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LATE NIGHT DANCE EVENT PATROL POLICY (After Hours and others)

In order to ensure a safe and secure environment within the University Union during late night dance programs, the following policies and procedures are practiced by those staff, student employees, and sponsoring organization members serving as event patrol and supervision:

General Practices:

1. Everyone must wear name tags and uniforms (if applicable) throughout the
2. Everyone must familiarize themselves with emergency procedures, paying special attention to the evacuation process for fire or bomb threat.

Specific Roles:

Dedicated to Event Patrol...

- should circulate throughout the dance location making self-visible to participants, sharing information with other Event Patrol staff, and monitor and observe events occurring in the area. Provide feedback to Building Manager and/or Full Time staff on duty.
- staffed at strategic locations throughout the dance location near entrances, exits, and restrooms
- assist with evacuation procedures if required
- identify problems and suspicious behavior, and intervene if necessary and comfortable in doing so, following techniques outlined in subsequent section of policy. If uncomfortable, call the Building Manager, full-time staff member, and/or Public Safety officer on duty to assist. Event Patrol staff should NEVER put themselves in a position of danger or harm.

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Phoenix Club Staff:

- assist customers as normal
- protect equipment and cash register areas from harm
- monitor and observe dining and recreation areas and alert staff of suspicious behavior or problems (especially during After Hours dances)

Corner Store and Main Desk staff:

- monitor and observe hallway and adjacent areas, and alert Event Patrol staff of suspicious behavior and problems

Building Managers:

- serve as point person to initiate any required emergency procedures including evacuation if needed
- monitor hallways, restrooms, and remote areas for possible disruptions and problems
- maintain support for all other areas of the Union with frequent walk-thru's of the entire facility and grounds

Performers/DJ's:

- assist with identification of problem situations
- do not provoke group to participate in unwanted or inappropriate behaviors (i.e. body passing)
- cooperate with Union and University personnel to manage group and possibly make necessary announcements to deter problems
- protect equipment used for the program

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Campus security/police officers:

- be aware of event and respond as needed
- provide a supportive, back-up role to program's Event Patrol staff
- intervene and provide assistance and/or take control of a situation if needed
- provide a presence to deter potential problems
- issue citations or provide escort if required

Problem Identification and Resolution Techniques:

Approach - Determine the severity of situation and receptivity of person(s) being approached, ask for additional personnel to assist or contact (in this order) Building Manager, Full Time staff or Public Safety officer to assist, be a back-up, or handle alone. Approach may be more effective if others are supporting it.

Action - Calmly and clearly indicate to the person(s) the action(s), which are inappropriate and they should stop immediately. State thoughts clearly, refraining from accusations and threats, which may cause anxiety and the message to be overlooked. Attempt to settle the person(s) down and ask for cooperation so the event can be safe, fun, and enjoyable. Refer to stated or posted policies when available or have available for supporting documentation. It is more effective to wait for the person(s) to be removed from the crowd because it is more intimidating to approach someone in a crowd, and the message may not be heard or understood.

Resolution - Immediate action must be taken to help prevent future unwanted actions by others (when people see particular actions being stopped they will follow suit in most cases). Determine the immediate severity of the situation and let that dictate the timing of your approach. After confronting someone, allow time for things to cool down and then go back to address the situation. Remain calm and focused while trying to explain why the action is inappropriate (i.e. others may be hurt, etc.).

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Follow-Up/Feedback - All situations involving Event Patrol must be communicated with the Building Managers. The level and severity of the situations will be assessed with additional documentation (Incident Report, Building Manager Report, etc.) completed. Event Patrol may be asked to assist with the detailed reporting of situations.

General Guidelines to Note:

An individual CAN be denied the right or privilege to enter or participate in an event if:

- the individual shows signs of staggering or loss of motor control
- the individual displays behavioral challenges (i.e. loud, obnoxious, confrontational, or overly aggressive)
- obvious or strong odor of alcohol

No Event Patrol member should serve as an escort to a participant. If an escort is needed, Public Safety personnel or a person who is with and knows the individual in need should serve this function.

All incidents with participants associated with extreme conduct or alcohol/drug problems should be referred to the Public Safety personnel on duty.

Resources Available to Assist with Problems:

Other Event Patrol staff
Performers and Sponsoring Organization Members
Building Managers
Full Time Staff
Public Safety officers (or municipal officers if applicable)