

Volunteer Guidelines

We wish to present our views of customer service and how to handle situations that may present a security issue. Please read through these, as you agree to these upon volunteering.

In the event of an emergency:

- If the fire alarm goes off:
 1. Evacuate all attendees towards the nearest exit.
 2. Leave the building and make sure all attendees stay across the street from the buildings.
- In case of a tornado:
 1. Evacuate all attendees to the designated safety areas.

When in a situation where you witness:

- Weapon that does not comply with prop rules,
- Rough-housing or Play-fighting,
- Running through halls,
- Drugs or Alcohol consumption,
- Sleeping in Convention Hall,

show your volunteer badge and ask for the activity to desist. If they continue, bring the situation to a Staff or Immediate Response Team member.

If you witness physical violence or a theft:

- Make a mental description. (*Outfit, physical attributes, height, age, gender*)
- Inform Staff or an Immediate Response Team member immediately.

If you are supervising a room that becomes too full, please politely decline attendees from entering. Bring up to Staff immediately if attendees do not comply. (This also includes when a room is closed for setup or tear down.)

DO NOT attempt to detain or engage trouble-making attendees.

DO NOT take any personal possessions of attendees. This includes an attendee's badge.

DO NOT shout at attendees. Politeness is key.

You have the authority to remind attendees of the rules and to ask them to stop. If they do not wish to comply with your polite request, find a staff member or security member immediately to handle the situation.

Thank you for taking the time to look over these rules. Hopefully you are now better aware of what you should do if attendees become a problem.

Kat Atkins – Volunteer Coordinator, JAFAX