDTEAM | Tape off perimeter | Treatment | | | | |
| Keep record of all involved & evacuated | Clear area of those not directly-involved needing non-medical attention to WE | Coordinate evacuation(s) with MSL | | | Keep record of all involved | |
| Coordinate with SL to make all non-medical decisions related to the event | Identify (sober) witnesses who can help to identify what happened | | | | | |
| Coordinate Gate permissions | Accompany witness to Malfare cabin to give a statement | | | | | |
| Coordinate transport off-site to medical facilities with Red Cross (including gate permissions and designated drivers) | Maintain perimeter; direct curious participants to WE | | | | | |
| | (As directed by MSL) collect names, contact details for injured and/or their campmates and friends | | | | | |
| People over property! Do not risk life or limb to rescue property. | | | | | | |

MSL

NOMAD

SL

WE

DRIVER

MED TEAM

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Liaise with WE and SL—assess needs for further actions together

Together with SL, lead post-incident debrief + staff support

Follow-ups

Those taken off-site

Those injured

Any traumatized people

Fills out an incident report.

If directed by MSL, clean-up of hazardous materials (blood, etc.)

If directed by MSL, proper disposal of Bio-hazardous materials

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Reports of sexual assault or rape

NO RADIO COMMUNICATIONS about (reports of) sexual assaults or rape. **None at all.** This is a very sensitive matter.

Immediate actions

1

Sexual assault

| MSL | GATE | SL | NOMAD | Welfare Enough | Welfaeries | DRIVER |
|---|--|---|---|--|---|--|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> <p>Call necessary people to Malfare for face-to-face briefing</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to SL.</p> | <p>Report to Malfare Complex</p> <p>Stand-by for decision regarding notification of Law Enforcement</p> <p>Coordinate with MSL on non-medical decisions</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prepare Welfare Enough for incident response</p> <p>Take up position outside of Welfare Centre</p> <p>Oversee Malfare Complex for duration of the incident</p> | <p>Prepare Welfare Enough for incident response</p> <p>2x Welfaeries: prepare to take in incident-related cases</p> <p>2x Welfaeries: continue normal Welfare Enough operations</p> | <p>Moves to Malfare to await instruction</p> |

if you are related to or are friends with either the victim(s) or alleged suspect(s) you are not to have any contact with the case. Call another NM or Lead to replace you immediately and step away.

REMEMBER:

Victim(s) should be addressed and supported by same-gendered crew members, preferably with counselling experience, whenever possible.

Sexual assault and rape cases can be very emotional. Please stay calm and remain professional.

Do not assume guilt. We are not judge and jury. Treat alleged suspect(s) with respect too.

Get into position

Sexual assault

| MSL | MED TEAM | NOMAD | INTR | SL | DRIVER |
|--|------------------------------|------------------------------|---------------|---|-----------------------|
| Move to meet the victim – at incident site or at Malfare | Move with MSL to meet victim | As per instructions from MSL | Move with MSL | If LE has been contacted, move to Gate to wait for LE to arrive. | Wait at Malfare |
| Direct NMs to incident site, gate or other relevant positions as needed. | | | | Otherwise move directly to Malfare complex to receive MSL with victim there | Prep Grab Bag and Car |
| Direct NMs to maintain regular patrol as needed. | | | | Source an additional interpreter if necessary | |
| Direct security as needed. | | | | | |

If you are related to or are friends with either the victim(s) or alleged suspect(s) you are not to have any contact with the case. Call another NM or Lead to replace you immediately and step away.

REMEMBER:

Victim(s) should be addressed and supported by same-gendered crew members, preferably with counselling experience, whenever possible.

Sexual assault and rape cases can be very emotional. Please stay calm and remain professional.

Do **not** assume guilt. We are not judge and jury.
Treat alleged suspect(s) with respect too.

