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# Nocturnal Resources Info & Safety Materials

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## EXPECTATIONS

- You are expected to be at your designated location by “call time.”
- If you are more than 15 minutes late, you will be replaced on the call.
  - In addition, you will also be moved to the bottom of the call list for the next show.
- Check in with your IMMEDIATE SUPERVISOR as soon as you arrive.
- Check out with your IMMEDIATE SUPERVISOR at the end of the day.
- SPECIAL NOTE FOR "PREMIUM JOBS": If you are not ready to work at call time when assigned premium pay job (truck loader, rigger, house electrician, ground rigger), you will be replaced in the premium position by the next qualified person on the call. You will then become a general hand on the call. If you are replaced on the load-in, expect to be replaced for the entire day (at the discretion of your IMMEDIATE SUPERVISOR).
- In case of emergency that will prevent you from working or will make you late for work, you must contact one of the following:
  1. Call your IMMEDIATE SUPERVISOR.
  2. If your supervisor can not be reached, contact a different company rep or another employee to relay the information.

## PATRON INTERACTION

- When working with and interacting with the General Public, you are expected to have a Disney-like demeanor and attitude. Please be pleasant and treat people kindly and how you would like to be treated. If someone has a question that you cannot answer, express that you will help them to find the answer. At this point, get in contact with your supervisor to help and assist the patron.

## DISMISSAL

The following infractions will mean IMMEDIATE DISMISSAL from a job:

- Coming to work intoxicated/under the influence of drugs
- Drinking alcohol or taking drugs on the job
- Unsafe work practices
- Stealing
- Insubordination

## ONSITE

- You will be assigned to a task in which you are best qualified. If you are unable to perform the assigned task, ask for reassignment.
- Cell phones must be turned off.
  - Photos are not allowed.
  - Recording is not allowed.
- If you are unsure about something, ask questions.
- Maintain a professional demeanor while on the job.
- Do not assume meals are provided.
- If a problem arises, locate your IMMEDIATE SUPERVISOR and let them resolve the issue.
- The Steward is the individual in contact with the venue and artist representatives and will make problematic decisions based on tour.

## BREAKS

- Shifts can be long and working times may fluctuate. If you are scheduled to work a shift longer than five (5) hours, a break will be provided.
- Smoke breaks are treated as regular breaks. These must be taken in the designated areas.

## APPEARANCE

### PERSONAL GROOMING/CLOTHING

- Employee should be well groomed and bathed. Strong perfumes or cologne should not be used.
- Wear a company provided black shirt and black pants. You may need a different shirt for some venues. No leggings, yoga pants, or sweatpants.
- Clothing should be free of holes and tears.
- No profanity/racist or sexist material on clothing.
- Layering clothing is important during all seasons. In hot weather, knee length shorts are acceptable at outdoor venues.
- Closed toed shoes only. Footwear must cover your whole foot. No sandals, slippers, high-heels, Uggs, Crocs, flip flops.
- Caps and sunglasses are only allowed when doing an outdoor event. Caps should be a dark color, free of logos, and be worn frontwards.
- You are strongly advised to wear ear plugs at rock concerts. They are available from your IMMEDIATE SUPERVISOR.  
**If dress attire is not met you will be sent home to change**

### JEWELRY/HAIR

- NO dangle style earrings, necklaces, and/or bracelets.
- Avoid rings whenever possible.
- Restrain long hair with a ponytail, braid or bandana (event permitting).

### TATTOOS

- Exposed tattoos should not be inappropriate, vulgar, or offensive to our clients, patrons or co-workers. If so, they should be covered up.

## POSITIONS and JOB DESCRIPTIONS

### GENERAL NOTE FOR ALL POSITIONS

- Must be friendly, courteous, and outgoing
- Assist patrons and co-workers
- Locate required equipment/supplies
- Use a radio for communication

## EVENT STAFF POSITIONS AND BRIEF DESCRIPTIONS

### HAND-WANDER

Must be able to bend down repeatedly or kneel. Able to give good verbal commands. Identify objects not allowed at the venue by using the hand-wand. Complete appropriate pat-downs.

### BAG SEARCH

Must be able to search bag safely and respectfully. Identify contraband that is not allowed in the event site.

### ROAMERS

Roamers walk around and make sure that concert goers and artist are safe. Assist or escort anyone that needs to be removed from the event.

### PIT CREW

Responsible for not letting people on stage. Make sure that crowd surfers come over the barricade safely. **MUST BE ABLE TO LIFT OR CARRY OVER 50 LBS.**

### BACKSTAGE EVENT STAFF

Must be able to identify passes. Identify any person(s) not allowed in the restricted areas and resolve the situation.

### OVERNIGHT EVENT STAFF

Able to work an overnight shift. Complete rounds to check doors and stage checks. Make independent decisions using good judgement.

