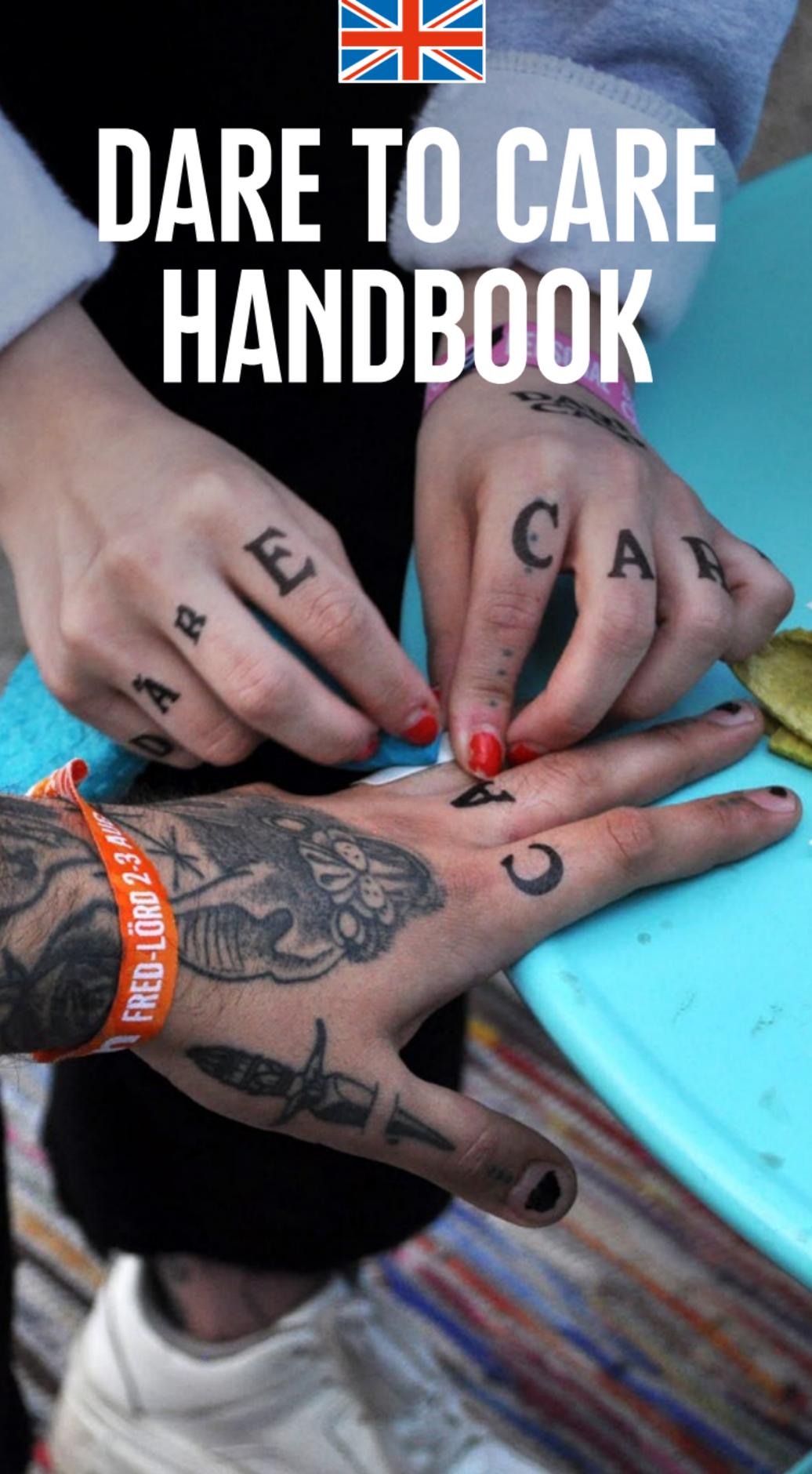
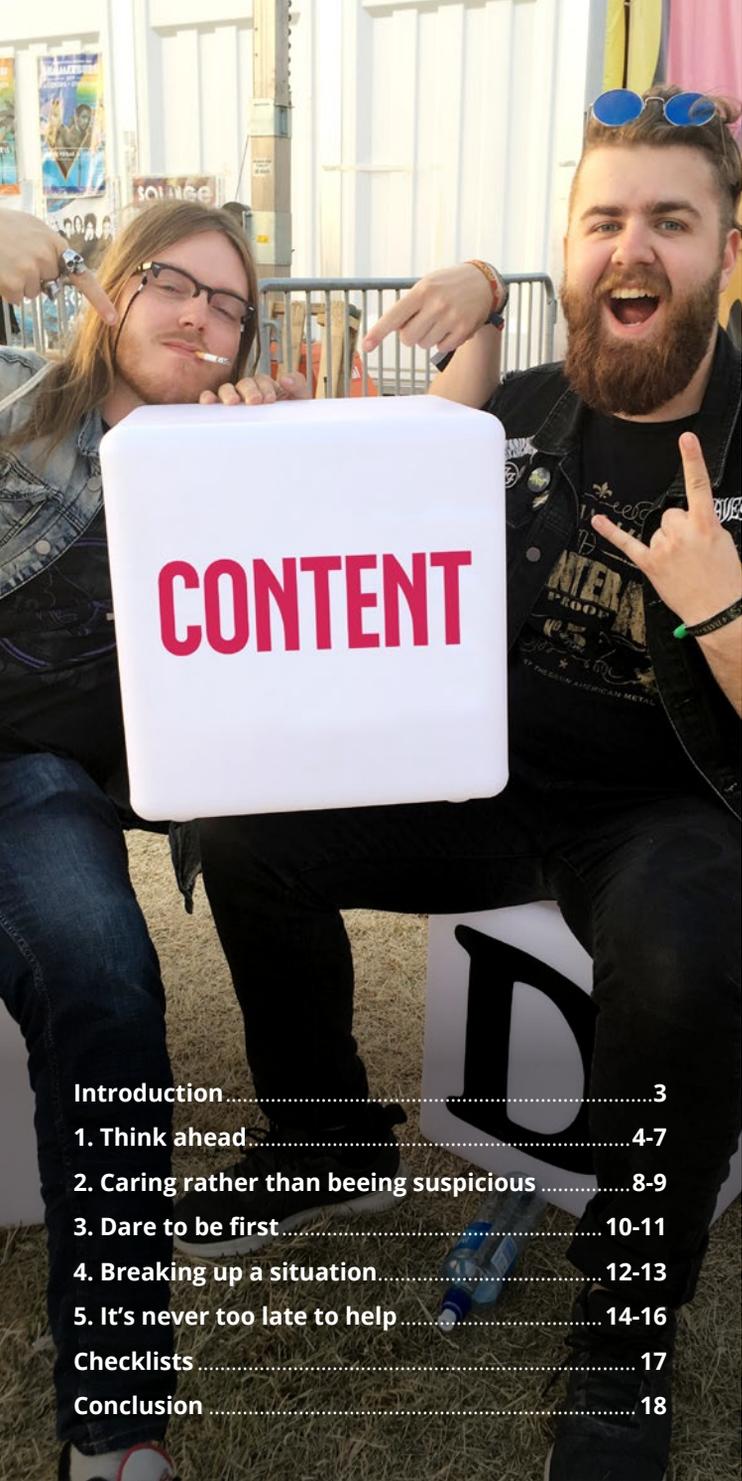




