

**Appendices**

**Staff Report Improving Health and Safety at Entertainment Events**

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## **Appendix I: December 22, 2016 and April 10, 2017 Letters from Councillor Fletcher to Community Development and Recreation Committee**

Dec. 22, 2016

Chair and members

Community Development and Recreation Committee City Hall

City of Toronto

Dear Chair Pasternak and members of the Committee

### **Improving Safety at Large Private Electronic Dance Music Venues**

One death is too many.

The tragic overdose death of a 19 year old young woman at an all-ages event occurred at the Rebel Club on Polson Pier on December 16th. Two other young people were also taken to hospital as a result of overdoses occurring that same night at this venue. This is not the first time that Toronto EMS has been called to this venue.

I have now spoken to Toronto Paramedic Services, the Toronto Police Service and Rebel Club management to understand more about this event and particularly the nature of any risk management strategy for this event and other large all ages Electronic Dance Music (EDM) events in private venues.

The risk management strategy on December 16th included medical personnel on-site. However as they were not Toronto EMS, these personnel were unable to transport individuals in need of emergency treatment to the hospital.

In the event of large scale public permitted events, the City across numerous agencies and divisions, undertakes a risk assessment and has an established protocol by which to manage risk, including emergency medical response plans. A similar process does not exist for large scale private events.

A risk management plan that includes the presence of Toronto EMS who are permitted to transport people to hospitals may help save lives. CD17.7

This is one of a number of issues to review including the consumption of drugs and alcohol at these events and the potential requirement to file and follow a risk management plan to prevent another tragedy.

Recommendations:

1. Community Development and Recreation Committee direct the Deputy City Manager, Cluster A to review the feasibility of mandating risk management plans for medical coverage for EDM events at venues that attract large crowds to ensure public safety and reduce risk and report back to its April 2017 meeting.

2. City Council request the City Manager to direct the appropriate City divisions and/or agencies to undertake a review of the current policies and regulatory regimes related to the operation of private EDM venues, particularly those attracting high-volume crowds, and to report back to the appropriate Committee with a strategy and applicable recommendations to enhance public health and safety.

Sincerely  
Paula Fletcher City Councillor  
Ward 30, Toronto-Danforth

<https://www.toronto.ca/legdocs/mmis/2017/cd/bgrd/backgroundfile-99614.pdf>

April 10, 2017  
Councillor James Pasternak  
Chair, Community Development and Recreation Committee  
100 Queen St. W.  
Toronto, M5H 2N2

**RE: Item 19.13 – Medical Coverage and Other Safety Measures for Music Events, Including Electronic Dance Music - Update**

Dear Chair and Members of the Community Development and Recreation Committee  
At its January 16th, 2017 meeting, The Community Development and Recreation Committee requested the Deputy City Manager, Cluster A to review current policies and regulatory regimes related to the operation of private electronic dance music venues and to report back to the appropriate Committee with a strategy and applicable recommendations to enhance public safety. This was passed by City Council on January 31st, 2017.

The Deputy City Manager, Cluster A, has provided an update on the recommendations and will be establishing a divisional table.

In response to a recent AGCO hearing, I asked City Legal to prepared conditions for all-ages EDM events where liquor is served. I believe that these 20 conditions which were tabled at a hearing on March 31st, 2017 would make large, private Electronic Dance Music Events much safer.

I would ask the committee to refer these proposed conditions to the Deputy City Manager, Cluster A, for consideration by the divisional table.

After the sad news of another death associated with EDM on the weekend, this is an urgent matter and there should be a report back by the end of Q3.

**Recommendations for your consideration.**

The Community Development and Recreation Committee request the Deputy City Manager Cluster A, to:

- a. Invite the City Solicitor to participate in the cross divisional working group;

b. Forward the attached 20 conditions to the cross divisional working group for consideration as part of a mandatory risk management plan for EDM events;

c. Report to the October 23rd, 2017 meeting of the Community Development and Recreation Committee.