### ID CHECKER

It is required that the SERVER TRAINING CLASS be passed prior to working. This course is offered by the Fargo PD. Nocturnal Resources requires a copy of the Server Training Card. There is a small fee charged to you by the PD for taking the class, and your certification lasts up to three years. Ability to wristband in a timely manner.

### SUPERVISORS

Must have current Server Training Card and be able to ID for alcohol consumption. Responsible for assigning personnel where needed and making sure that all event staff have the information and equipment required to do their job. Must be able to take control of any incidents that arise before, during or after the show. May often be the first Event Staff person on site and the last one to leave. At the end of your shift, fill out an End of Show Summary email, detailing any issues that may have occurred throughout the event. Email the Summary to [mondo@nocturnalresources.com](mailto:mondo@nocturnalresources.com) and [taylor@nocturnalresources.com](mailto:taylor@nocturnalresources.com).

## METAL DETECTOR POSITIONS AND BRIEF DESCRIPTIONS

\*Additional Training Required for all MDO positions.

For Additional Information on the process, see Appendix.

### SCREENER 1:

Screeener 1 will address all patrons as they approach the checkpoint. His/her duties will include continually vocalizing the prohibited items in need of divesting, answering any questions asked by patrons about the procedures, directing patrons to the correct bag/express lanes, identifying and clarifying prohibited items, and so informing the guest.

The script that the first screener will need to recite should be along the lines of *“There is a security screening checkpoint ahead. If you wish to enter the arena, please remove all metal objects and cell phones from your pockets before proceeding through the metal detectors. Items contained in a purse or small bag can remain inside through the inspection process. Any persons without bags or carry-ins can proceed to the express lane for expedited entry.”* This screener may be necessary for only the first few events in which these new procedures are in place. After a new procedure becomes more familiar to the screening personnel and patrons, the job of Screener 1 can be handled by Screener 2.

### SCREENER 2:

Screeener 2 is the person in charge of informing patrons of what items to place in the divesting bowls and instructing them to place those items as well as any bags on the table for inspection. All items divested into bowls are examined and moved down the table. All bags are also inspected and moved down the table. This screener should be aware of the client’s prohibited items policy and ensure that it is followed. If a larger bag or carrying device is approved and allowed in the building, that bag should be inspected by Screener 2 and have an identifier (as provided and directed by Client) placed on the handle where it is visible. This identifier indicates that the bag has been approved for entry and thoroughly screened for prohibited items. A supervisor should be summoned if there are any issues with the guests or the screening process. Have the guest with the issue move aside so that the screening process does not get interrupted.

### SCREENER 3:

Screeener 3 is the person responsible for instructing the guest through the metal detector, and have them QUICKLY retrieve their divested items that have been inspected by Screener 2. Then have them either proceed to the ticket taker, or to be secondarily screened because of an alarm on the WTMD. Screener 3 will also conduct the secondary screening, and must be satisfied that the cause of the alarm on the walk-thru has been identified. There will typically be one secondary screener for every 2 detectors. (\*Working at the Fargodome: If an item cannot be found and a pat down is required, you must inform a staff member from the Fargodome or a Fargo PD to perform one. No Nocturnal Staff should perform a pat down.)

## HAND HELD METAL DETECTOR OPERATIONAL PROCEDURES

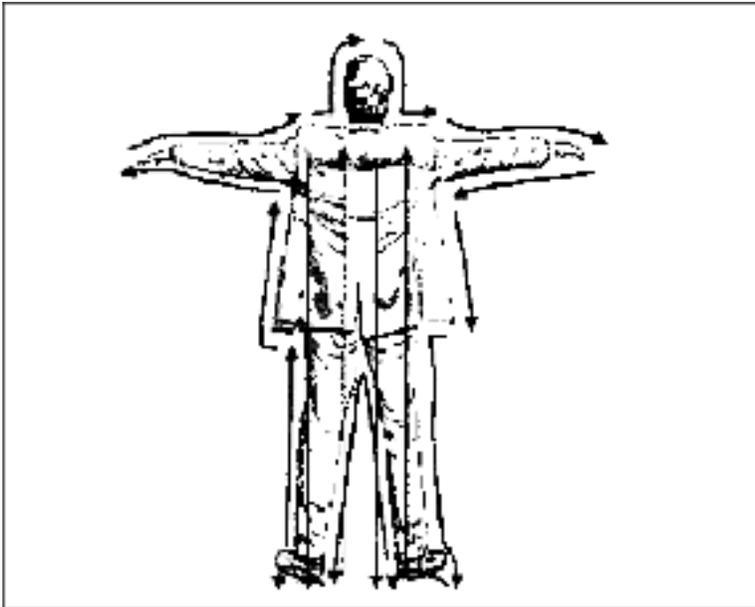
Once the patron has removed any bulky outer garments (i.e., large coats) and hats that may interfere with the screening and metal objects that would cause an alarm, operators should complete the following steps:

### INITIAL STEPS

Greet the patron courteously and advise the patron that he or she will be screened with the HHMD. Ask the patron to divest all metal items. Instruct the patron to stand with his or her feet shoulder width apart, arms outstretched, and palms facing up and open.

