

# Campus Team



## 1.1 AIMS

- The management and cleanliness of the outside space
- Safety, safeguarding, protection and wellbeing of Conventioneers
- Safety and protection of all property
- Development of good relationships amongst teams and with other providers.

## 1.2 ORGANISATION

A Campus Team Leader is appointed to effectively manage the teams of volunteers. The Team Leader (TL) works in conjunction with the Convention Producer (Emma Cooper), Logistics & Delivery Manager (Mike Dunn) and Site Manager (Mike Causey) and attends a morning briefing. Following this, they will inform the team of any specific tasks for the day.

Prior to your arrival on site, you will be provided with essential information via the volunteer site. This will include safeguarding, evacuation, security and communication.

Shortly after arrival, you will be given a practical briefing, summarising some key points of your training and provided with a site map and event programme.

## 1.3 YOUR ROLE

The Campus Team are the first volunteers that Conventioneers encounter as they step onto the site. You are essential to the smooth running of the campus, working in conjunction with other teams, to create a welcoming, safe and clean environment. You will meet a variety of people of all ages, Christians and non-Christians from many backgrounds and locations.

You will be part of a team of eight to ten volunteers responsible for all outside areas. You will welcome and direct visitors to the correct location, whilst staying alert to health and safety requirements across the site. Each Campus Team Member will have a two-way radio to communicate on a dedicated channel.

The Welcome Team (venue stewards) are now divided into smaller teams in the Main Tent and two 'Roving' Teams that covers Base Camp. Packing Halls and the three levels of the Pencil Factory.

## 1.4 TASKS

- Welcoming and guiding Conventioners around the site
- Managing access to Car Parks
- Managing road crossing at peak times
- Identifying and reporting any suspicious packages/bags/persons on site
- Clearing outside litter & emptying outside bins, taking bags of litter to the designated area
- Moving chairs and equipment to reset seating layouts (as required)
- Taking responsible action during emergency evacuations, directing people towards safe muster points
- Assisting with deliveries onto the campus
- Cleaning up outdoor spillages
- Supporting other teams as needs arise

## 1.5 ESSENTIALS

- Be cheerful and welcoming
- Always wear your hi-viz and ID Lanyard on duty
- Arrive promptly and keep your TL informed if you need to leave your post
- Know the layout of the site and be able to direct Conventioneers
- Be aware of the locations of: Toilets, First Aid, Security, Café, Crèche, Mission Exhibition, Bookshop and Reception
- Control road crossing and access to Car Parks
- Remain calm and courteous towards all members of the Convention
- Ensure you have sufficient rest
- Only guide dogs or hearing dogs are permitted on site
- Hot drinks must be capped when moving in public areas.

