



MOW

Ministryofwelfare.com

Basic Training Manual

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Brief Description of Welfare Areas

Area	Description
Front of House	Public have access to the front of the tent and it is the first point of contact. We have posters, leaflets and giveaways in this area. It is important that we give a good first impression both inside and outside the tent.
Admin	Table where all the folders and admin items are kept. Must be kept free of food, drink and clutter. Also where any crew notices and information is found.
Refreshments	Crew refreshments are kept on this table. This area gets messy and must be cleaned frequently.
Giveaways	Table to store all the items we sell and giveaway.
Lost Property	At small events there will be a small area on the admin table for lost property. At large events we usually have a separate Portakabin.
Crash	An area where clients sleep.
Chill Out /Quiet	An area where clients can sit somewhere quiet.

Key Points

- Most people will judge MOW on what they see when they walk past
- Keep the tent clean

Challenge

There are 13 points made above, How many can you recall in 30 seconds?

Rules of the welfare tent

- No alcohol in the tent, it encourages people to use welfare as a party tent and disturbs other clients
- No smoking as it is illegal
- No drugs as they are illegal
- Behaviour Policy – Crew will not tolerate threatening language and behaviour, and this may result in eviction off site.
- Clients must have permission from crew to go beyond Front of House
- Clients cannot use the refreshments area
- Clients cannot take handfuls of giveaways
- Clients do not have to give their full name
- Clients can use the landline phone if supervised, crew discretion to use the mobile phone
- Noisy or disruptive clients may be asked to leave if they are disturbing other clients
- If the welfare tent gets too full then we may go into “Safe Mode” – shut the front to just a small entrance and control who comes into the welfare tent

Key Points

- No alcohol in the welfare tent
- Clients do not have to give their full name
- Safe Mode – When things are getting hectic

Challenge

Which one of the rules above would you get rid of? Why?

What welfare does

Service	Description
Information	General festival info, travel info. Information on drug use, sexual health & sun protection
Emotional Support	We give general emotional support to anyone having a bad time at the event and provide a quiet and safe area where people can talk.
Support for people who have taken drugs or drink	Crash area or chill out. Supporting whilst intoxicated and general advice.
Crash	A sleeping area for people to sleep for a variety of reasons, drugs, drink, minor illness, no bed, heat exhaustion etc.. We take referrals from medical.
Lost Children & Lost Friends	Handling requests from parents / guardians who have lost children. Taking in children for short periods until the situation is resolved.
Crime Support	Assisting people who have been victims of crime; this includes providing a free telephone so people can cancel cards, block mobile phones, arrange money from home and get crime reference numbers.
Lost Friends	We will try and reunite friends and act as a meeting and messaging point.
Independent Liaison	If an individual has a problem with the way they have been treated at the event the welfare service will try to mediate to sort the problem
Giveaways	We give away sunscreen, condoms, sweets, emergency clothes, sanitary towels etc...
Lost Property	We will take in all lost property, log it and put it in a safe place until it is retrieved by the owners.
Eviction Support	Supporting people who have been evicted from the event. (Leeds Festival only)

Key Points

- General job of welfare is; information, emotional support, crash, giveaways, lost children and lost property
- We are their mummy and daddy for the weekend

Challenge

What does welfare do? Sell it to me

Meeting and greeting members of the public

The 'Front of House' is the area at the front of the tent where the public come in. It is common that the public don't know what we do, so we generally have signs up to let them know.

Front of House is the first impression that the public get of us. It is essential we look our best; try and keep this area clean and tidy and crew must be wearing tabards so they can be clearly identified.

People can often feel embarrassed about coming into welfare, especially if it is due to a sensitive issue. Crew should be responsive to the public and ask people if they need help. Remember to smile.

People may come to the welfare tent very upset; try whenever possible to get them into the quiet area; to minimise embarrassment.

When it is very busy; we will go into "Safe Mode"; this means we will shut the front to only a small doorway, so we can control who comes in and out of the tent. This is often done at dance events as we would otherwise be swamped.

Once approached, quickly assess their needs and whether you need to be involved; do not hassle people like a busy body shop assistant. If you are going to be dealing with someone for a while, tell them your name and reassure them that you will help or find the right person to help.

Key Points

- A good first impression is essential
- Tabards must be worn
- Be friendly, sensitive & approachable
- Ensure you have dealt with the issue and assessed them thoroughly

Challenge

Role play the following; A good meet & greet, A bad meet & greet

Map reading

Welfare often gets asked where things are on a festival site. It may seem a trivial matter but it can be very frustrating trudging around in the mud with all your kit and been told a different set on directions by every person you ask.

If you don't know where something is and you can't find it on the map, you can try asking around or asking festival management but ultimately be honest, if you don't know say so.

Festival maps are notoriously rubbish, they tend to have no valid information or the detail is so small that you need a magnifying glass to pick it out.

Get familiar with the map and orientate it so that it corresponds to where we are on the map. Mark on where we are and the major features so you can at least point people in the right direction.

When giving directions keep it simple and mention recognisable landmarks.

If you find some useful information mark it on the Event Information Board in the admin area of the welfare tent.

Ask people to come back and tell you if they find something, surprisingly they often do.

Ask other colleagues if they are more familiar with the festival site.