Divide the body screening process in half vertically. Starting at the top right shoulder area, or where clothing is visible on the torso, hold the HHMD one to two inches from the person and move the hand wand over each side as follows (see Figure below):

- Screen the patron with the HHMD starting in front of the person at the top of the head. Move the wand down the shoulder and out to the arm and wrist;
- Ensure that that patron's hand is open and visually check that he or she is not holding anything;
- Move the wand down the outside of the torso, to the waist, down the outside of the leg to the clothing line; and
- Use the wand to screen the inside of the leg to the groin area, and down the opposite leg to the clothing line.



Hand held metal detector anatomical position for screening. (Courtesy of DHS)

### FRONT SCREENING PROCESS

- Stand in front of the person.
- Use one motion and move the wand in front of the arm, the front of the shoulder area, chest area, abdominal area, and in front of the leg, down the shin to the foot (use a systematic procedure on each side).
- Use the wand to screen the front of the arms, chest area, lower abdominal area, and the front of the legs.
- Pass the wand over the top of the foot.
- If the alarm sounds, stop screening and proceed with a limited pat-down of the area in question. Then rescreen the area again to make sure it is clear.

### CLEARING THE WAISTLINE

- If the HHMD sounds the alarm, have the patron open and hold the belt buckle and end of belt apart.
- Physically inspect the belt buckle to ensure it is not concealing a weapon.
- With the buckle and end of the belt separated, rescreen the area.
- If the alarm sounds again, physically inspect the waistline using limited pat-down procedures.

### CLEARING THE GROIN AREA OF A PERSON WEARING A SKIRT, DRESS, KILT, OR SIMILAR GARMENT

- To screen the leg and groin areas, ask the patron to stand with one foot extended forward as if he or she were taking a step. This position should provide sufficient surface area to move the hand wand inside both legs, including reasonable close proximity to the groin area.
- Continue to move the wand on the outside of the opposite leg, up the waist to the torso, and the underside of the arm to the wrist.
- Ensure that that patron's hand is open and visually check that he or she is not holding anything.
- If the alarm sounds, stop screening and proceed with a limited pat-down of the area that set off the alarm. Rescreen the area again to make sure it is clear.

### BACK SCREENING PROCESS

- Use one motion with the wand and screen the back of the arm, the back of the shoulder, back area, buttocks, and the back of leg down to the foot. Overlap the vertical imaginary line dividing the body.
- Use the wand to screen the back of the arm, the back area, buttocks, and the back of the leg along the bottom. Continue screening up the back of the leg to the calf and around the sole area of the foot.
- If the alarm sounds, stop screening and proceed with a limited pat-down of the area that set off the alarm. Then rescreen that area again to make sure it is clear.
- All alarms should be resolved as they occur. If the alarm sounds again, the area should be patted down. Inform the individual that a pat-down must be conducted of the area where the alarm occurred. Offer a private location for pat-down screening of sensitive areas.
- Finding one prohibited object does not mean that it is the only prohibited item. Continue using the wand to screen the entire person—outline, front, and back. Rescreen or pat-down areas where an item has been removed, as there may be more than one cause for the alarm.
- If the person being screened by the HHMD is holding a child, make sure that the child is screened too.
- If a person refuses to be screened by any means, follow local procedures. Generally, a screener would notify their supervisor and/or law enforcement personnel when a patron refuses to undergo screening. Patrons who refuse screening must be denied entry.
- As a best practice, there should always be a person of the same gender available to conduct screenings. If a patron does not want to be screened by the hand wand, contact the area supervisor (follow local protocol).

### U-SHAPED SCREENING TECHNIQUE

The U-shaped screening technique provides an alternative screening method that allows for a faster patron flow rate and considers space limitations. Operators should complete the following steps (see Figure below):

- Greet the patron and advise the patron that he or she will be screened with the HHMD.

- Instruct the patron to remove all metal from his or her pockets and hold the items at shoulder height with elbows at his or her sides. Inspect the items in the patron's hands.
- Instruct the patron to stand with their feet shoulder width apart.
- Screen the patron with the HHMD starting in front of the person at the top right shoulder area. Move the wand down the front of the patron to the right foot, moving to the left foot, then bringing the wand up to the top left shoulder area in a U-shaped motion.
- Instruct the patron to turn around, then repeat the U-shaped motion.
- If the alarm sounds, stop screening and proceed with a limited pat-down of the area in question. Then rescreen the area again to make sure it is clear.