Roles at incident

Sexual assault

| MSL | NOMAD | MED TEAM | INTR | SL | WE | DRIVER |
|---|---|--|------------------------------------|--|--|-------------------------------------|
| Oversee + give directions to NMs and INTR | Follow MSL instructions at all times | Treatment of victim(s) preserving evidence (if any) where possible | Exclusively under direction of MSL | Meet LE (if called) and bring them to scene | Emotional support for any non-medically affected individuals | Drives only if instructed to by MSL |
| Coordinate with MEDTEAM | Diffuse the immediate situation | Coordinate evacuation(s) with MSL | | Together with MSL, Welfare Enough lead, manage incident + victim(s) care + documentation | Keep record of all involved | |
| Together w Welfare Enough lead, SL, manage incident + victim(s) care + documentation | Wait for MSL. Handover incident. Follow MSL instructions. | | | Cooperate with LE: ONLY MSL AND SL interact with LE in suspected criminal cases! | Welfare Enough LEAD helps with victim care, together with MSL and SL | |
| Keep record of all involved & who was evacuated to where | Clear the area of onlookers | | | Follow eviction protocol to make eviction decisions! | | |
| Coordinate transport off-site to medical facilities (including gate permissions and designated drivers) | Identify (sober) witnesses who can help to identify what happened | | | | | |
| Coordinate Gate permissions with SL | If directed to do so, find information on identity of victim(s) or alleged suspect(s), or find next of kin/friend of victim per request | | | | | |
| Coordinate with SL to make all non-medical decisions related to the event | Carry on normal NOMAD duties. MSL and SL to handle all Sexual Assault/Rape cases | | | | | |
| Brief & instruct security | | | | | | |
| Follow eviction protocol to make eviction decisions! | | | | | | |
| Cooperate with LE: Only MSL AND SL interact with LE in suspected criminal cases! | | | | | | |

NOTE: DO NOT attempt to apprehend anyone!
MSL will co-ordinate with on-site security if appropriate

If the alleged suspect is intoxicated or agitated, they should not be approached. If he/she is out of control – on-site security or local law enforcement should be contacted by Site Lead to help contain the situation. **We do not have the mandate to physically restrain people.**

Friends of the person reporting the assault may do so at their own volition and risk, but never upon the instruction of Nowhere crew

Everyone will cooperate fully with local law enforcement at all times. Only Site Lead and MSL will interact with law enforcement in criminal cases.

MSL

NOMAD

SL

WE

DRIVER

MED TEAM

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Liaise with WE and SL—assess needs for further actions together

Together with SL, lead post-incident debrief + staff support

Follow-ups

Victim(s)/Injured/Traumatized participants

Fills out an incident report.

If directed by MSL, clean-up of hazardous materials (blood, etc.)

If directed by MSL, proper disposal of Bio-hazardous materials

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Suspected criminal behaviour/activity

Immediate actions

1

| MSL | GATE | SL | NOMAD | Welfare Enough | Welfaeries |
|---|---|---|---|---|---|
| <p>Declare "Radio Priority"</p> <p>All personnel with radios switch to earpieces until incident is over</p> <p>MSL directs all radio communications for duration of event</p> <p>Instruct GATE re closure if needed</p> | <p>Gate monitors or halts traffic as per MSL instructions</p> <p>NOTE: Do not attempt to forcibly or physically stop anyone from leaving – take down plate numbers or relevant description and report to MSL.</p> | <p>Report to Malfare Portacabin</p> <p>Stand-by for decision regarding notification of Law Enforcement (LE)</p> | <p>If a NM is already at the incident site, begin onsite role per step 3</p> <p>All other NMs stand by and await orders from MSL per "Radio Priority"</p> | <p>Instruct Welfaeries to prep Welfare Enough for incident response</p> <p>Take up position outside of Welfare Centre</p> <p>Oversee Malfare complex for duration of the emergency/incident</p> | <p>Prep Welfare Enough for incident response</p> <p>2x Welfaeries prepare to take in incident-related cases</p> <p>2x Welfaeries continue normal Welfare Enough</p> |

* Not counting sexual assault cases – see separate protocol for sexual assault

NOTE: If you are a family member or close friend of anyone involved, be it the victim(s) or the alleged suspect(s), remove yourself immediately from any official contact with the situation.

Call another NM or Lead to take your place. Do not interfere. Walk away.