# DARE TO CARE HANDBOOK





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## ABOUT DARE TO CARE AND OUR FUNDAMENTAL PREMISE

Dare to Care is an initiative aimed at combatting abuse and promoting reciprocity in all sexual encounters. Our aim is to develop and strengthen the positive audience attitude that exists in the world of live music, and we therefore utilize festivals and other live music events as platforms to reach out to that audience.

Dare to Care works both to prevent and to promote. We prevent sexual crimes by training organizers and improving on-site security. We promote mutuality by meeting visitors and talking about boundaries, consent and what they can do if they see impending trouble. In this way, we hope to influence norms and values even beyond the live music sector.



**Sometimes when a situation arises that cries out for intervention you may feel hesitant about how to act. Maybe the situation feels difficult or frightening. But if you have thought through how you should act in advance, and prepared yourself, there is much less risk of hesitation.**

Here are some ideas about these kinds of preparations. Getting more people, both organizers and attendees, to think ahead is one of our main goals.



## **PRACTICAL PREPARATIONS THAT CAN PREVENT ABUSE**

The Swedish National Council for Crime Prevention (BRÅ), The Swedish Association of Local Authorities and Regions (SALAR) and the police have developed a model for increasing collaboration amongst the various stakeholders linked to an event. These are the organizer, the police and others who are part of an event's safety and security organization.

Together, these entities develop a common view of the potential problems that a specific event may face. This understanding is based on factors such as comparisons with similar national and international events. This is followed by an analysis of the causes of these problems in order to find practical methods to reduce risks. Using this analysis, an action plan is formulated with a clear division of responsibilities between the various parties in the collaboration group.

An important part of the collaboration model is trust and respect for each other's situation and basic objectives. The organizer, of course, aims to create the best possible experience for attendees, while the police focus mainly on crime prevention and prosecution of offenders. If everyone understands their respective roles and knows who is best suited to do which tasks, it will be easier to work together. After the event, we evaluate the work together so we can share experiences with each other, as well as with outside parties.