Sincerely,

City Councillor  
Ward 30, Toronto Danforth

Attachment

### **ALL AGES EDM CONCERT PROTOCOLS**

Whenever a venue hosts All-Ages EDM (Electric Dance Music) concerts the following protocols will be implemented:

1. Prior to any all ages EDM concerts, the event promoter or host venue will conduct a risk assessment in consultation with Toronto Fire Services, Toronto Police Service Public Safety – Special Events Unit, Toronto Paramedic Services Planning Team and Toronto Public Health.
2. A higher than normal security personnel to patron ratio will be utilized with a large contingent of female guards deployed throughout the venue.
3. At least two Toronto Police Service paid police duty officers will be located at the main entry.
4. The Toronto Police Service Public Safety – Special Events Unit and the event promoter or host venue will determine the appropriate number and location of additional paid police duty officers who will be on site.
5. At least one Toronto Paramedic Services Ambulance Service vehicle and two Toronto Paramedic Services paramedics will be stationed adjacent to the venue at all times during the event with the ability and permission to transport patrons to hospital.
6. Toronto Paramedic Services Planning Team and the event promoter or host venue will determine the appropriate number and location of additional Toronto Paramedic Service paramedics who will be on site.
7. The use of privately contracted medical resources is contingent on agreement from the Toronto Paramedic Service and if agreed, there must be a balanced composition of doctors, paramedics, and first aiders to support medical response capacity.
8. All privately contracted first aid and paramedic personnel must have valid first aid training credentials from a training source approved by the Workplace Safety Insurance Board.

9. A room inside the venue will be dedicated to providing first aid and medical services to patrons and staffed by at least two first aid personnel.
10. A thorough and stringent vetting system will be in place that identifies and differentiates an adult of legal drinking age from minors who are not permitted by law to consume alcohol.
11. At least two concurrent methods will be employed that enable service, security and medical personnel to quickly and effectively distinguish between an adult of legal drinking age from minors who are not permitted by law to consume alcohol.
12. In addition to harm reduction protocols and harm reduction messaging being sent to all patrons via social media, there will be provision of onsite harm reduction Community Based Substance Use Education awareness during the event that is: a) designed in consultation with a non-profit organization recommended or approved by Toronto Public Health; and b) will include the posting of positive education posters provided by Toronto Public Health in every washroom stall and urinal within the venue.
13. An unlimited and unrestricted supply of complimentary drinking water will be available to all patrons at no charge via any method a drink can be ordered and by at least one self-serve water station.
14. The self-serve water station must have a continuous, unlimited supply of drinking water and have illuminated signage clearly identifying its location and availability to patrons.
15. The availability of complimentary drinking water will be promoted to patrons in advance of the event via social media and during the event with ample signage throughout the venue.
16. A very thorough search by security personnel will be required for all patrons entering the venue that consists of a body based search, as well as all bags and containers.
17. Any and all drugs or drug related paraphernalia found by patron entry searches will be confiscated and disposed of under the guidance of Toronto Police Service.
18. Any and all patrons that are found to have drugs or drug related paraphernalia will be denied entry.
19. Any patrons caught inside the venue with drugs will be escorted out of the premises by security personnel.
20. Each washroom area will be assigned male and female attendants and security personnel.

<https://www.toronto.ca/legdocs/mmis/2017/cd/comm/communicationfile-68753.pdf>

## **Appendix II: Current City of Toronto Processes and Policies for Dealing with Larger-scale Music Events**

A distinction is made below between a music event that is held at a privately-owned venue and a 'permitted' one that is held at a venue owned by the City of Toronto (such as at a civic square, park or on a closed street).

### **Policies, Procedures and Protocols**

#### **Toronto Paramedic Services**

There is currently no requirement for event organizers to provide information on private events to Toronto Paramedic Services or any other City division. However, when notified and as requested, Toronto Paramedic Services advises and recommends best practices to organizers of private events of any size. Toronto Paramedic Services also develops medical action plans and suggests an appropriate level of medical coverage, along with associated costs.

