

Vancouver Island MusicFest Volunteer Security

What We Do - and How, Why, and Where We Do It

As Volunteer Security our responsibility is to help ensure everyone at the festival has a safe and enjoyable weekend by doing three main things:

- We provide security by being the eyes and ears of the festival. We only observe and report.
- If someone has a problem, we help them find a solution, or find the person who can solve the problem.
- Since we are often the first volunteers that festival-goers meet, we strive to set a cheerful, positive tone for the weekend.

This crew's primary activities are conducting bag checks, providing gate security, helping to close and secure the concert venue, and roaming the concert grounds to observe and report potential safety and security issues.

Bag Checks: Are only done under supervision of the paid security staff. We don't touch anything while we check for items that pose a potential safety problem, such as glass containers. This is a good first opportunity to interact positively with festival guests and set a happy tone for the event.

Gate Security: We check wrist bands at the gates/entrances to the different stages, to ensure they match the colors for that day, and to spot counterfeits - not hard, since most legitimate bands have edges that appear to glow in sunlight or under flashlight beams. (And some counterfeits can be pretty easy to spot - one was a band made of pink bubble gum.)

Roaming: Roaming the concert grounds is always done in teams of two, with a radio, to observe and report to the shift supervisor. After your eyes and ears, your radio is your primary tool. You will receive training on how to use the radio, and radio procedures are also covered in your volunteer handbook; which has tons of additional important and useful information. Depending on the situation, your supervisor may call upon the professional security staff, First Aid, or any one of several other crew functions to resolve issues you may find and report.

Closing and Securing the Venue: Once the last act has finished, the night crew assists in clearing the main concert bowl. They also make a 'human wall' along the path leading to the main gate. This guides and ensures all non-camping guests leave the venue, and the camping guests all head to the proper areas. Once that is complete, teams of two

will be posted at several gates to keep the site secure, and pairs of roamers will keep an eye on the grounds. Professional security is also present.

The shift supervisors are amazing and have been with us for many years. They are a wealth of knowledge! Never hesitate to ask questions and get clarification. They are on every shift to support you, to keep things organized, and liaison with other crews to keep things running smoothly. Before the festival we also provide you live in-person or remote training conducted by our professional security director.

All volunteers, on this crew are required to work a minimum of 16 hours over the weekend. This crew starts shifts on Tuesday at 8:00 p.m. and goes through to Monday about 7:00 a.m. (though the night crew on Sunday can sometimes leave early.) Volunteers are assigned 2 x 6 hour shifts and 1 x 4 hour shift; unless people are scheduled for the overnight shift, then they only have 2x 9 hours, as they are long shifts. Night shifts are usually alternated, such as a Thursday and a Saturday; though two nights in a row can usually be scheduled depending on the wishes of the crew member. The overnight crews are well fed and supplied with gallons of coffee and tend to have lots of fun after things settle down for the night. Be sure to bring warm clothes, as things get surprisingly cold by early morning.