

General Guidelines for Stewards

These are meant to be some ideas what to do in certain situations. Most likely these will never occur, but others will! The best guide is therefore always your common sense and experience in fandom.

If you cannot solve a particular problem then contact the security desk. Do not leave your post!

When you go on duty, let the security desk know you are doing so when you pick up your radio from Ops.

Badges:

Before you first go on duty, the different types of badges and colour codes used at *Illumination* will be explained to you. There is a general badge for full members and separate badges for day members. There will also be special badges for dealers, gophers, etc. as usual.

Everybody entering the non-public area of the convention (ie the programming areas, or Norcalymipa Hall) must wear either a full membership badge (including child badge) or a valid day badge.

"Dealer only" badges only allow access to the dealers' room.

Medical Emergency:

If you see one, contact the security desk from where a first-aider or the hotel can be reached. Ask if a qualified first-aider is immediately around. Stay on the site of the emergency until help gets there.

Fire Alarm:

Let's hope it doesn't happen, but if it does, first listen to the Duty Security Manager (DSM). Do not call the security desk yourself! He will decide quickly whether to evacuate the building. If so, help to get people out through the nearest fire exit.

Most Important:

Always be polite!

When you see someone not wearing a valid badge, then

- 1) assume they have one and ask them to put it on,
- 2) if they haven't got one point them to the registration desk to register,
- 3) if they decide to be pushy, be firm but polite,
- 4) ultimately let them be, but call the DSM to deal with the

situation further.

When you find someone breaching any of the other rules described by the convention's security policy, then proceed similarly as above but always stay polite!

Radio Formalism:

To avoid confusion and panic on the radio we want to stick to the formalism used at ConFiciton.

As a Steward avoid cross-conversation with another Steward and always go through the security desk (ie the DSM) to relay your information. If you need to talk to another Steward, first ask permission from the DSM.

If you start a conversation, first call the person you want to talk to, *then* identify yourself:

eg. "Hello DSM, this is Steward Red."

The desk will tell you either

"Go ahead, Steward Red."

or

"Please hold, Steward Red."

When you get the 'go ahead' pass on your message and finish it with 'over', so that the other side knows that you are releasing the speech-button and are now receiving. When you sign off, ie finish the conversation, say 'out', so that the other side knows you have cleared the channel.

Security, Ops and Tech have their individual channels on the radio system used at *Illumination*. As a Steward, if you need to contact either Ops or Tech, go through the DSM, do not switch channels yourself!

Always keep your radio turned on while you are on duty and listen to the broadcast! Return your radio when you go off-shift!