Where private event organizers specifically request on-site medical coverage, Toronto Paramedic Services continues to work closely with them to conduct comprehensive risk assessments that take several factors into account, including, but not limited to:

- Projected attendance
- Access/egress routes
- Types of activities being held at the event
- Alcohol service
- Presence of on-site private first aid providers (see below)
- Forecasted weather

In addition to the factors listed above, where a private event organizer does request on-site medical coverage by the Division, Toronto Paramedic Services:

- develops geographical overview maps for response
- coordinates with and provides updates to:
  - Toronto Police Service
  - Toronto Fire Services
  - the City's Event Support Group
- works with private first-aid providers (if applicable) to clarify and coordinate responsibilities
- provides paid-duty paramedics and response/transport vehicles as required
- conducts a post-event evaluation of the event

If an organizer declines Toronto Paramedic Services medical on-site coverage for a private event, Toronto Paramedic Services' planning staff provide their contact information to the organizer, along with instructions for how to deal with any emergencies. Toronto Paramedic Services continues to respond to any 911 emergency medical call from all events, regardless of whether on-site medical coverage has been arranged.

Note: Some private event organizers are now voluntarily informing Toronto Paramedic Services of when they are programming large-scale events.

Process for events include:

## **1. Information gathering**

Event Request/Notification/Determination - various methods include, but are not limited to:

### Events on City Property

- Emergency Action Plan (Office of Emergency Management)
- Event PAL Permit Application Portal (Event Support Unit, Film & Entertainment Industries, Event Support-Economic Development & Culture Division)
- Road Closure Request (Transportation Services – Street Events)
- Special Events Notification (Parks, Forestry and Recreation)
- Allied Emergency Services
- Monitoring via media and social media

### Events on Private Property (private event organizer)

- If notified, Toronto Paramedic Services requests that private event organizers complete an online Event Quote form that provides initial information about the event and identifies key risks.
- Monitoring via media and social media

## **2. Risk assessment**

## **3. Recommendation for medical coverage requirement**

## **4. Confirmation of acceptance or refusal of the estimate**

If it is deemed that the event is high risk to participants and the community and that the event may have significant impact on operations or local hospitals, Toronto Paramedic Services will attempt to provide further recommendations to the event organizer.

### Police Services

The Toronto Police (TPS) representative emphasizes the successful model currently used for “permitted events” on public lands, and suggests applying the lessons learned toward effective bylaw modifications for private properties and venues as conditions of zoning, licensing, and/or occupancy. TPS, in partnership with Paramedic Services, has reduced the number of overdose responses on public land venues from an average of 17 calls for service, to just one or two calls for service per event – with drug consumption having typically occurred immediately prior to gaining entry to the site. TPS simply needs the legislative tools to support service in the non-public venues.

### Fire Services

Toronto Fire Services (TFS) does not have formal procedures/policies with respect to these types of events (i.e., entertainment events) except for normal duties of enforcing the requirements of the Ontario Fire Code through the Fire Protection and Prevention Act.

## Office of Emergency Management

The Office of Emergency Management (OEM) has a Special Events Emergency Action Plan (EAP) designed in partnership with Police Public Safety unit and the Special Events Emergency Planning Review Team.

The EAP form therefore collects information for various risk categories, as well as some additional items for other divisional and partner needs. The public link is:  
[https://cityoftoronto.fluidsurveys.com/s/special\\_events/](https://cityoftoronto.fluidsurveys.com/s/special_events/)

This information is shared immediately upon submission with all members of the Special Events Emergency Planning Review Team by email:

- Office of Emergency Management
- Toronto Police Service, Emergency Management and Public Order, Events Section
- Paramedic Services
- Toronto Fire Service
- Toronto Event Support, Economic Development & Culture Division

Select Information from the EAP process is also shared with staff from Parks, Forestry and Recreation, Nathan Philips Square (events), Yonge-Dundas Square (events), Transportation Services, Toronto Public Health and Toronto Buildings as needed/requested.

More detailed information is always available either by contacting the coordinator at OEM or by accessing OEM's shared network drive location.

