

# IFEA Webinar Series

## Patrons with Disabilities and Your Security Team

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# Welcome and *Thank You!*



# Access Training for Security

- Part of the Access Program for patrons with disabilities is to provide training for various teams, including the Security Team.
- Customize the training for each event.
- The information in this presentation is not intended as legal advice.

# Polling Question #1

*Responses to all polling questions are confidential.*

Does your event have an Access Program in place?

1. Yes
2. No
3. I'm not sure

# Considerations

- Multiple Teams
- Security Posted Everywhere
- Different tasks

# Training: 3 Levels

## 1. All Staff Training

- What everyone working the event needs to know

## 2. All Security Staff Training

- What all security teams need to know

## 3. Team-specific Training

- What particular teams need to know

# All Staff Training - 1/2

- The fan experience and your *greeting*
- Access Program services
- Access Center location and services
- Accessible restroom location near you
- Parking and Camping locations
- Venue Access Entrance
- Accessible viewing locations
- Do not push wheelchair unless asked

# All Staff Training - 2/2

- Basic service animal info
  - All animals should have festival tag
  - Location of service animal relief area
  - If animal not on leash with handler, is aggressive, or is not house-trained, call Access Team or Security
- What to do in emergency
- What to do if seizure



# All Security Training 1/2

- Access awareness, sensitivity
  - People may not hear your command or see what you are gesturing
  - A condition may cause slurred speech or unsteady gait; may not be intoxicated
  - People with cognitive disabilities may process info or respond slowly
  - People may have non-apparent disabilities
  - Do not make assumptions

# All Security Training 2/2

- Mobility devices allowed
  - Any non-typical device should have access band attached by Access Team
- Service animals
  - Contact Access Program or Security specially trained about service animals
- Emergency sign language services
- Ask how you can help, don't assume

# **Sam and assumptions**

# Polling Question #2

Does your event have access training specially designed for your Security Team?

- Choose:
1. Yes
  2. No
  3. I'm not sure

# Team-Specific Training

- Traffic direction
- Service animal check-in
- Access Entrance to venue
- Reserved viewing platforms and areas
- Command - dispatch
- Medical

# Traffic Direction

- ID vehicles needing Accessible Parking/Camping and direct to best entrance
  - Accessible parking tag
  - Special passes
- Understand difficulties people with disabilities have with waiting for long periods

# Service Animal Check-In

- A program I have developed to help reduce the number of pets entering events as service animals.
- Pets can be dangerous.
- Liability for festival.
- For Service Animal Check-In training see my contact information at end of this presentation.

# Venue: Access Entrance 1/5

## Access Center

- Location, radio channel

## Who may use this entrance?

- Patrons with apparent disabilities
- Patrons with Access Wristband (people with non-apparent disabilities)
- Companions (may be limited to three)



# Venue: Access Entrance 2/5

## Mobility Devices

- May only be used by people with disabilities
- Manual and motorized wheelchairs, 3 or 4-wheeled scooters, walkers, canes, crutches, braces

# Venue: Access Entrance 3/5

## Other Mobility Devices

- Segways, golf carts, ATVs, etc.
- Approved by Access Team. Access wristbands applied to device, person.
  - *Is it safe to use? Crowds, terrain. OK in some places, not others?*
  - *Is device too large, fast, or heavy?*
  - *Policy: Operate at walking speed.*
  - *More info: [www.ada.gov/opdmd.htm](http://www.ada.gov/opdmd.htm)*

# Venue: Access Entrance 4/5

## Additional Items Allowed

- Water, non-alcoholic beverages, food
- Small cooler for meds, food
- Standard height folding chairs
- Small umbrellas
- Medicine, syringes, in prescription packaging with photo ID
- Other reasonable accommodations

# Venue: Access Entrance 5/5

## The Search

- Take care not to harm person or equipment
- Pacemaker and RFID scanner
- Consult w/med team re meds
- Many have non-apparent disabilities

# Screening

*For a more detailed, free instruction sheet about how to screen patrons with disabilities at check points, contact Peter Ashwin of Event Risk Management Solutions, LLC at [peter.ashwin@ermsglobal.com](mailto:peter.ashwin@ermsglobal.com).*

# **More about meds and Security**

# Reserved Viewing

- Could be raised viewing platform, ground level in front of stage, side stage, or other area.
- Access Program determines who is allowed. Protect from interlopers.
- Maintain pathway to viewing area.
- Do not overcrowd.
- Know emergency plan.

# Command / Dispatch

- They need to know just about all of the information. Give them training information for “All Staff,” “All Security,” and all team-specific materials.
- Sign language interpreter contact info for emergencies.



# Medical

- “All Staff” training material.
- Sign language interpreter contact info for emergencies.

# Recap

- Three levels of training
  - All Staff
  - All Security
  - Team-specific

**I have had amazing  
support from security**

**Go To**

*[www.EveryonesInvited.com](http://www.EveryonesInvited.com)*

**For a list of helpful resources**

**Thank you!**



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