# PREPARING THE STAFF

## Management

Those who manage and are responsible for the entire event need a good understanding of what is required in order to create as safe a place as possible for as many people as possible.

## Staff, planners and other key personnel

Those who work with planning have a variety of functions to perform in regard to the security work. These can include everything from programming to how to inform and involve sponsors.

## Officials, volunteers and other staff

At a major event, this category represents the largest percentage, and are often those who have the most contact with the audience. Contracts and personnel handbooks should describe how to act so as to contribute effectively to the security efforts.

## Dare to Care currently offers four different approaches to education:

1. Two 90 minute sessions for management teams or similar personnel
2. 60-90 minute sessions for key officials, security personnel, etc
3. 5-15 minute sessions in connection with security review and/or with police preparations
4. On-line training: [education.daretocare.se](http://education.daretocare.se)





**An objective of Dare to Care is to make people more aware of their surroundings in order to recognize situations where someone is being endangered. With this in mind, it's easy to get suspicious - but it is at least as important to create a caring atmosphere.**

Being caring instead of suspicious can mean focusing on helping the victim rather than confronting the wrongdoer.

Being caring rather than suspicious is also about seeing and taking care of all the attendees. Having a good approach even to a person who has behaved badly increases the chance that that person will be able to change and bring to the fore his or her positive and empathetic values, at the same time.

## TREATMENT AND OPENNESS ABOUT SEX

Events are a place where people meet, and these meetings can also include love, flirting and sex. It's actually a very fine thing. Working with Dare to Care, we have seen that attendees appreciate the balance in that the campaign's message of being positive about sex, but at the same time emphasizing the importance of protecting everyone's right to their own body and sexuality. We believe this is also something that contributes to a more caring atmosphere.

## SAFETY TENTS AND OTHER SIMILAR FEATURES

A caring atmosphere also means arranging for a place attendees can visit if they need support. This place should have adults who can provide support to attendees, a place to charge mobile phones, or the possibility to borrow a mobile phone. It should also have information about public transport or how attendees can get home, information about how to contact social services, and offer attendees the possibility of finding someone to walk with at night.

## PLAN TO DISCOURAGE INTOXICATION - ACCESS TO WATER AND NON-ALCOHOLIC ALTERNATIVES

There is little doubt that abuse is closely linked to excessive intoxication. Ensuring easy access to water and non-alcoholic options enables your attendees to stay smart and alert to what is happening around them. It is difficult to be an active observer when you have had too much to drink. The ability to control alcohol sales when needed, such as by selling a limited number of drinks at one time, provides an opportunity to maintain a good atmosphere throughout the evening even when things start getting messy.



**The need to act is not obvious to everyone even when they see something that does not seem to be right. It takes quite a bit to rouse us to out of our comfort zones and do something that might feel a little frightening.**

We can reduce our doubts and hesitation by having thought ahead, as we mentioned in Chapter 1. The same applies to organizations. Of course, it is not possible to predict everything that can happen during a major event, but preventive work can increase your chances of acting quickly and decisively when something does happen.



## **TAKE A STAND - BE A ROLE MODEL FOR YOUR AUDIENCE**

Just as the audience is encouraged to take a stand against abuse and to contribute to change, your organization can do the same. Showing that you are actively working to ensure everyone's safety will not only be appreciated by your current audience, but can also lead to attracting new attendees, as many see the security of an event as the determining factor in deciding whether to attend.

Not being afraid to communicate openly about things that have happened also creates trust. Although you may instinctively want to tone down an incident so as not to attract negative publicity, you should be willing to own the problem instead. As we initially mentioned, sexual abuse is a societal problem that we must work together to defeat. Taking responsibility is not the same as blaming oneself. On the contrary, taking responsibility is a way to become part of the solution. You have a unique opportunity to influence others because your attendees trust you as a communicator. This can also create a sense of pride within your organization.



**When intervening in a situation, a small effort may sometimes suffice. It can be a server who interrupts an impending problem by collecting glasses and talking to the people in question or a wardrobe attendant who waits a moment before returning a jacket to an attendee.**

Artists who are well placed to see what is going on in the audience can interrupt the show to point out a situation to the guards and a sound technician can be asked to cut off the audio.

An organizer needs to be able to perceive the general atmosphere and have strategies for preventing problems in the area. There are times when it can be smart to reduce alcohol sales or increase the number of security personnel. To ensure that everyone knows what they have a mandate to do in relation to interrupting a situation, the organizer must make it clear that it is ok to put security concerns ahead of providing any service, for example by refraining from selling beer to someone who is getting seriously drunk.