Key Points

- Don't fob people off
- Festival maps are rubbish
- Work as a team and write good info on the Event Information Board in the admin area

Challenge

Role play giving directions, using the festival map

Giving away items to the public

Stock is kept on or under the giveaways table.

All giveaways are recorded on the tally sheet.

Never give food or drink to people who are not fully conscious.

If stock is running low inform MOW management.

Leaflets	Let people browse but be on hand in case people want further information.
Condoms	Let people help themselves within reason. If people ask be sensitive.
Hot drinks	We only give away hot drinks to people who are residents in Crash or Chill out. Clients are not allowed to make their own drinks because of health and safety. Warn people it is hot.
Cola	We give cola to people who have taken stimulants such as speed, ecstasy and coke; stimulants sap energy and cola helps replenish this.
Orange Juice	Orange juice helps people who have taken Ecstasy. It eases the rushing feeling of these drugs. Some people may vomit following ingestion
Sweets	We give sweets to people on stimulant drugs to replenish the energy lost.
Sunscreen	People can help themselves but you can assist, wear gloves and do not apply to sensitive areas. If the sunburn is bad or they feel ill, refer to medical. Sunscreen will do the same job as Aftersun. Site staff are responsible for providing sunscreen to their own staff. People can buy sunscreen from the supermarket or pharmacy.
Sanitary protection	Women are usually a little embarrassed about asking so be sensitive and discreet. Male staff can give out sanitary protection! Tampons and more pads can be bought from the supermarket or pharmacy.
Water	Water is always free. We will giveaway water if we are not busy but it is better to give them a cup and point them towards the nearest water point. Water points are usually near the toilets. Cups can be blagged from festival management or the bars. Ensure the water is clean. People who have taken stimulants should drink about a pint of water every hour drinking too much or too little is equally as dangerous.
Emergency clothes	We have a small amount of clothes to give to the needy. Let them choose, although it is funny to dress people in ridiculous outfits!

Key Points

- Know where the giveaways are kept
- Don't give everything away on the first day

Challenge

Pick one of the above items, Say 10 good or interesting things about it.

Selling items to the public

Foil blankets are sold at £2 each
Rain ponchos are sold at £2 each

We sell these items at cost. We cannot afford to give them away. Any that are given away must be recorded on the Tally Sheet and justified.

The items are stored under the giveaways table.

Foil blankets reflect body heat; they must not be used with people who are hypothermic as it will keep them cold. Use blankets to warm them up and then when they are warm and ready to leave, a foil blanket is good.

Some people moan about the cost; remind them that we sell these items a lot cheaper than other traders on site.

All money taken must be given to the team leader who will put this in the cash box. Theft will result in instant dismissal.

If the foils have come in packs of 100; they need to be separated, ensure only one is given away

At busy events one person may be given the responsibility of selling foils

Key Points

- Items must not be given away
- Know the prices
- Foil blankets are bad for hypothermic people
- Know where the items are kept

Challenge

Wrap the sample foil (In training box) around you for 5 minutes

Wristband Issues

Reassure and try to keep them calm

Do not promise it will be replaced, it rarely is, most site policies clearly state wristbands and tickets will not be replaced. At some events they have a good policy towards replacing tickets, ask your team leader about this.

If it was stolen, contact the police and get a crime number

If they have any evidence they bought a ticket ask them to gather this info

Check in Lost Property

Send them to wristband exchange or box office

If they have been sent by wristband exchange or box office contact this service and tell them we cannot reissue tickets

If many people are losing tickets or wristbands contact box office or wristband exchange and tell them there is a problem. Take a list of names and mobile numbers of everyone who has lost their ticket / Wristband.

Record it on the Tally Sheet

Key Points

- Most of the time wristbands and tickets will not be reissued
- You can spend hours arguing their case and then get the blame
- If there are many wristbands being lost take names and mobile numbers and inform the team leader.

Challenge

There is one wristband and 10 people wanting it – Why should you get it?

Signposting to other site services

Site Service	What they do	How to refer
Lost Property	Sometimes run by MOW; looks after lost property.	Direct them to the service, usually next door.
Information	Often run by MOW, gives general festival info	Direct them to the service, or answer the enquiry
Security	Looks after all security issues on site, including evictions	If minor direct them to a security guard; if serious radio or ring security.
Medical	Same as A & E or doctors	If minor direct them to the service. If serious fetch or radio medical.
Police	Deal with all policing issues; robberies, assaults, lost kids etc...	If onsite take or direct someone to the police; if serious the police may come to you. If not on site, phone them.
Stewards	Monitor gates	Direct them to a steward
Customer Services	Employed by the festival management; complaints and customer queries.	Direct people to the service.
Campsite Assistance Teams (CAT)	Deal with issues in the campsites.	Direct people to the service
Left Luggage	Sometimes lockers are used instead.	Direct them to the service.
Pharmacy	A place to get certain prescriptions and medications.	Direct them to the service
Samaritans	Give emotional support to people with problems or if feeling suicidal.	Take the person to this service; it is hard to ask for help in this state.
Eviction Tent	A place where people who have been removed from the festival site are taken.	Direct to this service; if upset or angry get someone to escort them.
Disabilities coordinator	Coordinator for disabled facilities and campsite.	Direct the person to this service; if too far ring or radio them.
Box Office / Wristband Exchange	Deals with all ticketing issues.	Direct them to this service. If not busy go with them.