OEM flags all events, regardless of size, that fall into one or more of the following categories:

- Demonstration
- Parade / March
- Electronic Dance Music (EDM) event
- Festival
- Run / Walk
- Fair / Ride
- Ceremonial events

## Municipal Licensing and Standards

The following safety requirements are currently required for all premises that hold a municipal license for a nightclub (these provisions are not applicable to a premises licensed as any other business, i.e. - eating establishment):

### Security Guards

- At least one for every 100 patrons in attendance
- All security guards must wear identification or clothing which readily identifies them as security guards

### Metal Detectors



- Each entrance to the nightclub must be staffed with at least one security guard and be equipped with a metal detector

Noise Control Plan detailing the following:

- Max music volume levels
- Wattage of sound systems
- Sound insulation mechanisms

Crowd control plan detailing the following:

- How will line-ups be managed
- How many people are permitted in the line-up
- How the orderly conduct of persons in the line-up will be managed

### [Municipal Alcohol Policy \(MAP\)](#)

The City of Toronto's [Municipal Alcohol Policy](#) (MAP) promotes the health and safety of participants at Special Occasion Permit (SOP) or Catering Endorsement Events on City property through a responsible, managed approach to the serving and consumption of alcoholic beverages. The goal of the MAP is to make event organizers aware of operating practices and standards and their responsibility to ensure that these are in place during events.

Toronto City Council recently approved an updated MAP, which took effect on January 2, 2015. The City strengthened the updated policy to reflect changes in health evidence and the policy environment. The policy now includes enhancements related to the designation of properties and events, insurance requirements, safe transportation, signage, enforcement and monitoring compliance.

### [Risk Factors](#)

#### [Toronto Paramedic Services](#)

Toronto Paramedic Services evaluates the following risk factors to determine required medical coverage:

1. Organizer's overall event plan
2. Event type (e.g., mass gathering, street event, concert, community event; sporting event)
3. Attendance numbers
4. Other medical coverage (e.g., number and type of private medical personnel and/or physicians on site)
5. Geographical landscape (e.g., size of event area such as DVP/Gardiner vs. local park)
6. Venue (e.g., indoor, outdoor, shade available, standing/seating)
7. Access/Egress (e.g., emergency lanes, appropriate exit points for guests, land vs. water response)
8. Distance to hospitals

9. Historical data (e.g., including previous event outcomes, issues, successes, emergency call volume and types)
10. Season/Weather (e.g., heat alerts or extreme cold, damp, rainy weather)
11. Demographics (e.g., age, crowd type, genre of music)
12. Impacts to surrounding areas or neighbourhoods;
13. Activations (e.g., beer gardens, bouncy castles, midway, stages)
14. Security by organizer
15. Other information (as needed)

### Police Services

The Risk Assessment protocol does not offer a panacea, nor is it a guide toward TPS ownership over an event. On the contrary, it actually helps TPS identify strengths and weaknesses in an effort to determine mitigation strategies that typically involve the subject matter experts within TPS's collective network of stakeholder partnerships.

Risk Factors are examined on a sliding scale by the Public Safety - Special Events team, and include:

1. **Event Type:** for example, planned or spontaneous, and at what end of the spectrum, such as a community event or a riot?
2. **Planning:** more specifically, is this organizer prepared? Have they sufficiently addressed critical issues, such as medical, security, evacuation, and traffic concerns?
3. **History:** from "Problem Free" to "Life Safety Issues"
4. **Crowd Type:** from Family or Corporate, to Violent
5. **Crowd Size:** where capacity is not an issue, to critical density and/or uncontrolled access
6. **Criminal Activity:** not at an individual scale, and with a range that recognizes no expectations of criminality, to Life Safety Issues
7. **Locations:** whether a single location is involved, more than one, or an unknown number
8. **Impacted Area:** No Known Issues, up to the point of risk to Critical Infrastructure
9. **Security/Staffing by Organizer/Customer:** is there a sufficient presence with trained security/staff/volunteers/Paid Duty Officers, or is nothing offered?
10. **Other information:** verified or reasonable probability that further concerns must be dealt with

### Office of Emergency Management

The Emergency Action Plan (EAP) also includes a Hazard Identification and Risk Assessment section for events that are expected to have over 5,000 people in attendance per the organizer's information.