**G**reet each guest, smile, and make eye contact.

**U**nderstand the scanner and know how to use it. It will only detect items containing metal.

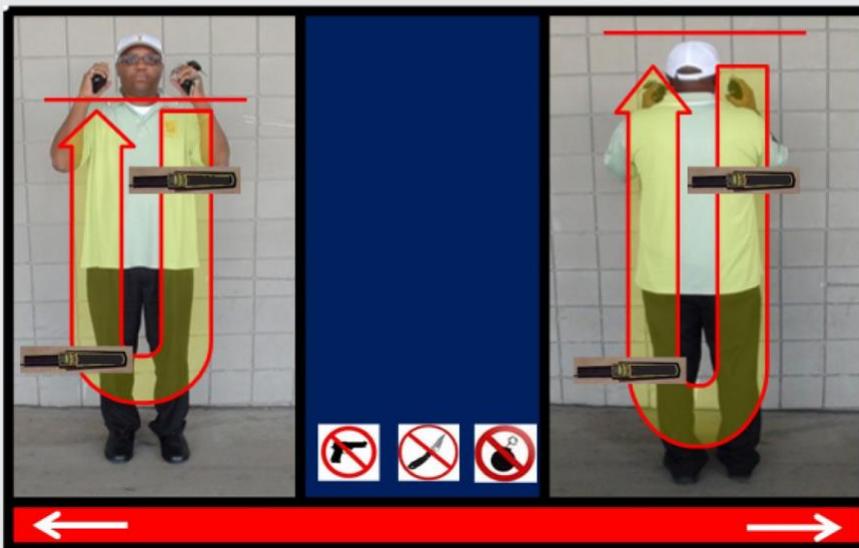
**A**sk guests to remove all metal from their pockets and hold the items at shoulder height with elbows at their sides. Their feet should be shoulder width apart.

**R**epet the same "U" pattern each time. Maintain the scanner 6 inches from the guest, ensuring it extends beyond each side of the body. Large guests may require a third pass to cover their center section.

**D**etermine the source of each "alert." Scan the area a second time to be sure it is clear.

**I**nspect the items in the guest's hands and anything unusual, including suspicious bulges.

**T**hank the guest and encourage him or her to enjoy the event.



Hand held metal detector "U" pattern position for screening. (Courtesy of DHS)

### ADA PATRONS

It is recommended to have one or two additional staff per set of doors to assist ADA patrons with screening and entry into the venue. If Screener 1 directs these patrons to the proper area for searching, the process should run much smoother and expedite entry for the patron.

## STAGEHAND POSITIONS AND BRIEF DESCRIPTIONS

### Stagehands Defined

Provide manual labor for the set-up and tear down of a show, as required by the crew chief. Once you have been assigned to a department, stay there until the job is done or you are re-assigned by the steward, stage manager or road crew.

- When a task is completed, return to the department head for another task. Never stand around, unless directed by your Department head to wait.
- Ask for clarification if you don't understand your task.
- The departments are as follows:
  1. Electrics/Lights--set up/operate lighting instruments, spotlights, anything needing to be powered on the set.
  2. Sound/Audio--a branch of the electrics department deals specifically with the set-up/operation of mics, speakers and all other sound equipment.
  3. Carpentry--set-up staging, trusses, scenery, backdrops. The carpenter is in charge of a fly system, if used. During the show, the carpenter is responsible for any changing of scenery.
  4. Properties--this crew is responsible for set decorations and any hand-held items used by the actors during the show.
  5. Wardrobe--work with costumes. Prepare them for use (hang up on racks, ironing, mending) and assist the performers to change costumes during the show.
  6. Video--set up video walls/screens and projectors.
  7. Backline--assist with instruments.
  8. Pusher--pushes cases to and from loading dock to floor.
  9. Pyro—assists in the prep and clean-up work for pyrotechnics.

### HOUSE ELECTRICIAN

Premium position which may also be referred to as the 'master electrician'. He/she performs the electrical hook-ups as required by the show and is on the call as long as the electrics are connected. Other responsibilities may include spotlight and headset maintenance. CERTIFICATION REQUIRED

### UP RIGGER

Carpenters who specialize in installing and running fly systems, be they rope, counterweight systems, or motorized systems of various types. They typically work in the air, in the roof structure of an arena or concert stage, or on the grid of a theatre. High responsibility in knowing load bearings and weight distribution, as miscalculation could lead to serious injury or death to themselves or others. EXPERIENCE REQUIRED

### GROUND/DOWN RIGGER

This is a premium position whose duties include providing all necessary support for the up-riggers. Must know basic knots and other rigging requirements. Responsible for the safety of the up-riggers. Must know the correct way to pack the rigging elements in the crates at the end of the show. EXPERIENCE REQUIRED

### TRUCK LOADERS

A dedicated position at most larger venues. Duties include the unloading/loading of all crates from the trucks or bus. Loaders stay with the truck for the entire load-in. The work area ends at the bottom of the ramp.