MSL

Move to incident site

Receive update from NM at incident site (en-route via radio)

Direct NMs to incident site, gate or other relevant positions as needed.

Direct NMs to maintain regular patrol as needed.

MEDTEAM

Move with MSL to incident site if relevant

NOMAD

As per instructions from MSL in Step 1

INTR

Move with MSL to incident site

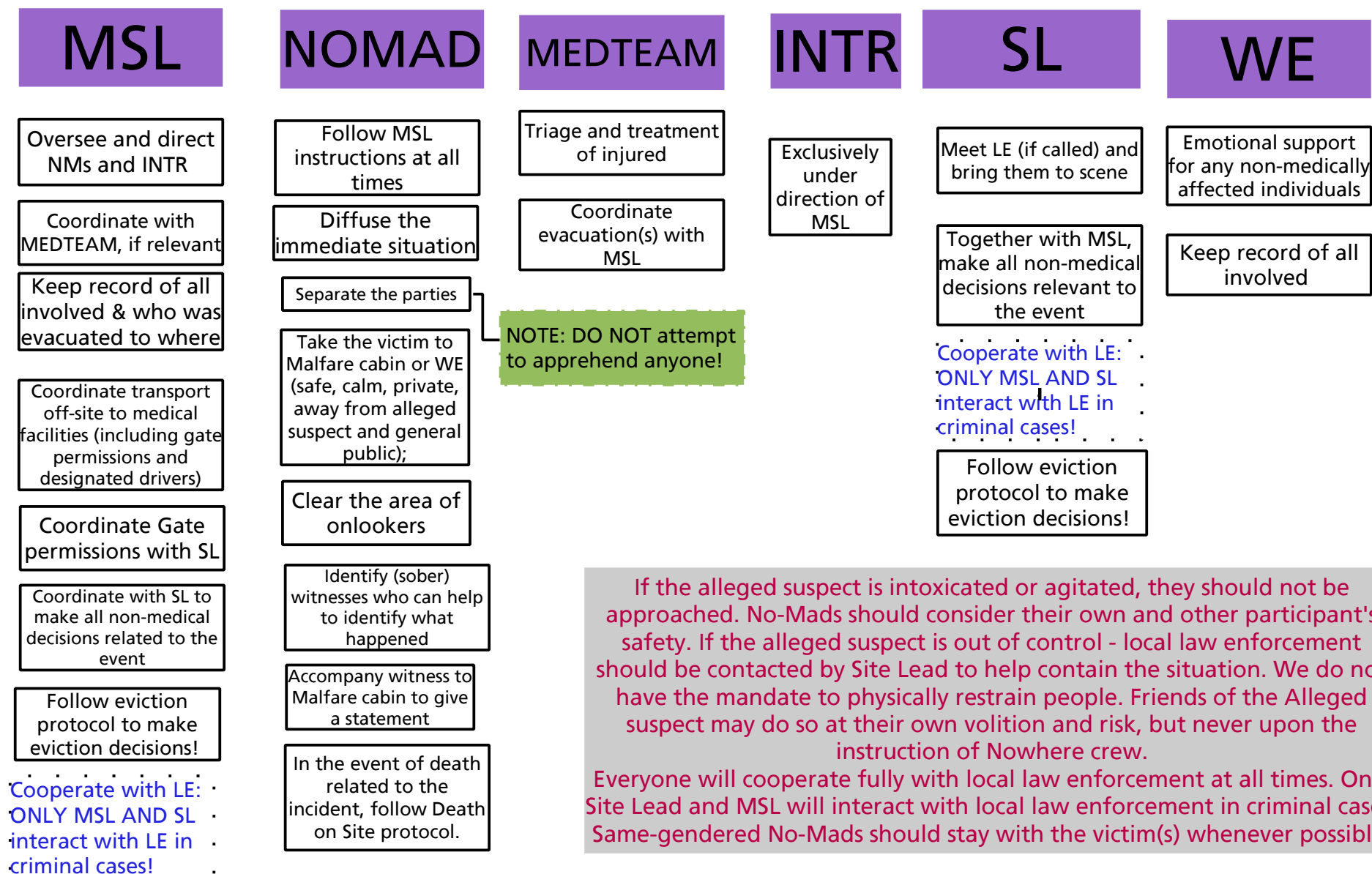
SL

If LE has been contacted, move to Gate to wait for LE to arrive.

