

Safety Team Policy & Operations Guide

Effective Date: (Insert Date)

Organization: (Insert Organization Name)

1. Purpose & Scope

This guide establishes a framework for developing and maintaining policies governing the Safety Team. The Safety Team consists of trained volunteer or staff members who provide security, medical response, and emergency coordination during organizational activities and events.

The purpose of this guide is to:

- Define expectations, roles, and responsibilities of Safety Team members
- Promote consistency, professionalism, and accountability
- Reduce risk to participants, staff, volunteers, and the organization
- Support lawful, ethical, and best-practice emergency response

This guide is designed as a policy-writing and operational reference. Organizations should customize it to align with applicable laws, insurance requirements, and operational realities.

2. Authority & Governance

2.1 Oversight

The Safety Team operates under the authority of organizational leadership. A designated executive sponsor or administrator provides oversight, approves policies, and ensures alignment with organizational risk-management objectives.

2.2 Safety Team Leadership

The Safety Team should include:

- Safety Team Director / Coordinator – Overall leadership, policy enforcement, liaison to leadership and external agencies
- Deputy or Assistant Lead – Acts in the absence of the Director and assists with operations
- Functional Leads (as applicable) – Security Lead, Medical Lead, Training Lead

Clear succession and delegation of authority must be documented.

3. Mission & Core Principles

Safety Team members shall operate according to the following principles:

- Preservation of life is the highest priority
- Prevention and deterrence are preferred over response
- Actions must be lawful, ethical, and proportional
- Coordination with emergency services is essential
- Professional conduct and discretion are mandatory

4. Team Composition & Roles

4.1 Security Volunteers

Security team members are responsible for:

- Access control and situational awareness
- Early identification of hazards or threats
- De-escalation and incident containment
- Supporting evacuations, lockdowns, or shelter-in-place procedures
- Communicating clearly with leadership and emergency responders

Security team members are not law enforcement unless separately credentialed and authorized.

4.2 Medical Volunteers

Medical team members are responsible for:

- Immediate medical assessment and first response
- First aid, CPR, AED use, and basic life support within their scope of training
- Patient stabilization until EMS arrives
- Accurate documentation of medical incidents

Medical team members shall operate strictly within their licensure, certification, and training.

4.3 All Safety Team Members

All members are expected to:

- Maintain readiness and situational awareness
- Follow established procedures and chain of command
- Avoid actions outside their role or authority
- Protect confidentiality and privacy

5. Eligibility & Requirements

5.1 General Eligibility

Safety Team members must:

- Be at least the minimum age established by the organization
- Successfully complete screening and background checks as permitted by law
- Demonstrate maturity, sound judgment, and emotional stability
- Be physically and mentally capable of performing assigned duties

5.2 Screening & Vetting

Screening may include:

- Application and interview
- Criminal background check
- Reference verification
- Credential verification (medical or security-related)

Disqualifying factors should be clearly defined in policy.

6. Training Standards

6.1 Initial Training

Before activation, Safety Team members must complete initial training that may include:

- Organizational safety policies and procedures
- Emergency response protocols
- Communication and incident command basics
- De-escalation and use-of-force principles
- Legal considerations and liability awareness
- Confidentiality and professionalism

6.2 Role-Specific Training

Security Training (examples):

- Threat recognition and reporting
- Access control procedures
- Crowd management
- Defensive tactics

- Emergency evacuation and lockdown operations

Medical Training (examples):

- CPR/AED
- First aid and trauma response
- Medical equipment familiarization
- Infection control and universal precautions

7. Training Cadence & Continuing Education

Training must be ongoing to ensure competence and readiness.

Recommended cadence:

- Orientation training upon appointment
- Quarterly skills refreshers or tabletop exercises
- Annual full-scale drills (evacuation, lockdown, medical response)
- Annual policy review and acknowledgment

Additional training may be required following incidents, policy changes, or identified deficiencies.

8. Activation & Operations

8.1 Activation Criteria

The Safety Team may be activated during:

- Scheduled events or services
- High-attendance or high-risk activities
- Medical emergencies
- Security threats or suspicious activity
- Natural disasters or facility emergencies

8.2 Chain of Command

During incidents, the Safety Team follows a defined chain of command. Conflicting instructions are resolved through the Safety Team Director or designee.

8.3 Coordination With Emergency Services

Safety Team members shall:

- Contact emergency services promptly when warranted
- Provide accurate information to responders
- Yield authority to law enforcement, fire, or EMS upon arrival

9. Conduct, Ethics & Professionalism

Safety Team members shall:

- Act with professionalism, discretion, and restraint
- Avoid confrontational or provocative behavior
- Refrain from personal agendas or vigilantism
- Not represent themselves as law enforcement or EMS unless authorized
- Maintain confidentiality of incidents and personal information

Violation of conduct standards may result in removal from the team.

10. Use of Equipment

10.1 Authorized Equipment

Only approved equipment may be used, including:

- Radios or communication devices
- Medical kits and AEDs
- Identification apparel or credentials

Personal equipment may be restricted or prohibited.

10.2 Weapons & Defensive Tools

Policies regarding weapons, defensive tools, or protective equipment must be explicitly defined by the organization and comply with all applicable laws and insurance requirements.

10A. Armed Safety Team Members

10A.1 Purpose and Limitations

The organization may authorize certain Safety Team members to carry firearms or other lethal defensive tools. Authorization is limited to the defense of life. Armed team members are not law enforcement and possess no authority beyond that of a private citizen unless otherwise credentialed by law.

10A.2 Eligibility Requirements

In addition to general Safety Team requirements, armed team members must:

- Be legally eligible to possess and carry a firearm under applicable law
- Hold any required permits or licenses
- Demonstrate sound judgment, emotional control, and restraint
- Receive written authorization from organizational leadership

10A.3 Training Standards for Armed Members

Armed team members must complete initial and recurring training that includes:

- Firearm Qualification

Only approved equipment may be used, including:

- Radios or communication devices
- Medical kits and AEDs
- Identification apparel or credentials
- Holsters
- Firearm

Personal equipment may be restricted or prohibited.

10.2 Weapons & Defensive Tools

Policies regarding weapons, defensive tools, or protective equipment must be explicitly defined by the organization and comply with all applicable laws and insurance requirements.

11. Documentation & Reporting

Safety Team members must document:

- Security incidents
- Medical responses
- Use of safety equipment
- Policy deviations or concerns

Reports should be factual, timely, and submitted through established channels.

12. Compliance & Accountability

Safety Team members must:

- Comply with all organizational policies
- Follow applicable laws and regulations
- Maintain required certifications
- Participate in required training

Failure to comply may result in suspension or removal.

13. Performance Review & Readiness

Periodic evaluations may include:

- Training completion reviews
- Skills assessments
- Incident performance reviews
- Peer or leadership feedback

Members who fail to maintain readiness may be temporarily or permanently removed.

14. Suspension, Removal & Reinstatement

Grounds for removal may include:

- Policy violations
- Unsafe conduct
- Loss of required credentials
- Failure to maintain training standards

Reinstatement requires leadership approval and completion of corrective actions.

15. Policy Review & Acknowledgment

This guide shall be reviewed at least annually. All Safety Team members must sign an acknowledgment confirming they have read, understood, and agree to comply with current policies.

This guide provides a framework for Safety Team policy development and does not replace legal advice, licensing requirements, or insurance obligations.