### FORKLIFT DRIVER

Premium position responsible for forklift operation as required by the road crew. Oversees the safe operating conditions of the loading area. Must have forklift ready to go at call time. Identify where to find fresh fuel tanks, so tank changes can be made immediately. CERTIFICATION REQUIRED

### SHOWCALL POSITIONS

- Deckhand—assists in changeover of artists/bands and any other on stage needs during the show.
- Spotlight Operator—operates the Spotlight, guided by the LD over an intercom.
- Cable Page—coils and uncoils video cable, following the camera operator as they move around.
- Flyman—works in the flies of a theatre, manipulating curtains and scenery.
- Wardrobe—assist artists in costume changes and upkeep of clothing during a show.

### STEWARD/ASSISTANT STEWARD

- Looks after the wellbeing of the other workers, making sure they are working safely, efficiently and in the departments where assigned as well as making sure everyone follows the guidelines set up by the organization, venue, artist, etc.

## TOOLS

Everyone is expected to bring a few simple tools to every job. They have been broken down into required and recommended lists.

### EVENT STAFF

- **REQUIRED**
  - Small Flashlight
  - Small Notepad and Pen
- **HIGHLY RECOMMENDED**
  - Sanitizing liquid or wipes
- **SPECIALTY TOOLS**
  - Barf Bags (provided)

### STAGEHANDS

- **OPTIMAL & SUGGESTED**
  - Leather work gloves
  - 8" crescent wrench with wrist strap or tether line.
- **HIGHLY RECOMMENDED**
  - Steel toed boots
  - Pocket flashlight ("Mini Mag" style is a very good one)
  - Pocket knife
  - Sharpie
  - Phillips screwdriver
  - Straight blade screwdriver
  - Hammer
  - Tool pouch or fanny pack. A certain amount of tools may be carried in your pockets, but it is very helpful to have a pouch or bag.
- **SPECIALTY TOOLS**

These are useful on specific jobs and are recommended only if you already own them. There is no need to buy them unless specifically asked to do so by a department head on a show of lasting duration.

### **WARDROBE**

- Safety pins needles
- White thread and black thread

### **CARPENTER**

- Wonder bar / Pry bar
- Tape measure
- Pencil

### **ELECTRICIAN**

- Side cutters
- Rag for spotlights
- White grease pencil
- Voltage detector ("tick" tester)

### **RIGGERS/UP**

- 5/8" rigging rope approx. 50 meters
- Split sheave (wheel)
- Daisy chain/Nylon webbing

### **RIGGERS/DOWN**

- Laser
- Pocket pickle (motor controller)
- Electrical tape

ACKNOWLEDGMENT OF POLICIES

IN WITNESS WHEREOF, the parties have read, understand, signed and acknowledged receipt of Nocturnal Resources Info and Safety manual.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Name of Employee

\_\_\_\_\_  
Employee's Home Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Date:

Accepted:  
Nocturnal Resources, LLC

By: \_\_\_\_\_

Title: \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Address: 302 N. University Dr. N, Fargo ND, 58102

Date: \_\_\_\_\_

### SAFETY

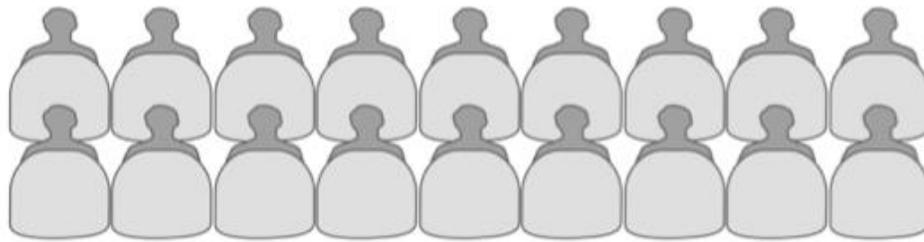
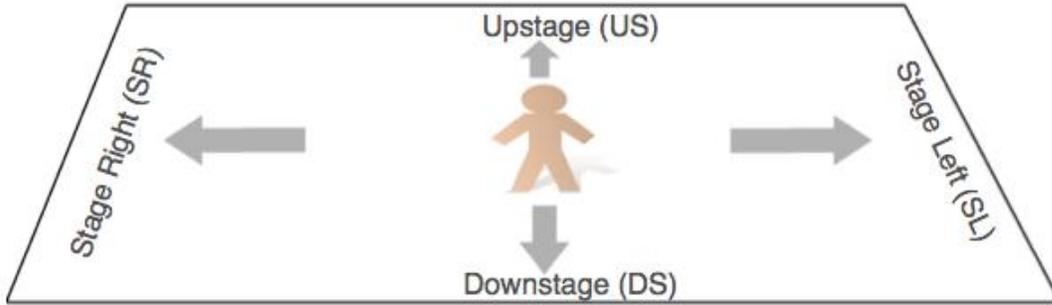
- The number one rule of the workplace is "SAFETY FIRST!" If you have any doubts about completing a task, ask for help!! Remember that you are responsible not only for your own safety, but also the safety of everyone around you.
- Any injury must be reported immediately to your IMMEDIATE SUPERVISOR. You may not be covered by Worker's Compensation if the injury is not reported within certain time limits.
- Minor first aid is always available, but don't try to continue working if you are seriously sick or injured. This only makes things more dangerous for everyone around you. If a fellow worker or a member of the road crew asks you to do something which you feel is unsafe, report it immediately to your IMMEDIATE SUPERVISOR. Don't be pressured to do something you don't feel is right.
- Remember that when a forklift has a full load, the driver's field of vision is very limited. Get out of the way!
- "Heads" or "heads up" is the most important warning on the stage. If you hear this call, that means something is being lowered from the grid on a rope or baton, OR it could mean that something is FALLING from the grid at a rapid rate of speed. Be aware of what is happening around you at all times. If you hear someone yell "heads," it means look out! Do not stand under the loading rail whenever weights are being loaded or unloaded.
- If you drop something, yell "heads" as loud as you can so that your potential victims below have a chance to evacuate.
- If you will be working more than a few feet off the floor, you must observe special safety precautions. This applies to anyone working in any of the following areas: on the grid/rigging, on the load rail, on a catwalk, at the top of a ladder, focusing lights or anywhere else that there is even a chance of another person to be standing underneath you.
- Empty your pockets of ALL items unnecessary to the job. Leave your wallet and other personal items in your car or with a trusted co-worker. Please note: There is no secure storage area on site. Bring non-essential items at your own risk.
- Carry only those tools necessary for the job. Any tool carried with you must have a wrist strap or tether line tied to your belt.
- If you wear eyeglasses, buy a safety strap for them.
- Personal Protective Equipment (PPE):
  - Gloves
  - Hard Hat - provided
  - Goggles/Glasses
  - Earplugs - provided

