

Safety Reminders for Special Events

Anti-Harassment

Abridged for Public Disclosure

Harassment

- From the Training Pamphlet: *“If someone is making you feel uncomfortable in the galleries, you do not need to engage with them. **It is not your job to endure harassment from guests** .You can always call for a Code [not for public disclosure] (short break) or Code [not for public disclosure] (need someone urgently). If you suspect a fellow Attendant is being harassed, please notify a Lead right away.”*

Harassment: Responding to It

- There are several strategies to reacting to harassment. The response you choose can vary based on the type of harassment and what you, personally, feel comfortable with. You can also use a combination of different strategies.
- **NO MATTER HOW YOU RESPOND, YOU MUST ALWAYS CONTACT A LEAD OR MANAGER ASAP.**
- Call for a Code [not for public disclosure] on the radio.

Harassment: Being Alert & Helping Others

- Watch out for your fellow Museum Attendants. If you suspect someone is being harassed you can:
 - Contact a Lead (*again, you should do this no matter what!*)
 - Call for a Code [not for public disclosure] for the other MA.
- Be aware. If someone is trying to escape an uncomfortable situation and asks to switch with you, do it.
- Be supportive.

- Required quarterly training that includes identifying any kind of harassment and reporting procedures. Use radio code for needing a supervisor and communicating issues. Team is provided with procedures to handle harassment and that they should always contact a manager when faced with an issue. This is in addition to the sexual harassment training that all staff are required to take.
- Before all events, staff meetings with the Museum Attendants and the front-line staff working the event.
- Watch out for each other.
- Events are overstaffed for extra safety.
- MAs have a radio or are staffed next to someone with a radio and within eyesight so that the Museum Attendant Leads or the Security Director can be contacted immediately for any issues.
- We inform staff that if they see anyone who appears to be intoxicated or if they have any issue with anyone they are to inform management and we will make contact and monitor the person or have them removed. If someone has to be removed we offer them an uber/lyft or ensure they have a ride from one of the individuals in their party.
- During the event, museum attendant leads, the operations manager, and the security director patrol the museum to look out for any potential problem and are told they must respond immediately for any calls of suspected intoxication or any type of harassment.
- Harassment is not tolerated and are instructed to report any type of harassment to their lead, manager, or security director.