Key Points

- Be familiar with the key services and where they are located

Challenge

Mime the above services, others have to guess

Emergency contraception

This is also known as the morning after pill or PCP (post-coital pill)

It can be given up to 72 hours after sexual intercourse

The morning after pill should not be used as contraception; it does not protect against sexually transmitted diseases and it is not effective in about 5% of people. There are few side effects from using the morning after pill. Some people experience nausea and rarely vomiting

A doctor can prescribe the morning after pill and it can be bought from pharmacies without prescription but costs around £26

On a festival site; people should first try the medical services who sometimes prescribe or sell the morning after pill. If this is unsuccessful they can try the onsite pharmacy

If they need to go off site to find a doctor or pharmacy who will provide it, ring NHS direct who should be able to find local services. 0845 4647 or the NHS Sexual health helpline 0800 567 123

If the person is under 16 then pharmacies are not allowed to sell them to under 16's. They will have to be prescribed by a doctor or nurse. Use the numbers above to get numbers of the local services

Record all of these enquiries on a tally sheet

Key Points

- Can be given up to 72 hours after intercourse
- Send to medical or pharmacy
- It is expensive about £26

Challenge

Role play giving advice about the morning after pill

Dealing with friends and relatives of clients

When people are in crash they are often accompanied by friends or family. Friends can be extremely helpful or a major pain in the backside.

The helpful things that friends can do are;

- Reassurance
- Watching their friend and alerting crew if there is a problem
- Calm them down and stop them getting anxious or agitated
- Help move them around
- Get food and drink
- Hugs and comforting
- The past history and medical history to staff
- Looking after them when they are vomiting
- Keeping them on their side
- Injecting humour into the situation
- Being a familiar face
- Keeping them covered up
- Tracking other friends and family
- Arranging Transport
- Fetching clothing from the tent
- Getting them on their feet when they are ready to go

The unhelpful things that friends do;

- Carry on partying around their friend
- Trying to walk or move them when they aren't capable
- Create loads of noise
- Winding them up
- Not letting them sleep
- Stressing and upsetting the person
- Annoying other residents
- Coming in, in gangs that upset everyone else
- Have a go at crew because their friend isn't getting better.

Key Points

- On the whole friends are usually helpful
- Don't let too many friends in
- Don't be afraid to ask friends to leave if they are a pain

Challenge

Draw either the perfect friend or the nightmare friend.

Lost friends

At festivals many people lose their friends. It is distressing especially for young people who may be away from home for the first time.

People rely on mobile phones too much and then get stuck when they can't phone them.

We do not request a full search from the security or police unless we feel that the missing person is at risk from such things as; being missing for a day or more; mental health problems, serious medical problems or if they are under 16.

The advice we can give to people if they have lost friends is;

- Try phoning them, their home and their friends.
- Keep checking any agreed meeting points.
- Leave a message at their tent and the car.
- If there is a text message board, leave a message on there.
- Leave a clear message in the welfare tent and other places e.g. I will check by the welfare tent every hour on the hour.
- Encourage people to agree meeting points as soon as they arrive on site or before they go.

If the person is distressed, let them sit in the welfare tent for a while and give them emotional support.

If the missing person is causing concern you can;

- Fill in a missing persons form (In Lost Kids file)
- Telephone or radio security to put people on alert. Explain your concerns and why you want their help.
- Get the help of the police if you are very concerned.
- If they are under 18, technically they are a minor and you can treat it as a lost child.
- Check with medical and the local hospitals.
- Check that they have not been evicted off site.
- Ring partners, family and friends.
- Tell other MOW staff to be on alert if the person comes into welfare

Key Points

- Lost friends are a common issue at festival but they usually turn up
- If you are very concerned treat as a missing person

Challenge

Name 5 ways you could lose someone at a festival

Complaints

As part of the welfare service, we collect independent complaints from members of the public and pass these on to the festival organisers.

We are not there to deal with the complaint; we do not want to do the festival organisers dirty work for them, and we are not there to be shouted at by members of the public.

If someone has a complaint, give them a sheet of paper and advise them to write; their name, address, telephone number and nature of the complaint, giving as many accurate details as possible such as names, numbers, times and locations.

If the complaint is serious or there are many of the same complaints, tell the team leader who will contact the festival organisers and hopefully deal with the complaint promptly.

Do not give out the contact details of site staff and festival organisers; they would be very annoyed with welfare if we did this.

Do not offer personal opinions or take sides, you can say that you understand why they are upset and they can make a complaint.

Key Points

- We log the complaint and pass it to the organisers
- Do not take sides
- Give them a sheet of paper to write the details and contact info

Challenge

Think of the last thing that annoyed you. Write a complaint.

Basic Administration

Form	Reason for completing
Signing In Sheet	To ensure we know who is on and off shift and so you can get paid.
Shift Safety Sheet	Safety check done by the team leader at the start of each shift.
Team Leader Report	Completed by the team leader at the end of each shift
Tally Sheet	A simple tally log of all the enquiries we deal with, which don't go on any other form.
Induction / Annual Update	Completed by a designated person prior to starting work; to ensure everyone is aware of policies and legal obligations.
Eviction Support Form	A summary of what care is needed and what care has been given following eviction.
Care Sheet	If a person received care in either Crash or the quiet area then this form is completed.
Crash Register	A log of all the people in crash and quiet area.
Lost Children Form	Completed when parents / guardians are reporting a lost child.
Found Children Form	Completed when a child comes to welfare that is lost.
Crime Support Form	Completed when a crime (usually a robbery) has been committed and support is given.
Accident Report Form	Completed if a member of staff is injured or ill when working.
Registration Form	Completed by crew when they arrive at the festival, replaces the invoice and personal details form
Missing Persons Form	Used for adults and teenagers who are missing and at risk
Crash Register	A log of all the people in crash and quiet area.