## PROHIBITED ITEMS

	A Q U A R I U M	B L U E S T E M	F A R G O  T H E A T E R	S. E. C.	S C H E E L E S	O U T D O O R	A L E R U S  C E N T E R	F A R G O D O M E	R. E. A.
Weapons of any kind (Knives, Guns, Kubotan, ect.)	x	x	x	x	x	x	x	x	x
Pepper Spray	x	x	x	x	x	x	x	x	x
Tasers	x	x	x	x	x	x	x	x	x
Wallet Chains	x	x	x	x	x	x		x	
Toy Weapons	x	x	x	x	x	x	x	x	x
Laser Pointers	x	x	x	x	x	x	x	x	x
Backpacks (Unless diaper Bag)	x	x	x	x	x	x	x	x	x
Camelbacks	x		x	x	x			x	
Outside food or Drink (Medical Exception)	x	x	x	x	x	x	x	x	x
Illegal Substance or Paraphernalia	x	x	x	x	x	x	x	x	x
Hula Hoops	x	x	x	x	x		x	x	x
Tagging materials / Posters	x	x	x	x	x	x	x	x	x
Chairs	x	x	x	x	x	x	x	x	x
Umbrellas	x	x	x	x	x	x	x		x
Pro Photo/Video Equipment (Detachable Lenses)	x	x	x	x	x	x	x	x	x
Go Pro	x	x	x	x	x	x	x	x	x

If an item is questionable, contact your IMMEDIATE SUPERVISOR to make the call. If unavailable, use your best judgment. Inform the Event Staff Supervisor as the next earliest convenience.

# STAGE DIRECTIONS



HOUSE LEFT

HOUSE RIGHT

## DIVESTING INSTRUCTIONS

Multiple signs indicating which items are required to be divested and which need not be divested should be posted at a distance well before the checkpoint in addition to their being posted near the security checkpoint. (See sign example below.)



## WAITING LINE

It is important to the flow of the security lane to create a point where the patrons stop and wait to be motioned for transiting the WTMD. To create this stopping point, signs can be placed at the front of each divesting table to help indicate that patrons are to wait before passing through the detector. In addition to the signs, caution tape can be placed on the ground near the start of the divesting table to act as a waiting line. (See example photo below.) Client will provide and place Signage on site.



## PHYSICAL SEARCHES

There are several instances when a physical search of a patron is appropriate or necessary:

- To resolve metal detector alarms
- If metal detectors (walk through or hand-held) are not available or operational; or failed
- If a patron refuses or is unable (for medical or physical reasons) to be screened with metal detectors
- If a standard operating procedures (SOPs) call for random secondary screening as an additional deterrent
- If patrons display suspicious anomalies in clothing or behavior.

There are two types of physical search of patrons: full body and limited body.

1. **A full body search** is generally used when metal detectors are not available, the person is unwilling or unable to be screened by metal detectors, and when there is a suspicion of threat. ***These types of searches/pat-downs should be used with the full permission of the organization or legal department.***
2. **A limited body search** is generally used to resolve metal detector alarms or to search parts of a body that present a suspicion of threat (e.g., bulky clothes, protruding items).