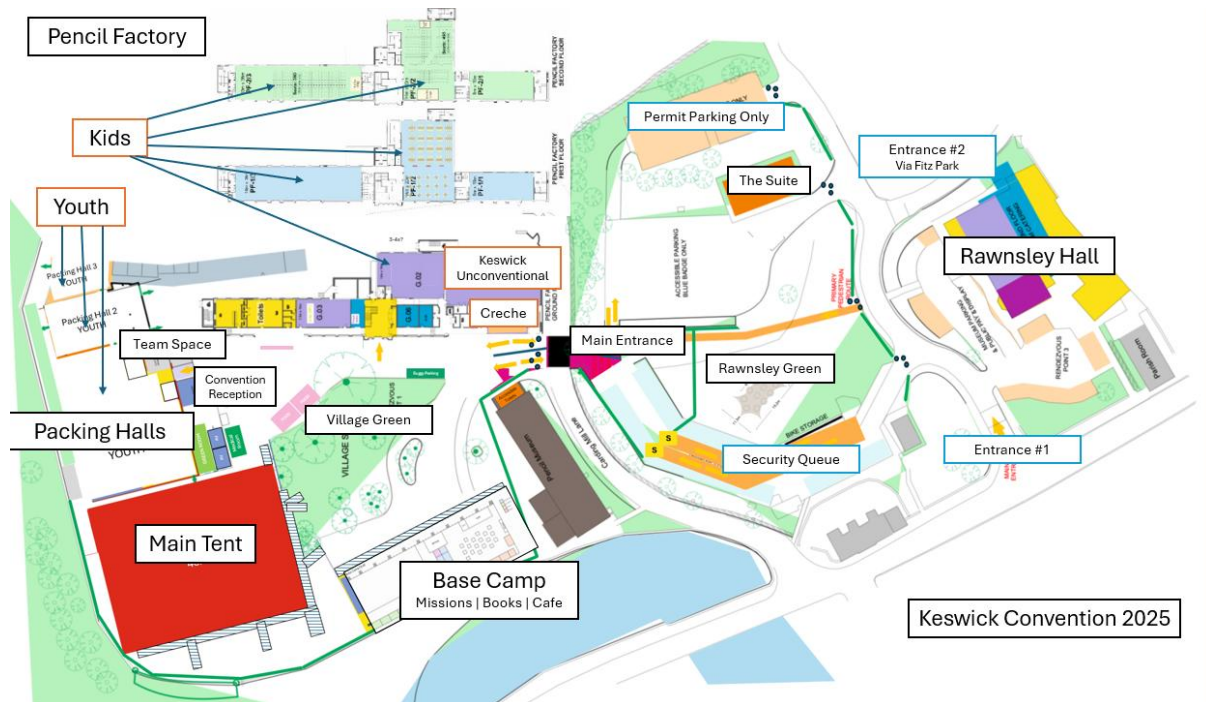
## 1.6 RESPONSIBILITIES

The areas of responsibilities extend to:

- Fire prevention including litter clearance
- Health and Safety including road crossing
- Conventioneer care
- Security including evacuation and lockdown procedures



## 2. VENUES & FACILITIES



### 2.1 Main Tent (MT)

The Main Tent, situated beside the Packing Hall on the Derwent Site, (capacity c2,500) will be used for Sunday's All Age Services, Bible Readings and Evening Celebrations. During the Keswick Lecture (Wednesday), Concerts and Seminars we aim to mainly use the central areas.

### 2.2 Base Camp (BC)

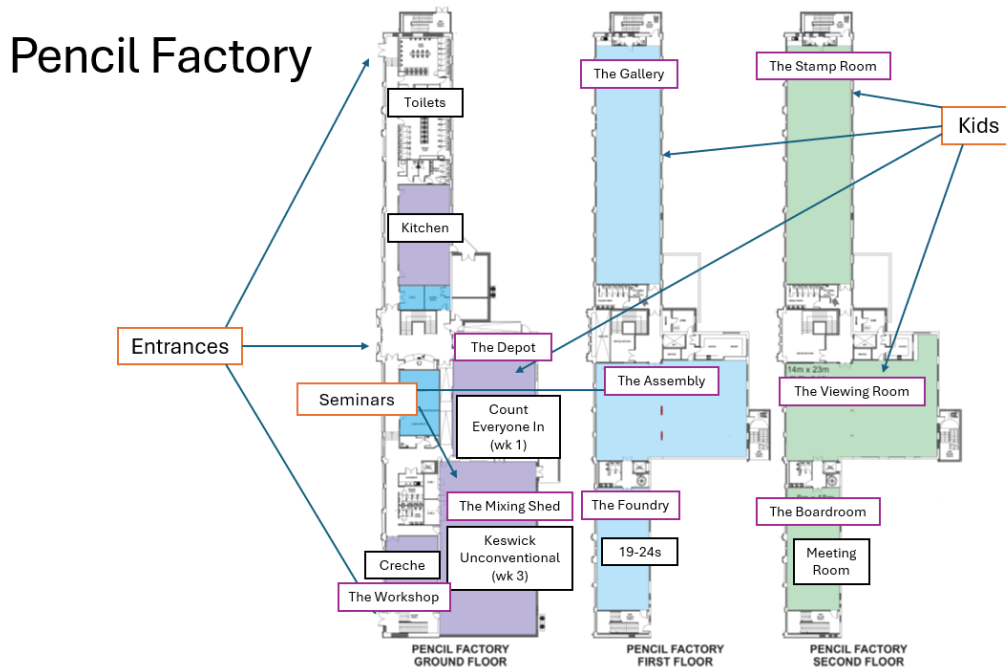
Base Camp, located in a marquee between the Main Tent and Pencil Museum, is a hub for a range of activities and resources including: a global mission exhibition, a bookshop operated by '10ofThose', Coffee Shop and Mission Exhibitions. BC will also be used for early morning Prayer Meetings, Seminars and the transmission of Bible Readings and Evening Celebrations.