HIRA includes information about the mitigation measures the planners have put in place to address the following specific hazards:

- Severe Weather
- Crowd Management Issues/Incidents
- Evacuation
- Injury / Critical Injury / Slips, trips & falls

- Structural Collapse (tents, stages or scaffolding etc.)
- Explosion or Fire
- Hazardous Materials spill / incident / explosion
- Lost Child / Missing Person
- Bomb Threat / Suspicious Package
- Equipment failure, including heavy equipment, rides etc.
- Unsafe or threatening behaviour by persons on site
- Power Outage

### Fire Services

TFS considers events held in buildings not originally designed and approved for "assembly" occupancy use as the greatest risk (e.g., the Hearn Generating Station). The Ontario Fire Code is the tool used to assess risk in these buildings. The risk assessment guides TFS in assessing and determining appropriate emergency response and public order safety planning in collaboration with the Toronto Fire Service allied emergency services partners.

### **Appendix III: Risk Evaluation Processes For Large-Scale Music Events**

For events held on City property, the City requests that all event organizers complete an Emergency Action Plan (EAP), which helps to identify potential risks, manage resources and methods to respond effectively to emergencies. This Plan is coordinated through the Office of Emergency Management (OEM).

The EAP is designed to assist special event organizers to develop plans to respond to any emergency situation that may occur during the event, and links organizers into the City of Toronto's emergency response structure.

Link to EAP form [https://cityoftoronto.fluidsurveys.com/s/special\\_events/](https://cityoftoronto.fluidsurveys.com/s/special_events/)

The EAP template also includes a Hazard Identification and Risk Assessment (HIRA) section for events that are expected to have over 5,000 people in attendance per the organizer's information.

HIRA includes information about the mitigation measures the planners have put in place to address the following specific hazards:

- Severe Weather
- Crowd Management Issues/Incidents
- Evacuation
- Injury / Critical Injury / Slips, trips and falls
- Structural Collapse (tents, stages or scaffolding etc.)
- Explosion or Fire
- Hazardous Materials spill / incident / explosion
- Lost Child / Missing Person
- Bomb Threat / Suspicious Package
- Equipment failure, including heavy equipment, rides, etc.
- Unsafe or threatening behaviour by persons on site
- Power Outage

In addition, for events on City property and for known events on private property, Toronto Paramedic Services has specific criteria for assessing event risk that are used to determine the required health, safety and medical coverage.

The main risk factors evaluated include:

16. Organizer's overall event plan
17. Event type (e.g., mass gathering, street event, concert, community event; sporting event)
18. Attendance numbers
19. Other medical coverage (e.g., number and type of private medical personnel and/or physicians on site)
20. Geographical landscape (e.g., size of event area such as DVP/Gardner vs local park)
21. Venue (e.g., indoor, outdoor, shade available, standing/seating)
22. Access/Egress (e.g., emergency lanes, appropriate exit points for guests, land vs. water response)
23. Distance to hospitals

24. Historical data (e.g., including previous event outcomes, issues, successes, emergency call volume and types)
25. Season/Weather (e.g., heat alerts or extreme cold, damp, rainy weather)
26. Demographics (e.g., age, crowd type, genre of music)
27. Impacts to surrounding areas or neighbourhoods;
28. Activations (e.g., beer gardens, bouncy castles, midway, stages)
29. Security by organizer
30. Other information (as needed)

## Appendix IV – A Jurisdictional Scan of How Public Safety, including Medical Coverage, is Handled at Music Events and Venues

### Summary:

Staff assisted this cross-divisional working group by carrying out a jurisdictional scan on best practices from the following locations:

1. Melbourne, Australia
2. Seattle, Washington
3. Vancouver, British Columbia
4. Montreal, Quebec
5. San Francisco, California
6. Denver, Colorado
7. London, England
8. Los Angeles, California
9. Boston, Massachusetts
10. Pennsylvania

Through the jurisdictional review, the following feedback was received most consistently in terms of policies and best practices:

1. Open and early communication between event organizers and emergency services, including paramedics and police improves safety and response to potential incidents and emergencies.
2. Both Seattle and Denver have hosted City sponsored "Safety Summits" to both discuss health and safety concerns with industry and consult with the industry.
3. Most cities are facing issues related to drug overdoses, specifically opioids.
4. Health promotion, education, and harm reduction were felt to be the most effective approaches to drug use and overdoses.
5. Venues and events consider having naloxone kits and trained staff on hand to respond to potential opioid overdoses.
6. Consider providing messaging to encourage attendees to seek medical attention, promote information about Canada's *Good Samaritan Act*, which can protect people from arrest during a drug overdose.
7. Consider requiring that water and electrolyte beverages be widely available and their locations clearly identified.