### GENERAL TECHNIQUE

- Use the back of the hands when conducting physical searches in non-sensitive and sensitive areas (chest area for women and lower abdominal area for men and women).
- Use a sliding motion that applies enough pressure to detect prohibited items.
- Use an overlapping sliding motion to ensure complete coverage.
- Always look at the area being searched for prohibited items that may be concealed or become dislodged during the search. Watches and jewelry can be searched visually.
- If the head area cannot be cleared visually, conduct a physical search through a patting not sliding motion.
- It is generally not a good idea to separate family members, especially if the search is conducted on a minor attending with an adult. Allow the adult to be present during the screening.
- If your location provides gloves, use new ones for each physical search.

### BEFORE BEGINNING A PHYSICAL SEARCH

- Advise the patron of the need for additional physical screening. It might be less important in a situation where everyone is physically searched.
- Explain the process of the actual physical search. Advise the patron that the process involves touching sensitive areas, and that the screener will be careful.
- Offer a private area to perform the search if it is requested. Private Area should be stated and is provided by the client.
- Observe the patron and determine if there is anything obvious that he or she needs to divest (e.g., belts, coins, wallets, and jackets).
- Before beginning the physical search, it is a good idea to ask the patron if he or she has any sensitive or painful areas or is wearing an external medical device. Use caution and the lightest pressure possible when screening those areas.
- Instruct the patron to stand with feet apart at shoulder width and with his or her arms extended, hands open, and palms up.

### WHEN CONDUCTING THE SEARCH

- Same Sex Screening – Female searches female and male searches male.
- Whether beginning with a front or back search, begin with the collar areas by pressing the collar between thumb and forefinger and sliding from one side to the other. If the collar is too tight and the pressing of the collar could pinch, use the fingertips of the hand to press the collar.
- Search the arms using a sliding motion beginning at the armpit and sliding toward the wrist. Repeat as many times as needed to conduct a thorough search.
- Search the torso using one or two hands. Begin at the shoulders and continue to the waist. Be sure to search both sides of the torso.
- Search the waistline by pressing it between thumb and forefingers. If the patron has clothes that cover the waistline, ask him or her to raise it. Search by sliding your hands from one side to the other. If the waistline is too tight to conduct a thorough search, slide the outside of the waistline with the front of the hand to avoid pinching the patron.
- If the patron is wearing loose-fitting clothes, ask him or her to tighten the clothes by pulling up to improve screening of the buttocks. Use the back of the hand to search the buttocks from top to bottom.
- Use the front of the hands in a sliding motion from top to bottom. Search the sides and back of both legs.
- When complete with either the front or back search, instruct the patron to lower his or her arms. Have the patron turn around and raise his or her arms again. Then begin the other side.

If at any time during the search the screener detects what appears to be a weapon or other prohibited item, he or she should follow the local Standard Operating Procedures to resolution. **Check with a local facility supervisor and their FACT sheet.**

If no suspicious or prohibited items are discovered during the search, the screener should thank the patron and instruct the patron to lower his or her arms and to proceed to the secure area.

A limited physical search should follow the same procedure as a full-body search, but it is confined to a smaller area of the body. It is usually conducted to resolve an alarm or as additional screening. Additional screening can be random or based on suspicion. Beware of profiling, as detailed in training.

### OPPOSITE GENDER SCREENING

A checkpoint should have enough screeners of both genders to conduct same-gender physical search. If the local Standard Operating Procedures allows for opposite gender screening, consider the following:

- There must be a shortage of screeners of the specific gender.
- The patron must be informed that there is no screener of the gender that the patron states himself/herself to be.
- The patron is advised a screener of the opposite gender will conduct the screening, which may include physical contact.
- The patron consents to screening by a screener of the opposite gender. If the patron does not consent, he or she should be allowed to leave the venue.
- A readily available private space, such as an office, should be available for screening by someone of the same gender as the patron, or the screening should be performed in the presence of supervisor or other authority figure.

### HEADWEAR

- Headwear should be removed if possible. If the patron does not remove the headwear for inspection, the screener can feel the headwear for possible threats. In some instances, patrons may be allowed to press the headwear themselves and the screener will observe for possible threats.

### FACE COVERING

- If an individual is wearing a face covering for religious purposes, explain the need to remove the covering for security purposes. Offer a private area if available.
- 

### SENSITIVE BODY AREAS AND PIERCINGS

- Some Hand Held Metal Detectors or Walk Through Metal Detector alarms may occur in sensitive body areas due to body piercings or other reasons. It is a best practice to have a private search area available, and to use the back of the hand when conducting a pat-down of sensitive areas.

### INFANTS

- Use the hand wand only when necessary to resolve an alarm.

### SERVICE ANIMALS

- Service animals are required to be screened. Determine what method is best for conducting the search. The screener should ask permission to search the service animal and the patron. The animal should be clearly identified as a service animal and must have verification paperwork (typically in the vest pocket attached to the animal). ***It is illegal to ask a patron, "What is your disability?"***
- According to the ADA, there are two basic questions you may ask if it is not obvious whether it is a service animal. ([www.ada.gov/regs2010/service\\_animal\\_qa.html](http://www.ada.gov/regs2010/service_animal_qa.html))
  1. Is the service animal required because of a disability?
  2. What work or task has the animal been trained to perform?