If not – wait at Malfare for Step 3

NOTE: If you are a family member or close friend of anyone involved, be it the victim(s) or the alleged suspect(s), remove yourself immediately from any official contact with the situation.

Call another Nomad or Lead to take your place. Do not interfere. Walk away.



MSL

NOMAD

SL

WE

DRIVER

MEDICAL

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Photograph site/damage for incident reports

Liaise with WE and SL — assess needs for further actions together

With SL, lead post-incident debrief + staff support

Follow-ups

Victim(s)/Injured/Traumatized participants

Fills out an incident report.

Clean-up of hazardous materials (blood, etc.) when instructed by MSL

Proper disposal of Bio-hazardous materials (once instructed by MSL)

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

**** NOTE: If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.**

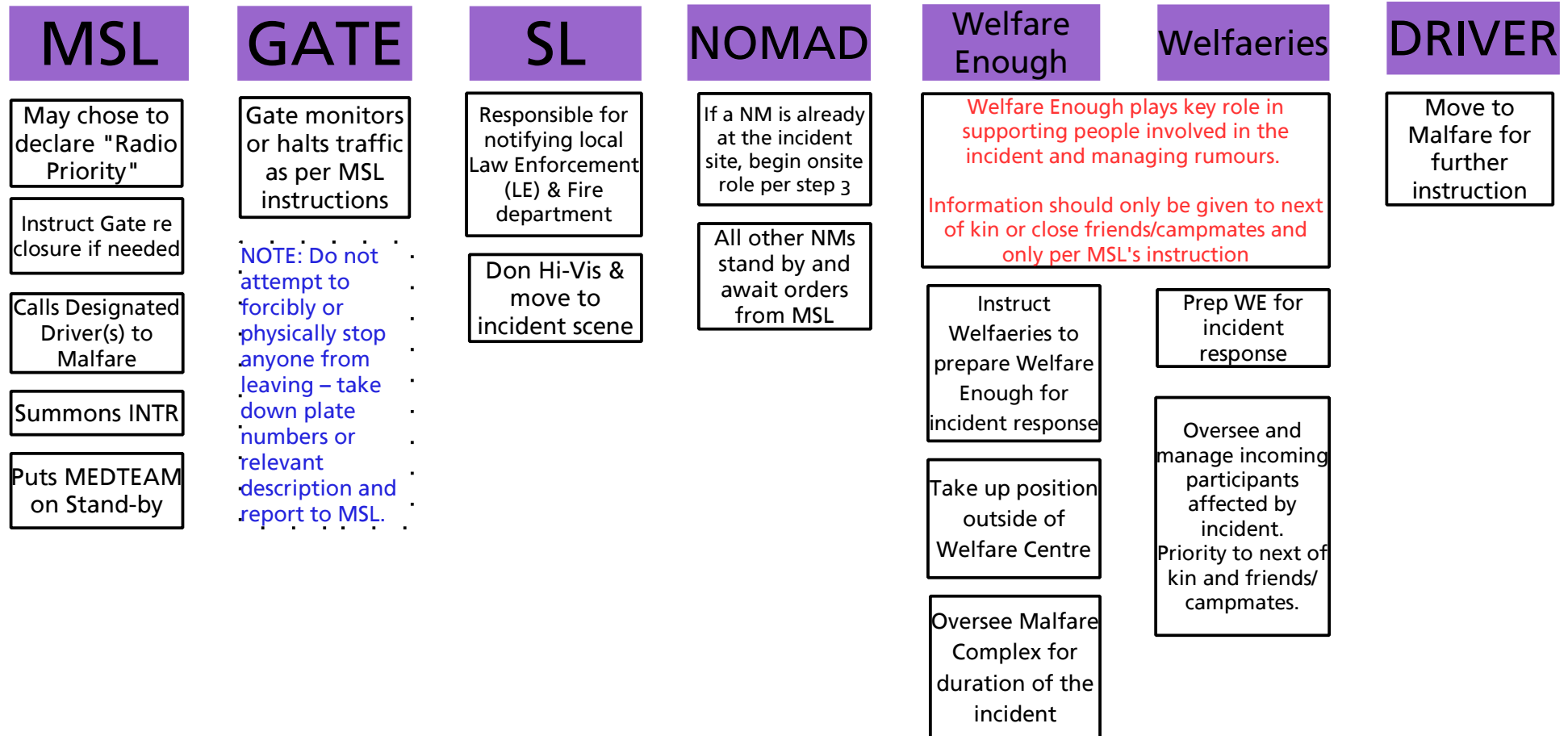
Vehicular accidents (on & off site)