### Jurisdictional Scan

#### Seattle, Washington

Seattle has a vibrant, thriving nightlife sector and the City of Seattle's approach to supporting, growing and developing this sector has been recognized as a model for cities across the nation. The City's goals for the nightlife sector are to increase public safety, grow the local economy, and improve urban vibrancy. Work towards these goals is led by the Nightlife Business Advocate in conjunction with the Code Compliance Team, and comprises of two areas: public safety and economic development.

<http://www.seattle.gov/filmandmusic/nightlife>

- Code Compliance
- Noise Ordinance enforcement
- Security training requirements
- Late night transportation Alternatives

The City of Seattle organizes an annual "safety summit." At this event, young people, including those involved in the Electronic Dance Music (EDM) scene, come together with medical, legal, and harm reduction experts to discuss ways to make events and festivals safer. The Music Safety Summit 2.0 will explore best practices and empower peer-to-peer educators to make a difference in the EDM community. <http://www.seattle.gov/filmandmusic/music-safety-summit>

- The next summit will be the 4<sup>th</sup> annual and takes place October 16<sup>th</sup> 2018.
- An EDM Community Advisory group has been formed which assists the direction and content development of the summit. This group brings together professionals in EDM industry (venues, promoters, festival operators, etc.) and emergency response industry.
- In 2011, Seattle passed a "Good Samaritan Law" RCW 69.50.315, which states: "A person acting in good faith who seeks medical assistance for someone experiencing a drug-related overdose shall not be charged or prosecuted for possession of a controlled substance... if the evidence for the charge of possession of a controlled substance was obtained as a result of the person seeking medical assistance." <http://www.thestranger.com/seattle/washington-states-911-good-samaritan-law/Content?oid=7081984>

**DIY** - There is not an official City plan to address DIY venues, but Seattle has taken steps to increase safety as well as maintain existing spaces for cultural use.

- A working group including Police, Fire, Licencing and Planning has been formed to develop pathways for otherwise non-compliant venues to come into compliance without being penalized. Other recommendations included allowing the Seattle Fire Marshal's Office to engage with venues "who do not meet the minimum requirements of Seattle Fire Code" safely and without fear of eviction and legal repercussions. <http://www.thestranger.com/features/2017/02/01/24837151/seattle-diy-promoters-talk-safety-in-the-wake-of-the-ghost-ship-fire>
- The Office of Arts & Culture's investments in the arts make Seattle more vibrant and spur economic growth. In alignment with the City's [Race and Social Justice Initiative](#), OAC works to eliminate institutional racism in all programs, grants, policies and practices. These grants make meaningful impacts in communities by expanding access to arts and culture for residents and visitors throughout Seattle. Grant programs include Arts Mean Business, Art in Parks, Civic Partners, CityArtist Projects, Cultural Facilities, Neighborhood & Community Arts, smART ventures, and Youth Arts.

- Seattle’s OAC is currently looking into ways to funnel a portion of this funding to assist DIY spaces to reach code compliance.  
<http://www.seattle.gov/arts/programs/grants>
- The City of Seattle has supported the creation of a "party kit" containing exit signs, rope to tie curtaining, attachable emergency lighting, fire extinguishers, and other equipment. The kit is stored at an all-ages venue and promoters are able to pick up the kit to use at their event if it is taking place in an unlicensed venue. After the event they pack it up and return to the venue. The City supports and funds this kit, but does not distribute it.

### Vancouver, British Columbia

Source: BC Ministry of Health, Health Protection Branch – *Public Health Guidelines: Major Planned Events, August 2017*

[http://www2.gov.bc.ca/assets/gov/health/keeping-bc-healthy-safe/major-planned-events/bc-major-planned-events-guidelines\\_2017\\_final.pdf](http://www2.gov.bc.ca/assets/gov/health/keeping-bc-healthy-safe/major-planned-events/bc-major-planned-events-guidelines_2017_final.pdf)

These guidelines are meant to complement the British Columbia Major Planned Events Guidelines developed by Emergency Management BC in 2014, available at:

<http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/majorplannedeventsguidelines.pdf>

The Public Health Guidelines “offer information” on the event organizer’s role but also include details on obtaining necessary approvals from the local health authority. The document contains detailed resources and links to legislation and relevant authorities.