Key Points

- There are many forms in MOW, they are all fairly easy to follow
- Familiarise yourself with the admin box
- If you're not sure ask the team leader or other crew

Challenge

Pick one form that has been filled in and critique it like a teacher.

Using the telephones in welfare

People can use the free staff phone in welfare if;

- They have no money and phoning someone would sort out a welfare crisis.
- They need to cancel credit and debit cards.
- They need to block their phone after it is lost or stolen.
- They need to phone the police for a crime number or to report a more serious crime.
- They have no money or phone and need to contact friends.
- They have lost a child and have no phone.
- They have no money and need to organize transport.
- They need to arrange money because they have none.
- They need emotional support from friends or relatives.
- They have a genuine need and it is the best solution.

Ensure there is a genuine need and calls are kept short.

International calls, they must ring and get them to ring straight back

Useful numbers will be in the Event Information file

The money from the payphones must be collected by festival management

Staff will not be reimbursed for using their mobile unless agreed by MOW management beforehand

Key Points

- Don't let people take the mick with the phones or the organizers won't put them in
- Respect peoples' privacy
- Money in the payphones must be collected by festival management

Challenge

Who would you phone if you were really upset? What's their number?

Using the radio

Turning on and off	Turn button to on and increase volume. Turn down when dealing with clients or entering offices.
Batteries	Unclip battery. Batteries are changed at the radio shack in production area. A red light or warning beep tells you the battery is low. Sometimes we have our own battery charger.
Channel	Welfare will have a channel, check with MOW manager and it is often on the wall in admin. If you want to talk to other services you have to change to their channel.
Push to Talk	Push the button on the side to talk, release button when finished as pushing the button blocks the channel. Everyone on that channel will hear the message. Do not interrupt others who are passing messages.
Care of the Radio	Do not drop it down the toilet! Do not get it wet, do not drop it, do not leave it lying around. We have to sign for the radio and have to pay about £350 if it is damaged or lost
Short Messages	Long messages are difficult to understand, others cannot use whilst you are talking and it makes us sound amateur.
Confidentiality	Others can hear including the public. No names or personal details passed over the radio. Use the phone if you need to pass confidential information
Radio Words	<ul style="list-style-type: none"> • Over – Said after message to mean you have finished but require an answer • Out – Said after message, does not require an answer • Roger – Message understood • Affirmative – Yes • Negative – No • Wait one – Wait before passing message • Repeat – Repeat last message • Radio Check – Checking the radio is working, receiving you loud and clear is the reply if the message was fine • Stand down – Stop doing something or return to base • Emergency words used by various festival • Disney – Lost child (We do not use this)
Phonetic Alphabet	Used to spell letters which are otherwise confused Alpha, Beta, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliet, Kilo, Lima, Mike, November, Oscar, Papa, Quebec, Romeo, Sierra, Tango, Uniform, Victor, Whiskey, X-ray, Yankee, Zulu

Key Points

- Push the button to talk and say over when you have finished
- Keep it short and remember everyone on that channel can hear
- Say over after you have finished

Challenge

Have a go at using the radio

Using the refreshments area

Drinks making facilities are provided primarily for the use of crew when working; drinks can be given to residents at the discretion of the crew. The milk is provided for drinks and not to put on your cereal.

All crew must do their bit to keep the area clean and tidy.

Care must be taken when using hot water and carrying hot drinks around the welfare tent.

Clients must not use the refreshments area; they may burn themselves and then blame us; there is a chance drugs could be placed in the materials and there is an increased risk of theft.

Disruptive clients must be kept away from the area.

When filling the water carrier it should only be filled to the level you can comfortably carry.

If bringing personal items, take these away after use. At the end of the event all personal items will be disposed of.

If we are running low on supplies inform MOW management.

When working, make your fair share of drinks rounds; it keeps everyone happy.

Key Points

- Refreshments are mainly for crew
- You can make drinks for clients at your discretion
- Keep the area clean & tidy

Challenge

Make a round of drinks for the team

Lost Property

Lost Property Rules

- The cabin must never be left unattended; night crew may lock the cabin and work from main post if it is not busy.
- The lost property team leader is in charge of all lost property issues on their shift
- Crew are not allowed in the lost property cabin unless accompanied by the lost property team leader
- The welfare team leader will provide relief if the LP team leader needs a break
- The cabin must be clean & tidy at all times
- We are not insured if Sarah Crockford's laptop get stolen, please don't make her very angry, and whoever is on shift will have to re-log the entire property on paper.
- The public and site crew are not allowed in the cabin including security. The police and festival management may be escorted into the cabin to check the systems and storage.
- CCTV will be the cabin once again.
- Property handed in will be placed in the "to be logged" box, ready for the LP team leader.