## ACT EARLY ON

It is always best to be prepared to intervene at an early stage before something actually happens. As previously mentioned, this means keeping a view of the whole situation and evaluating the atmosphere throughout the evening. It is possible to influence how a crowd behaves by taking steps like reducing the amount of alcohol that may be sold to one person or by moving staff from one place to another in order to contribute to a safer atmosphere. This is not limited to security guards, as even having more people in official shirts moving around in the crowd can help.

## ROUTINES FOR EVENTUALITIES

When an incident occurs, there need to be well-defined routines for who does what in such a situation. To be able to prepare for different situations, think of probable scenarios and formulate a plan based on each of them.

### Here are some examples:

- An artist sees that someone in the audience is being subjected to abuse
- An attendee comes to the bar and says that someone is being subjected to abuse
- An entrance personnel sees that someone is being pawed at in the queue
- A server sees a person being led away to a dark area
- An attendee reports that someone is taking a person who appeared very drunk into the restroom

Formulating these scenarios together with your management team and a trustworthy discussion facilitator can help you arrive at a good analysis of each scenario, and discuss both the emotional and practical aspects.



**Even if you did not succeed in averting a situation, it is still possible to help the person who has been subjected to abuse. Although a good response to the incident by the organizer may not affect the victim's experience, it can hopefully improve the overall view of the situation. A good response also includes having routines and infrastructure in place for having the incident handled by the police and others in a way that can help the victim of the abuse, as well as prevent others from being victimized.**

## **ROUTINES FOR HANDLING AN INCIDENT ONCE IT OCCURS**

Here, too, it is a good idea to imagine different scenarios as a way to determine who will do what if an incident occurs, such as

- An artist identifies a person in the audience who has subjected someone to abuse
- One volunteer reports having been subjected to abuse by another volunteer
- Attendees tell a volunteer that they have been subjected to abuse and give a description of the wrongdoer.

The police have checklists for how to handle a situation in which someone has been subjected to harassment or rape. These should also be accessible on-site to security guards and other relevant personnel

## **EMOTIONAL FIRST AID**

Taking a victim seriously, never belittling the victim, and listening more than speaking are three fundamental principles for providing support. Although you should encourage the victim to file a police report, neither you nor the victim has an affirmative duty to report.

Identify yourself to the victim and explain that your help is meant as an offer. Show the victim that you believe what they say. Your task is not to investigate the crime but rather to provide support, but do not promise more support than you can give. Try to convey a positive basic approach, for example, by saying that it was good that the victim told you about the incident and wants support.

Once again: focus on the victim rather than the wrongdoer. Do not try to resolve the situation, but rather focus your efforts at referring the victim to someone who can provide long-term assistance.

## COMMUNICATION

In communicating about instances of abuse that took place during the event, try to be as open as possible without harming the victim or disturbing the investigation of the crime. Maintain a good dialogue with the police with full transparency as the basis. You can assume that something may happen that will attract media attention as sexual and other crimes do. Make a plan for how you intend to handle it and who within your organization will make themselves available to the media.

One thing, however, must be emphasized as being of utmost importance: the integrity of the victim must always be protected. Therefore, do not divulge any details about what happened or contribute to the spread of rumours.



## CHECKLIST FOR SEXUAL HARASSMENT



- 1 Find out the exact time and place of the crime
- 2 If the perpetrator remains in place, detain that person (citizen's arrest)
- 3 Contact the police in the area immediately
- 4 If the police are not in the area - call 112
- 5 Alert other personnel and guards
- 6 Description of the perpetrator?
- 7 Emotional first aid: take care of the victim, listen and make yourself available
- 8 Are there witnesses? Ask them to stay
- 9 Ask the victim to stay, if the person wants to leave the place - encourage them to file a police report as soon as possible

## CHECKLIST FOR RAPE

- 1 See points 1-6 above. It is especially important that description of the perpetrator be submitted to the police as soon as possible
- 2 Is there a need for medical attention?  
Call an ambulance
- 3 Prevent the victim from washing
- 4 Take the victim to a safe place and wait for instructions from the police
- 5 Emotional first aid: Take care of the victim, listen and make yourself available
- 6 Carefully note the exact words that the victim says
- 7 Ask witnesses to remain on site but prevent them from talking to the victim

# CONCLUSION

Prioritizing the importance of creating a safe atmosphere at your event will pay off from several perspectives. You can assume that your organization will want to work with this matter, that the artists you work with see it as important and that the audience will appreciate what you are doing.

How do we know this?

From our experience after having worked with over 50 festivals together with club and concert organizers, their business partners, artists and audiences.

/Svensk Live & RFSU