## WHEELCHAIR & LIMITED MOBILITY PATRON SEARCH

- During the security screening process, you will at some point come across a patron who is either in a wheelchair or uses some sort of other mobility device (like crutches, canes, etc.). It is important to know that anyone can pose a threat, regardless of what his or her mobility situation is. It is also important to know what steps to take so that the rights of any patron entering the facility are not infringed upon.
- **All patrons** entering the facility are subject to a reasonable search of their person, bags and other belongings that are carried in. Most of the time, their tickets have this provision clearly written on them, although it is usually in fine print. Should you encounter a patron who refuses to be searched, they can freely seek a refund (**if they have not already been allowed into the event**) and immediately leave the premises, or they will have to leave without a refund. Refunds are at the sole discretion of the box office. If a crime has been committed, then police must be contacted immediately.
- For building entrance / security purposes, our intent should be to thoroughly screen the patron and wheelchair along with their belongings with the same manner and procedures used to screen a guest without a disability or impairment. However, being respectful of maintaining the rights and dignity of the individual should also be of utmost importance. Treat them how you would want to be treated if you were in their place but be consistent.
- When being approached by someone in a wheelchair, first have the guest in the chair only escorted to the nearest entrance to the rear of the screening area. Ask them if they are able to walk through the metal detector, or do they wish to be searched while in the chair. Don't assume they can't stand or walk just because they have a wheelchair. If they choose to walk through the screening area, then use the same process you would for any patron, just quickly search the wheelchair itself (Screener 2 or 3) and return the chair to them as quickly as possible.
- If they choose to sit for the searching process, search the patron first, then the chair. Have them remove any items in their pockets and hold them for inspection. Ask if they can lean forward to allow you to check behind them. If they are able to lift themselves off the seat of the chair, then use your hand to check the chair and their rear pockets at the same time, with the palm of your hand facing down. Use the back of your hands to search the pockets, if necessary. If the pockets are empty, proceed to search quickly around the ankles (unless you are able to see them; if so, further pat down is not necessary). Once the search of the person is completed, then check the chair (they may sit back down while you do this. Be mindful of any pockets or compartments on the sides or back of the chair. Once the screening process is complete, thank them for their time and wish them a great event!

## OVERSIZED CHECKED BAG IDENTIFIER

- Moving forward, we will be tagging all oversized bags that have been approved, searched, and brought into the **Fargodome** with a wristband type identifier. For events that have multiple days, the color / type of wristband will change from day to day, so as to make them less likely to be duplicated and used.
  - THIS MEANS:
    - If a patron brings an oversized bag to an event that is larger than 13"x13", they should be instructed to take it back to their vehicle.
    - Offer them a plastic baggie (zip lock style) to keep their necessities in if needed. Client will provide baggies.

- If the oversized bag is a diaper bag (must have child present), or another carrying device for medical purposes, etc. the Facility Event Staff is to verify the need for the larger bag.
  - **If the explanation is satisfactory:** the bag should be searched and tagged with the appropriate band. The patron should be instructed to keep the tag on the bag and visible at all times to avoid having to remove the bag from the building.
  - **If the explanation is NOT satisfactory and the patron still maintains the need to have the bag in the building:** the Event Staff is to summon a Facility Supervisor and the supervisor will make the call as to whether the bag may enter the building or not.
  
- It is the responsibility **OF ALL STAFF** to be alert and to keep an eye out for any oversized bags in the building that have NOT been tagged. If you see this, please notify the Venue Staff.

## BASIC ELECTRICS and BASIC CONNECTORS



Stage Pins



Cam Lock Connectors

**Camlock connectors IMPORTANT!!!**  
**There is an order to the connection of these.**  
**Know it before connecting!**

The order is:

Plugging in:

1. Always first ~ Green (Ground)
2. Always second ~ White (Neutral)
3. Any order ~ Red, Black and Blue (Hot)



Soca/Socapex

<=<=3-, 4- or 5-pin Data Cable

Make sure the number of pins matches the number of holes before plugging in.



Dimmer Rack

Unplugging:

1. Any order ~ Red, Black and Blue
2. Always second to last ~ White
3. Always last ~ Green

**IMPORTANT!!!!**

The Red, Black and Blue connectors are hot. NEVER, NEVER plug them in first.  
Make sure you ask questions!

## BASIC LIGHTS

**Par Can Lights**



**Leko or Source 4 Lights**



**Moving Lights**



## BASIC EQUIPMENT



<<== Carabiner

R-clip ==>>



<<== Quick link

Round sling, aka Spanset  
comes on varying lengths ==>>



<<== Shackle

Split sheave (wheel) ==>>



<<== Daisy chain

Nylon runner ==>>