Enquiries

Each person doing enquiries will be issued with a property list

We do not take written enquiries

Mobile enquiries must have their IMEI or a sticker with their name on their phone, this is the only way of ensuring the phone gets given to the right owner (Be reasonable)

Claims

The LP team leader must be present for any property returned and sign the claim form

The claimant must sign the form

Checks must be made to ensure the property is theirs.

Key Points

- The system changes slightly at each event, get to know this before you start work, if you are unsure ask the team leader
- Be sensitive with clients, it can be very upsetting

Challenge

Deal with an enquiry

Basic crime support procedures

People who have robbed or mugged maybe very upset and angry; find them somewhere quiet to sit and reassure.

Ask if the person needs help with the crime; they may be happy to sort the problem out themselves or go to the police.

If they do want crime support, get a crime log form from the crime folder in the admin area. Go through the form with the person; this details what action needs to be taken and is straightforward. Ensure the form is completed accurately.

Ensure security are informed of any robberies so they can be more vigilant in that area. If the festival organisers are keeping a record of crimes inform them also, and take the crime log form to them for copying when you get a free moment.

DO NOT GIVE PEOPLE MONEY; WE CANNOT AFFORD TO GIVE MONEY TO PEOPLE AND DO NOT PROMISE TO PAY FOR THEM TO GET HOME. IF YOU DO IT COMES OUT OF YOUR OWN POCKET

Key Points

- All key information and numbers is in the Crime Support Folder
- Be sensitive
- We cannot give money out

Challenge

What was the last thing you lost or had stolen? How did you feel?

Who may need emotional support

Crash, Quiet area or chill out area can be used for people who may need emotional support. It is essential to use a quiet, non-threatening environment to assist people needing emotional support. The area used should take this into consideration and also be guided by additional needs of the client.

Some common reasons why people may need emotional support at festivals include;

- Lost / stolen tickets
- Lost child
- Parents of a lost child
- Evicted off site
- People who have taken drugs or alcohol
- People who feel unwell
- People with mental health problems
- Domestic abuse victims
- People having relationship problems
- Sexual assaults or rape
- People who have had their tent stolen or destroyed
- People who have seen rioting
- Robberies
- Lost property
- Lost friends
- People who are complaining

Key Points

- Many people who come to MOW may need emotional support

Challenge

Out of the situations listed above, how many have you had dealings with or experience of?

Basic emotional support & the CLEAR Model

Create the right environment;

- Ensure the person is in a place which is free from interruptions. Quiet area usually the best.
- Get them a hot drink, ensure they are warm enough and get some tissues.
- The staff member should tell someone what they are doing and ensure they are not interrupted.
- The staff member should introduce themselves, sit with an open posture and tell them they are there to help.

Listen to the story;

- Give the person time to talk and do not interrupt.
- Use non verbal communication to show you are listening.
- Use prompts and ask questions, to get them to say more.
- Summarise what has been said on a regular basis.

Empathise;

- Look at the other person's perspective and understand how it affects them.

Avoid telling people what to do;

- You can give people options but ultimately it is their decision.
- They may feel later that you bullied them into making the wrong decision.

Refer;

- Give them sources of further help if they need it.

Key Points

- The CLEAR model is used to help you remember the key aspects of emotional support

Challenge

Josie's Story; Me and my boyfriend *Matt* were walking back to *yellow camp* after seeing *Muse*. *Two men* came up to us and one asked for a *light*. *Matt* went to get his lighter and the *guy in the red top punched him in the face*. The other *guy in the black hoodie pushed him to the floor*. They both kicked him about *6 times*. Then the *guy with the blonde hair grabbed his wallet and stamped on his hand*. They both ran off.

How many of the 10 key points can be remembered?

Safe handling of body fluids and waste

Unfortunately in Crash we deal with body fluids on a regular basis; vomit, urine, sweat, faeces, spit, snot, tears and blood.

HIV and Hepatitis B can be passed on through blood which is obviously a serious risk; other infections such as Hepatitis C and A, Tuberculosis and Herpes Simplex can be passed on through other body fluids so it is essential staff use protection when dealing with people.

Always wear disposable gloves when dealing with body fluids or situations when you may be in contact with body fluids.

Remember gloves split, so if you can get away with not handling body fluids it is much better and use an apron if there is a lot of contamination.

If you get any body fluids on you then wash the area immediately with anti-bacterial soap and hot water; if you are worried about contamination, seek advice from medical ASAP.

If you get a needle stick injury or you get body fluids in your eyes or in a cut, go to medical immediately and tell them what has happened. If you find a needle or other sharp implement on a person, get medical to remove the sharp. Any blood contaminated material also needs to go to medical.

Empty vomit bowls in the welfare toilets and then put the bowl in a black bag. At events where we have a lot of vomit we will have an area to empty vomit bowls out the back of the tent.

Key Points

- Some serious infections can be passed on through body fluids
- Always wear gloves when dealing with body fluids and wash your hands between clients

Challenge

Look down at your hands, how clean are they?

Using sleeping bags, roll mats and blankets

The sleeping bags and roll mats should be stored off the floor, so they do not get wet or contaminated with mud or vomit. Do not hang them over the Heras Fencing it rips them.

Roll mats will be laid out in the crash area.

Do not walk over the roll mats or sleeping bags; it gets them dirty and it is a trip hazard.