Incident reported to Malfare via radio from a No-Mad or via a participant at Malfare—never mention sensitive information over the radio!

Immediate actions

1

Vehicular accident



2

Get into position

Vehicular accident

Never mention sensitive information over the radio!

MSL

Move to
incident site

Receive update
from NM at
incident site

Direct on-duty
people as
necessary

Inform security
of situation if
appropriate

MED TEAM

Move with MSL
to incident site

NOMAD

As per
instructions from
MSL

INTR

Remain in radio
contact as MSL
directs (may be
needed at Red
Cross, may be
needed at Gate,
may be needed
at Incident site)

AMB

If required,
drive to
incident site

If at night, or
poor visibility,
drive to
incident site

SL

Escort LE to
incident

DRIVER

Prep Grab Bag
and site
vehicle

| MSL | NOMAD | MED TEAM | INTR | SL | WE | DRIVER |
|---|---|--------------------------|--|--|---|-----------------------------|
| Oversee NMs and INTR | Follow MSL's instructions | Attend to medical needs. | Exclusively under direction of MSL | Introduce LE to MSL | Emotional support for those involved, friends, camp mates | Drives as instructed by MSL |
| Coordinate with MEDTEAM | Tape off perimeter | | | Together with MSL, make all non-medical decisions related to the event | Keep record of all involved | |
| Coordinate with SL to make all non-medical decisions related to the incident | Maintain perimeter | | Translate for SL, MSL, LE, Fire Dept, Medics, Security, those involved | Cooperate fully with LE | | |
| Coordinate Gate permissions | Clear area of those not directly-involved. | | | Together with MSL, liaise with medical team and LE/Fire dept | | |
| Direct NMs to locate and cordon off person's tent/vehicle | Direct those needing non-medical attention to WE | | | Keep record of all involved & evacuated | | |
| Direct NMs to help identify the individual and/or find next of kin, campmates, friends and accompany them to WE | Help find next of kin/friends /campmates. Accompany them to WE. | | | | | |
| Together with SL, liaise with medical team and LE/Fire dept | Do not break news to them | | | | | |
| | Identify witnesses who can help to reconstruct what happened | | | | | |
| | Accompany witness to Malfare to give a statement | | | | | |

MSL

NOMAD

SL

WE

DRIVER

MED TEAM

INTR

Everyone involved participates in a post-incident de-brief and is given post-incident trauma/emotional support as needed.

Fills out an incident report.

Liaise with WE and SL—assess needs for further actions together

Together with SL, lead post-incident debrief + staff support

Follow-ups

Victim(s)/Injured /Traumatized participants

Fills out an incident report.

If directed by MSL, clean-up of hazardous materials (blood, etc.)

If directed by MSL, proper disposal of Bio-hazardous materials

Help disseminate post-incident information + prevention and diffusion of rumours + privacy

Participate in post-incident debrief

Fills out an incident report.

Coordinate assistance to victim(s)/next of kin/friends during ongoing post-incident period.

With Board: Coordinate follow-up including PR response

Possible Newsletter/flyer at No-Info

Collects all incident reports for safe keeping and follow-up

Together with MSL, lead post-incident debrief + staff support

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

Re-stock grab bag upon return

Fills out an incident report.

Participate in post-incident debrief

Fills out an incident report.