### 2.3 Packing Hall (PH)

All youth work will be located in Packing Halls 1, 2 and 3. Seminars will take place here in the morning.

## 2.4 Pencil Factory (PF)

All three levels of the refurbished PF will be in use by Kids and additional ministry activities, i.e. seminars and afternoon events. The Creche will also be in the PF. There are two user operated lifts in the Pencil Factory.



## 2.5 The Rawnsley Hall

Will be used for volunteer meals.

## 2.6 Toilets

The main toilets are on the Ground Floor of Pencil Factory, including accessible, children's and baby changing facilities. Further accessible toilets are available in the Packing Hall but not during Youth Programme hours.

## 2.7 Car Parking

The Car Park behind The Suite is for permit holders only.

The Car Park in front of The Suite is for blue badge holders only. Disabled permits are NOT available from Reception – it is for blue badge holders only. It will also be possible to drop off passengers with limited mobility and leave.

The Car Park in front of Rawnsley Hall is the only public parking on site and is likely to be full early.

## 2.8 Off site Venues – Keswick Methodist Church (on Southy Street) and Crosthwaite Parish rooms

Keswick Methodist (cap c.300) will be used as a satellite for Bible Readings, Seminars and Evening Celebrations through out the convention.

Crosthwaite Parish rooms (cap c.80) will be used in Week 3 only for seminars, relay for morning Bible Readings and Evening Celebrations.

### **3. SITE MANAGEMENT**

#### **3.1 Fire Prevention**

- Always be vigilant
- Move all rubbish to the waste facilities behind PF
- Know the locations of the nearest fire alarms, fire extinguishers and escape routes
- Be aware of the Evacuation Plans
- Do not attempt to fight a fire unless lives are in danger, or the fire is very small and you are familiar with the operation of the fire extinguisher. Your safety and that of guests is paramount. Equipment can be replaced.

#### **3.2 Health & Safety**

Keswick Ministries (KM) policy is to promote the highest standards of health and safety at work to avoid, reduce, wherever possible risks to the health and safety of all personnel who are involved or affected by activities on site. It is the responsibility of all to act in a safe manner so as not to place ourselves or others at risk.

Venue checks are carried out each day to limit the possible hazards that the public could be exposed to. Please look out for and report anything that concerns you.

- Report any hazards, accidents or incidents immediately to your TL.
- All accidents must be recorded in the Accident Book which is held in the Keswick Ministries Office.
- Take care when lifting – know your limitations and ask for assistance when necessary
- Listen carefully and follow any instructions provided
- Inform your TL if you are unwell or overstretched.

##### **3.2.1 POSSIBLE HAZARDS**

- Road traffic
- Electrical – trailing cables
- Trip hazards
- Poor lighting
- Water on walkways
- Unsafe equipment or stacking of equipment, etc.



- Objects/items that should not be there: litter/ rubbish/empty boxes
- Unusual objects that cannot be accounted for

### 3.2.2 ILLNESS ON SITE

A First Aid team and vehicle will always be on site; they can be contacted by radio.