Check that the sleeping bag is not soiled before letting someone use it. When the festival is wet, the sleeping bags do get muddy; although not ideal we will probably have to reuse the muddy sleeping bags.

Do not give sleeping bags to people in Front of House; they will walk away with them. We do not give away sleeping bags, they cost money to replace. Sell them a foil blanket instead. Do not sell sleeping bags, we will run out of stocks.

People who are not fully conscious are difficult to get in a sleeping bag; lay it over them until they come round a little.

If possible, get people to take their shoes off before getting in a sleeping bag.

Wear gloves and an apron. If the sleeping bags do not need washing put them back in their bags; if they need washing put in a green bag; if heavily soiled put in a black bag. We try not to throw too many away. Roll mats should be taken outside and scrubbed with disinfectant. Once dry they need to be rolled in bundles of 6 and tied.

Crew are expected to bring their own sleeping bags and roll mats; it is not acceptable to help yourself to the stocks.

Key Points

- Try and keep the equipment as clean as possible
- Watch people for walking off with sleeping bags
- Don't use sleeping bags as pillows they get covered in vomit

Challenge

Get someone semi conscious into a sleeping bag

Who we accept in crash

We accept the following people in crash;

- Recovering from drugs or alcohol
- Sleeping off a seizure
- Minor Illness e.g. Colds, flu
- Sleeping off migraines and headaches
- Conscious vomiting from drugs or drink
- Recovering from heat exhaustion or hypothermia
- Mild drugs related agitation / paranoia
- Recovering from a faint
- Psychiatric who do not need special psychiatric support
- Homeless

We do not accept the following people;

- Head injuries – high risk of becoming unconscious
- Unconscious – below V on the AVPU scale, the crash manager / team leader can accept people responding to pain at their discretion
- Psychiatric problems that need psychiatric support – We do not have the expertise and can be a danger to staff
- People with airway, breathing or Circulatory problems – Can be life threatening and they need medical care
- Casualties who are likely to deteriorate – We cannot monitor people frequently enough, this is the get out clause if crew are not happy to look after them

People who do not fit into the above lists are assessed by the team leader and it is their decision whether to accept.

Key Points

- Get familiar with the above lists
- You can always check in the crash folder or ask the team leader

Challenge

Find the above list in the Crash Folder

Booking people in and out of crash

Booking in procedures

- Introduce yourself and find out clients' name
- History from client or whoever is with them
- If from medical, ensure we are able to accept them
- Settle them in either laid in crash or sitting in chill out
- Fill in admin as appropriate
- Decide if the person needs monitoring
- Give the client sleeping bag, vomit bowl and water as necessary
- If you need help ask for it and if needed get medical to check

Administration

- All forms are kept in the Crash folder in admin, sometimes this folder is on the crash table if we are busy
- All clients in crash, chill out or quiet area need to be booked onto the crash register
- If any care is needed then a care sheet is needed
- If the client needs monitoring, fill in the monitoring section on the care sheet

Triage

- When it is very busy we may need to regulate the numbers and severity of clients. A crash manager is usually appointed.
- This should be done at the door in front of house before they get in
- Assess whether we have the staff levels to take on clients who need a high level of care, if not refer to medical
- Assess whether people who need little or no care can be directed to another area e.g. Using Silent Disco at Leeds Festival or can be directed back to their tent or home

Booking Out Procedures

- Ensure they are well enough to leave, encourage to stay if not
- Ideally they should be in the care of friends or relatives if they is any danger of deterioration
- Fill in the Crash Register and Care Sheet to say they have gone
- We cannot stop people leaving

Key Points

- Get a good history and settle people in
- Fill in the paperwork and record when people leave

Challenge

Role play booking someone into crash

Basic manual handling

You must not lift people; it may seem easy and logical, but it is one of the easiest ways of doing your back in. People are unpredictable loads and if we allow this practice someone will end up with a back injury.

As a normal part of welfare work you will be working with people at ground level; you may be moving objects and boxes off the floor and around the tent; and you may be assisting with unloading and loading the van.

Think before you lift something, even if you are bending to pick up a vomit bowl off the floor. Do you need to lift the object; where are you going to move it too; is the path clear; do you need help to lift. If something may be too heavy to lift alone, wait for help.

If you are lifting something keep the object close to your body at waist height. Use your legs to lift, not your arms and back. If you are lifting from the floor or to the floor; put one foot in front of the other, bend your knees, keep your head up; and keep your back in neutral alignment.

Bending over can cause problems with your back; bend your knees; and if dealing with someone on the floor, crouch down to their level.

If you are walking a member of the public do not allow them to grab hold off you and do not let them put their arm around your neck. Basically you do not want to get trapped in a position you can't get out of, if they collapse.

When rolling a person into the recovery position use the correct technique; if you do not know the technique then ask to be shown, before doing this.

If a person needs to be moved ask you team leader for advice.

Key Points

- Back injuries are a nightmare
- You must not lift people
- Use good technique when listing items

Challenge

Lift a box off the floor using the good technique

Recovery position

People who have a lowered Level of consciousness (LOC) are in danger from choking on their own vomit, saliva or if the tongue falls to the back of the throat.

Anyone with a lowered LOC needs to be put in the Recovery Position; this allows fluids to drain; lets the tongue fall forward; and is a safe, stable and comfortable position which the person can sleep in.