Participate in post-incident debrief

REMEMBER: Stay professional. Respect participants' privacy and DO NOT TELL STORIES. Do not be a part of the rumour mill!

If it is time for a new shift to come on, the new shift will quietly take up regular shift activities, while the previous shift continues with emergency response, until there is an appropriate moment to calmly and orderly make the shift change or hand over duties to the fresh team coming on.

Radio Guide

Radios are serious business. They may be small, but all too often they can give us far too big a sensation of power or authority. It is also easy to get carried away and forget that our radios are our work tools, not our personal 'inside joke' transmitters.

Before we get into the how to use them, here are a few quick reminders of how not to use the radios

Rules for the radio

1. Don't clog up the airwaves. Someone in trouble or with a real problem may be trying to get through!
2. Don't interrupt other people on the radio unless it's an emergency. Listen for 5 seconds to make sure no one is speaking before you jump in and transmit.
3. Don't forget to be professional! Everyone can hear the radios, and what you say on them.
4. Don't invade chill spaces and grab attention with your radio. Radios can be really annoying, and sometimes even threatening, to those who are on a different wavelength, so to speak.
5. Don't let the radio go to your head.
6. Don't get carried away using the radios.
7. Don't sit on your radio - no 'butt calls' please!

Using your radio

1. Be careful how close your mouth is to the mic. Too close and you will sound garbled. Too far and you will not be heard.
2. You do not need to SHOUT! Speak in your normal voice.
3. Don't stay in loud or crowded places for too long – you might not hear us if we are trying to call you.
4. Don't accidentally sit on your radio – 'butt calls' jam up the airwaves. Not to mention the private (or so you thought!) conversations that may be captured as a result!
5. Listen before you speak. Listen for 5 seconds before you jump in and start transmitting something, to make sure you're not interrupting anyone!

Radio lingo

ALLCOM: Attention, everyone. Usually repeated twice: *"AllCom, AllCom: Can anyone see Site Lead?"*

BREAK: Everyone cease transmissions and listen. Used in extreme emergency only. Typically said three times to insure everyone is paying attention:
"Break. Break. Break: Swarm of killer bees headed our way. Get everyone to take cover as soon as possible."

OFFCOM: I am turning off the radio and not available.

ONCOM: I am available on channel / back on channel

OVER: I'm done talking and waiting for you to reply. "Where was the location of that UFO again, over?"

OUT: I'm done talking and you don't need to reply/ the conversation is over.
"Thanks Malfare - I figured out the location and I'll be on scene shortly, out."

STANDBY: Hang on while we handle your request. Monitor the channel and wait for response.

COPY THAT: Got it. Understood

We do not use 10-4, 20, or other APCO/CB codes, plain English only

NATO Phonetic Alphabet

| | |
|---|---------|
| A | Alpha |
| B | Bravo |
| C | Charlie |
| D | Delta |
| E | Echo |
| F | Foxtrot |
| G | Golf |
| H | Hotel |
| I | India |
| J | Juliet |
| K | Kilo |
| L | Lima |
| M | Mike |

| | |
|---|----------|
| N | November |
| O | Oscar |
| P | Papa |
| Q | Quebec |
| R | Romeo |
| S | Sierra |
| T | Tango |
| U | Uniform |
| V | Victor |
| W | Whiskey |
| X | X-ray |
| Y | Yankee |
| Z | Zulu |

Abbreviations

| | |
|---------------|----------------------------|
| Board | On-duty board lead |
| FD | Fire Department / Fighters |
| GSL | Gate Shift Lead |
| INTR | Interpreter |
| LE(O) | Law Enforcement / Police |
| MEDICAL | Red Cross |
| MEDTEAM | Red Cross |
| MSL | Malfare Shift Lead |
| NM | Nomad(s) |
| SL | Site Lead(s) |
| T&E | Tea & Empathy |
| Tea & Empathy | Welfare Enough |
| TRANSLATORS | Interpreters |
| WE | Welfare Enough |
| WEL | Welfare Enough Lead |
| Welfaeries | Welfare Enough volunteers |