Information is organized in fact sheets that contain key guidelines for event organizers and venue operators, as follows:

- Drinking water:
  - Provide one or more of these three options: provide free/accessible water during events and encourage attendees to bring refillable water containers/bottles; allow attendees to bring their own water; sell bottled water at cost-recovery price to make it an accessible option.
  - Provide an appropriate number of drinking water stations and outlets. Outlets should be clearly marked and well-lit and in easily accessible areas.
  - Use signage, announcements, etc., to encourage people to drink water.
  - Provide information about the signs and symptoms of dehydration as well as heat-related illnesses such as heat exhaustion + what to do (links provided).
- Harm reduction:
  - Provide easily accessible, free drinking water.
  - Create areas where people can safely and comfortably sit.
  - Provide quiet areas away from noise and crowds – “chill out” areas – for people to cool down and relax.
  - Provide properly lit outdoor areas.



- Avoid crowding by ensuring clear access to washrooms and exits.
- Create spaces where alcohol is not served/consumed, and promote these areas.
- Use signs to direct people to areas where they can get help or health information such as first aid, harm reduction information and drug checking.
- Clearly mark location of medical services.
- Ensure staff serving alcohol have Smart Serve training.
- Display information about Low-Risk Drinking Guidelines in areas where alcohol is served.
- Display information about the risks of drinking during pregnancy.
- Consider serving all beverages in unbreakable cups.
- Provide information about the adverse effects of mixing alcohol with other psychoactive substances, including caffeine.
- Reach out to local harm reduction services that provide onsite harm reduction education, peer support, harm reduction supplies, and drug/sharps containers.
- Consider training for event staff about safer drug use as well as overdose recognition, prevention and response.
- Ensure medical teams have Naloxone for reversing opioid overdoses.

*Transportation:*

- Ensure people have a safe way to get to and from the event – taxi, public transit, designated driver service, etc.

*Alcohol availability:*

- Offer low-alcohol drinks.
- Limit the number of alcoholic drinks that can be bought at one time.
- Provide food and a variety of non-alcoholic drinks that cost less than alcoholic drinks.
- Offer drinking water separately from alcohol so attendees do not have to wait in the alcohol line to get water.

*Drug checking:*

- Pill- and powder-checking services are harm-reduction interventions that help people make more informed choices about substance use. Currently, the most commonly available method of drug checking is the use of reagent tests (e.g., Marquis and Mecke), which give information about the presence or absence of a limited number of chemical compounds. Reagent tests are not available for all substances that may be found in illegal drugs, and only give information about the specific substance tested for.
- Organized testing services support consumer safety and align with the public health mandate to identify public hazards.

*Preventing alcohol- or other drug-facilitated sexual assault:*

- Work with and partner with organizations that provide education and support around sexual violence issues.
- Provide education for event attendees about the law surrounding consent for sexual activity, such as age of consent, intoxication and consent, and verbal and nonverbal communication.

- Provide information about where survivors of sexual violence can get support.
- Promote a culture of awareness and open communication with respect to consent for sexual activity. Peer support can help.
- Inform attendees about the connection between heavy drinking and the risk of becoming a perpetrator or victim of sexual assault.
- Remind attendees about the risk inherent in accepting drinks or other psychoactive substances from another person, whether they know that person or not.
- Remind attendees to check on friends regularly during and after the event.
- Consider implementing a buddy system: designated volunteers are made available at different locations to intervene and/or provide support if someone is receiving unwanted (i.e., nonconsensual) sexual attention.
- Consider alerting and collaborating with local victim-service providers. They can provide support to those impacted by crime or violence (including sexual violence). In addition, they may be able to provide training on sexualized violence/assault and response as part of the staff's event orientation.

*Communication:*

- Inform attendees about any services or education initiatives that will be available at the event.
- Provide harm reduction information with tickets, on the event website, on social media, on posters and handouts. Examples of such information include Canada's Low-Risk Alcohol Drinking Guidelines, information about the adverse effects of mixing alcohol with other psychoactive substances, and relevant local drug alerts.
- Inform attendees through the event website, posters or handouts about any planned initiatives to prevent sexual assault, as well as where attendees can access support resources at the event (e.g., event medical team and/or peer support).

