

# Brussels+ By+Night

## What's the Brussels By Night Care Team?

The Brussels By Night Care Team is an on-site support team composed of trained volunteers deployed in nightlife and event environments to provide a visible, approachable and caring human presence. Trained in active listening, harm reduction and first-line intervention, the team moves throughout events to support attendees and create points of contact, particularly in situations involving vulnerability or certain forms of violence.

### What a Care Team does

**Contributing to the prevention of sexual violence and discrimination:** the Care Team helps raise awareness around issues related to sexist and sexual violence, inappropriate behaviour and discrimination. Team members can listen to and support concerned individuals, assist potential victims and perpetrators, remind attendees of the event's code of conduct, and contribute to a culture of consent and mutual respect.

**Providing care and support:** specialised in public support and care, the Care Team assists people who may need help due to fatigue, stress, physical or emotional discomfort, disorientation, incidents or difficult situations. The team is often the first point of contact for attendees experiencing these kinds of issues.

**Referring people to the appropriate services:** when necessary, the Care Team directs people toward the appropriate actors or services: medical teams, security staff, organisers, specialised support systems or external support structures. The team does not operate in isolation, but rather as part of a broader care and support ecosystem.

### What the Care Team does not do

The Care Team does not replace other functions present at an event.

**It is not a security team:** The Care Team does not carry out surveillance, law enforcement or coercive behaviour management.

**It does not replace healthcare professionals:** the Care Team is not intended to provide medical treatment or replace emergency medical services or healthcare professionals. It acts as a complementary support structure.

**The Care Team is a support service integrated into the Brussels By Night membership:** as part of the Brussels By Night membership programme, members benefit from significant discounts for the implementation of a Care Team at their events.

Beyond the deployment itself, Brussels By Night also offers upstream support and guidance to help members design and implement a Care Team adapted to their specific context. This support may include reflections on the needs of the venue or event, the Care Team's scope of intervention, its coordination with other teams, as well as prevention strategies, protocols and audience care practices.