

Care Team checklist

1. First thing: TIMING

Contact people ideally **a month before your event**.

Think of care teams at the same time you start contacting other service providers.

Info they need:

- Place, time, type of event, number people expected
- Working hours
- What is the job: door host, mobile care team, helpdesk...
- What is the pay, what type of contract
- What is your policy and protocol
- How many other people will be working with them, and if there is first aid
- Do you provide recognizable signs, drinks, food...

2. Pay

People are generally paid around 15-17 euros/hour. Pay them like the rest of your staff. Take into account that some people have more experience and responsibilities, value that and they'll stick around :)

3. Safety & Insurance

- Make sure they are insured!
- Inform the care teams of the location of emergency exits

4. Protocol

- Give them clear instructions of what you expect from them.
- Explain to the security the role of the care team and how you want them to interact.
 - very important that ahead of time you think of all likely situations and how you expect your team to deal with it (when to kick a person out, when do you require to be contacted etc.)
- Have a contact sheet.

5. Communication

- **Communicate on their presence** to the rest of the team
- Give them tools to communicate with the team during the event → **talkie, phone number of people in charge**

6. What you expect from them

Be clear on what you need:

- Speech? Give them a written door policy in advance. Give them the means to do this properly
- Awareness? Provide a table and chairs for them, earplugs
- Think about a care zone / space where they can take people who need a bit of time

7. Visibility

- You can use your own visible vests / shirts, but if you need them, they have their own BBN vest
- Communicate on the event / on your socials on their presence
- Try to build mixed, representative teams: women feel safer around women, BIPOC feel safer around BIPOC etc.

8. Catering

- **FREE WATER IS NON-NEGOTIABLE**
- Give them free drinks throughout the day / evening
- Plan them in your lunch / dinner plan for day events

9. Incidents

Provide them with a tool to **report** any kind of incidents that happen during the night (it can be a folder with paper, a google form, any other technical tool)

10. Onsite

- Briefing: where is what, what to expect
- Protocol brief, with security
- Have enough earplugs, pads and tampons
- Be clear with first aid requirements: make sure they know the emergency exists and that they are cleared in case of emergency