If the correct technique is used any member of staff can put someone in the Recovery Position.

If a person is likely to become unconscious e.g. they are drunk. You should get them to lie in the recovery position.

How to put someone in the Recovery Position;

- Place the arm nearest to you at in the "Police Stop" position.
- Bring the other arm across the chest and place the back on the hand on the cheek nearest to you, hold in place with your hand nearest the head.
- Bend the knee of the leg furthest from you so the foot is flat on the floor.
- With one hand on the face and the other hand on top of the bent knee, pull the person towards you on to their side.
- Ensure the chin is off the chest and the mouth is pointing downhill.
- The head should be resting on their hand and bend the knee up at right angles.

Key Points

- The recovery position stops people choking on their own vomit or tongue
- Try to use the correct technique but the important thing is to get them on their side

Challenge

Put someone in the recovery position

Casualty who is not breathing

If someone stops breathing or they have agonal breathing (deep, noisy irregular breathing), shout for help immediately

Get someone to call medical and tell them someone has stopped breathing

Kneel at the side of the casualty who should be laid on their back on a hard flat surface

Place one hand in the centre of their chest and interlock the fingers of your other hand on top

With your arms straight, push down the chest to a depth of 5cm, do this 30 times at a rate of 100 per minute. (Chest Compressions)

Open the airway with one hand on the forehead and two fingers under the chin. Give 2 rescue breaths. Seal your mouth around theirs and blow until you see the chest rise. Use a face mask if available

Continue giving 30 Chest Compressions followed by 2 rescue breaths until medical arrive or the person starts breathing

If it is a child (below puberty) then use one hand for chest compression

If someone is hyperventilating then they occasionally pass out and stop breathing for a few seconds; if they do not start breathing after 1 minute call medical and start CPR

Key Points

- CPR should be started if someone stops breathing or has agonal breathing
- CPR ratio is 30 chest compressions to 2 rescue breaths
- If this situation happens shout very loudly

Challenge

Talk through the CPR process (DRAB, Help, 30 chest compressions, 2 breaths, continue)

Monitoring

Deciding when someone needs to be monitored;

- If unsure go for more frequent monitoring
- If people appear to be recovering, reduce or stop monitoring
- If people need constant monitoring they should be in medical
- 4 Categories based on risk of developing airway, breathing, circulatory problems and becoming unconscious;
 - No Risk - keep a general eye on them every hour
 - Low Risk – Monitor every 30 minutes
 - Medium Risk – Monitor every 20 minutes
 - High Risk – Monitor every 10 minutes

Monitoring Procedures;

- Airway – Is airway clear and if lowered consciousness in the recovery position
- Breathing – What is normal? Rate, Rhythm and depth
- Response check using AVPU scale;
 - Alert – fully conscious
 - Voice – client responds to your voice
 - Pain – Client responds to a pinch on earlobe or hand
 - Unresponsive – no response to stimuli
- Call medical if no response or deteriorating
- You should also monitor the general state of the client and their basic needs, get medical if you have concerns

Administration;

- Mark the level of monitoring on the care sheet
- Any monitoring you do, needs to be written on the Care Sheet
- Initial all monitoring
- If you take someone off monitoring, reduce, or increase monitoring put the time and action on the care sheet

Key Points

- If unsure if someone should be monitored, monitor them
- Monitor airway, breathing & level of response
- If worried get help from the team leader or medical
- Record monitoring on the care sheet

Challenge

Monitor a patient

Management of someone who has taken drugs / alcohol

History

- Getting a good history is vital
- What they have taken or what they think they have taken?
- When?
- How much?
- Have they taken it before?
- If they have taken it before was the experience different?
- Have drugs and alcohol been combined?
- What has brought them to welfare?
- Have they been using for a few days?
- Have they had enough food and fluids?
- What are they currently experiencing?

Life Threatening Problems (Get Medical)

- Airway and breathing problems
- Circulatory problems e.g. chest pains
- Unconsciousness
- Poisoning
- Allergic reactions
- Extremes in body temperature
- Seizures
- Violent or out of control behaviour

Care

- Put them in crash or chill out
- Ensure their basic needs are cared for
- Sleeping bag, blanket, drinks, vomit bowl as required
- Admin
- Monitoring if necessary

Key Points

- Get a good history
- Assess for life threatening issues
- Give appropriate care
- Know the common drugs found at festivals

Challenge

Role Play – Get a good history

Management of someone who has mental health issues

You cannot diagnose a mental health problem; this needs to be done by a qualified expert. Often symptoms of mental health at festivals are drug related.

What mental health problems can we face?

- There are many forms different types of mental health issue but the common issues found in welfare are; anxiety, depression, paranoia and occasionally schizophrenia.

History

- Find out information from the client, friends and family
- What they have been diagnosed with?
- If this is the first time or has it happened before?
- How has it been dealt with in the past?

Emotional Support

- Use the CLEAR Model as a guide (See Emotional Support page)
- If they leave, tell them they can come back anytime
- If often takes hours to get control of the situation
- Do not let the client get attached to one person
- Sometimes their story or beliefs may be bizarre, do not challenge them, it is what they believe
- Talking to someone from home may help

Safety

- Occasionally people can become violent or aggressive
- Ensure you always have back up from other crew
- Talk calmly and ask them to stay calm
- Call security if you are being threatened as a last resort
- If they become a danger to themselves or others get medical involved as they may need to be hospitalized

Key Points

- Be aware of common mental health issues
- Get a good history
- Give them the help they need, often it's just a listening ear
- Keep yourself and the patient safe

Challenge

What mental health issues have you witnessed?