In the event of illness or injury:

- Contact Event Control by radio to summon help
- Stay with the person
- Keep yourself and others calm and preserve dignity where possible
- Make sure safety is maintained
- Provide gentle and calm reassurance
- Try to find out what happened and obtain details to pass to first aiders: name, age, any current health issues (diabetes, recent heart attack, asthma), next of kin.
- If the person is having a fit, protect the person's limbs and head with soft objects e.g., coats until help arrives – do NOT try to restrain limbs or move head
- If anyone has fainted, if possible, roll them gently onto their side (unless you have reason to suspect they have fallen and may have damaged their back or neck).
- If the person is under 18 years, ensure that another responsible adult stays with you at all times. Try to find details of parents. If the child is 'in programme', the children's leaders should be notified as they will have the parents' contact details.

### 3.3 Conventioneer Care

- Ensure you have a copy of the Event Programme, an understanding of the site map and the locations of the venues in use.
- Be aware of the nearest post box, telephone and pharmacy, as these are frequently asked questions.

#### 3.3.1 ADDITIONAL NEEDS

- *Impaired hearing* – an induction loop is installed in the front area of the Main Tent. The extent of this is indicated by floor markings.
- *Impaired sight* – signers are available at the front (right) of the Stage for all Bible Readings and Evening Celebrations.
- *Mobility challenges* – wheelchair spaces are available in all venues. Venue Welcome Team will guide.
- A parking area for wheelchairs is available for those able to walk to their seat.
- There are accessible toilets in Packing Hall 1 but not available during Youth sessions. Other accessible toilets are available on the ground floor of the Pencil Factory.

### 3.4 Lost Children



The team leader of a children's group retains full responsibility. If a child is reported lost, inform Event Control by radio. You should try to obtain an accurate description of the child, including name, age, clothing. The parent or carer will be advised to make their way to Convention Reception. When the child is located, radio Event Control, who will stand down the security and staff teams. Descriptions of lost persons **MUST NOT** be given over the radio.

A similar system must be followed for vulnerable adults.

### 3.5 Lost Property

All items left on site should be taken to Lost Property (Convention Reception) as soon as possible. Note where the item was found. The office will record the item, date, location and time.

### 3.6 Suspicious Packages

Remember the "HOT" procedure. If you cannot be sure an item is safe, report it to Event Control, who have additional experience.

## 4. SECURITY

Keswick Ministries (KM) employ an Event Management Company (Event Control) and a private accredited Security Company to keep the Convention site safe. Security staff will carry out random bag searches and be a visual deterrent to anyone seeking to cause harm. The Campus Team will work closely with both Event Control and Security staff to ensure entry and exit from the site are safe.

An Incident Management Command & Control Process with an Evacuation Process have been established that define the procedures to be followed in the event of a significant incident. Volunteer Lanyards contain specific instructions for team members in the event of an emergency. Additional information will be provided at the Initial Briefing.

In the event of an emergency, an announcement will be made from the Platform in the Main Tent and to radio holders. Be prepared for action and listen carefully whether the instructions are to evacuate or lockdown the venue.

**a) Evacuation** – *'the orderly removal of Conventioneers, staff and volunteers from the venue or site, usually due to a fire or other incident within the venue.'*

Welcome Team will lead those evacuating in an orderly fashion and on to the agreed Assembly Point. Keep calm, be firm and reassure Conventioneers that we have a safe plan.



Please direct disabled persons to the appropriate assembly point. Wheelchair users will be held until all able-bodied delegates have left a venue.

Remain at the Assembly Point until the 'all clear' signal is given and re-entry to the buildings/ venue is permitted.

Where a total site evacuation is immediately required official instructions would be announced from the MT stage or by radio.

**b) Lockdown** –a venue will be made secure, not permitting people to leave and restricting access. All persons are made aware of an incident and should follow instructions. They must not leave the venue but may be required to move to another, safer area. Await further official instructions.

A full briefing will be given on site.

We look forward to you joining the Campus Team this year.