Lost Kids

Looking After a Lost Child;

- Children are usually brought in by site staff but may come alone
- Get a history
- Reassure
- Fill in a Found Child Form
- Do not let the child leave alone
- Follow Code of Behaviour and procedures for caring for a child
- DO NOT WORK ALONE OR OUT OF VIEW
- Do your best to keep the child entertained
- When collected, get the adult to sign the form and be sure they are genuine and able to take responsibility for the child
- If on site alone then follow Missing Persons Procedures

Looking After Parents of a Lost Child;

- Parents are usually upset and may request a senior crew member
- Get a history
- Fill in a Lost Child Form
- Reassure, everything will be done to find them
- Keep the parent updated
- Practical steps often keep the parent calmer
- When the child is found, there are often strong emotions, this is normal but if they take a swing for them intervene!
- Ensure the form is signed once reunited

Missing Persons;

- If a person is aged over 14 and one site without parents follow Missing persons procedures
- Fill in a Missing Persons Form
- We need to take missing person reports seriously
- We need to also apply common sense and cannot actively pursue every lost friend

Key Points

- Do not work alone with children
- All forms and information is in the Lost Kids Folder
- Ensure all site services are informed when the issue is resolved

Challenge

Name 10 ways you could keep a child entertained in the welfare tent.

Giving condoms to under 16's

The Fraser guidelines refer to the guidelines set out by Lord Fraser in his judgment of the Gillick case in the House of Lords (1985), which apply specifically to contraceptive advice:

"...a doctor could proceed to give advice and treatment provided he is satisfied in the following criteria:

- 1) that the girl (although under the age of 16 years of age) will understand his advice;
- 2) that he cannot persuade her to inform her parents or to allow him to inform the parents that she is seeking contraceptive advice;
- 3) that she is very likely to continue having sexual intercourse with or without contraceptive treatment;
- 4) that unless she receives contraceptive advice or treatment her physical or mental health or both are likely to suffer;
- 5) that her best interests require him to give her contraceptive advice, treatment or both without the parental consent."

Crew will not commit an offence if they are;

- Protecting the young person against sexually transmitted infection
- Protecting the physical safety of the young person
- Preventing the young person from becoming pregnant
- Promoting the young person's emotional well being by giving the advice
- As long as they do not act for the purpose of causing or encouraging under age sexual activity

If a young person asks for a condom; ask if they know how to use one, if they don't you should explain this to them. Sensitivey!!!

Key Points

- If a person looks under 16 ask sensitively if they are able to use condoms. If not give them advice. Don't put them off it takes a lot of courage to ask.

Challenge

Name one falsehood that young people believe about sex.

Basic principles of set up and take down

The process of set up generally follows the system;

- Planning
- Putting kit in the right areas
- Sectioning the tent
- Moving the tables and chairs
- Opening the entrances
- Setting up the following areas;
 - Front of house
 - Admin
 - Refreshments
 - Giveaways
 - Crash and Chill out
 - Lost Property
 - Big tent & campsite
- Collecting kit from festival management

The process of take down generally follows the system;

- Cleaning and tidying all the areas
- Putting kit in the right areas
- Taking down the internal structure
- Taking down the following areas;
 - Front of house
 - Admin
 - Refreshments
 - Giveaways
 - Crash and Chill out
 - Lost Property
 - Big tent & campsite
- Stuff is returned to festival management
- Ensuring kit has been put away in the right place

Key Points

- We usually appoint a set up and take down manager
- All the kit has a place, please don't put things away randomly
- If you don't know ask

Challenge

Which boxes do the following items belong in?

Team Leader Folder, Teaspoons, Disinfectant, Stapler, tabards (All these items have been found in random boxes after the event)

Basic introduction to eviction support

We currently only do eviction support at Leeds Festival

Purpose;

- To ensure people are safe once evicted
- To monitor if people are being treated fairly and justly
- To protect peoples' human rights
- To assist festival organisers to fulfil their duty of care to festivalers

Principles;

- Work closely with the eviction tent, they process the evictions once security has handed them over
- We cannot get someone back into the festival under any circumstances
 - We cannot make judgements on whether the eviction was just or not
 - Staying neutral keeps us safe
 - It stops confrontation with security
 - If you feel the client has been unfairly evicted do not discuss this with the client you will get dragged in. Encourage them to fill in a complaint. Pass the complaint to the team leader who will pass this to festival management
- Never work alone in the tent; wait to be relieved or advise the eviction tent that the tent will be unoccupied for 15 minutes and both walk back together

Safety;

- Many people who have been evicted have done something wrong, sometimes the behaviour which got them evicted continues
- Ensure aggressive behaviour is not because of mental health problems or a head injury, get medical if suspected
- Security should be called if someone is aggressive towards crew
- We can refuse admission if someone is too volatile
- If a young person (Under 16) is volatile then get security to sit in or get the police involved

Key Points

- We only do this service at Leeds Festival
- It helps protect human rights

Challenge

Name 5 things that would get you evicted at a festival