○ Opioid overdose response:

*Naloxone:*

- Recommend that planned event staff be prepared to respond to overdoses, and recognize that multiple overdoses could occur in one setting concurrently. It is imperative that event staff receive overdose recognition and response training and first aid supplies, including naloxone, to ensure that they can respond to someone experiencing an overdose and administer naloxone safely.
- Recommend that planned event staff permit attendees to carry naloxone even if trained staff is available on site. Confiscating naloxone may increase the risk of overdose harms and death both on and off site.
- Administering naloxone is only one aspect of an effective response to an opioid overdose. People responding to a suspected overdose should first call 911 and then work through the SAVE ME protocol, which includes providing rescue breaths and administering naloxone while waiting for first responders to arrive.

#### *Outreach:*

- Planners can create outreach teams at the event to ensure people who are in distress can be located and supported.

#### *Staff training:*

- Establish a policy for responding to drug use by staff or volunteers working at the event with particular attention to awareness of naloxone. This includes training staff on how to safely administer it and call for help.
- Develop a policy on how any person attending a planned event can quickly alert staff or volunteers who have naloxone in the event of an overdose so that it can be administered as quickly as possible.

#### *Communication:*

- Planners can advise people to check on friends or anyone who is unconscious or appears to be in distress.
- Inform attendees about any services or education initiatives that will be available at the event, including the location or identity of staff or volunteers with naloxone. Inform attendees about the opioid-contaminated drug supply and identify access points for drug checking if available.
- Provide harm reduction information with tickets, on the event website, on social media, on posters and handouts.

### **Montreal, Quebec**

There is no specific approach to music events – they are included as part of festival and events in general. The City of Montreal wishes to make sure they are addressing the safety concerns that are most present in the world, which they feel are:

- Terrorist threats
  - Focus on site design with input from emergency services.
  - Development of a piloted safety corridor, during Montreal Highlights Festival: A lot of festivals happen in the entertainment district, aka “festival place.” The City put measures in this area such as clearly defined entrance and exits. So that no moving vehicle could run into people within the area, concrete blocks were put together.
  - Development and distribution of a 25-page booklet – “Safety during Festivals and Events.” This booklet is distributed to event organizers that engage with the city. There is currently only a French version.
- Women's safety
  - The creation of an advisory board as part of Montreal women's council after 50% of women report they are sexually harassed at festivals and events. <http://www.cbc.ca/news/canada/montreal/montreal-jazz-festival-women-safe-spaces-2017-1.4174125>

**DIY** – Montreal currently does not have official policies or plans to address DIY or "underground" venues.

- Over the next 2 years they will be developing cultural policy and looking at solutions for small and underground spaces. These spaces are currently facing problems with fire code compliance and have been trying to smooth things out.
- The main issues arise from noise complaints. Montreal is working on design solutions to mitigate noise issues.
- There is a need to help these places stay open because they are important to the culture in the city, but the venues need to make efforts to get up to standard.

### **San Francisco, California**

Beginning in 2011, all promoters working in San Francisco were required to register with the Entertainment Commission. The ordinance can be found [here](#). It includes the definition of who is an event promoter, what is an event, and also the exceptions.

Clubs are asked to only work with registered promoters. The Online Registry grew out of a recognition by the City of the need to understand who is promoting parties in the event that public safety or other concerns arise.

The registration form is simple and takes just a few minutes to fill out. There are certain exceptions to the registration requirement.

If a promoter holds an event resulting in significant risks or actual harms to people or property, or if the event causes serious neighbourhood disturbances, the Entertainment Commission has the power to impose future conditions on that promoter, such as additional insurance or security.

Safety and Security Best practices manual -  
<http://sfgov.org/entertainment/sites/default/files/FileCenter/Documents/1447-BestPractices.pdf>

### **Denver, Colorado**

Special Events contact in Denver provided the following website:  
<http://www.denvergov.org/content/denvergov/en/office-of-special-events/department-requirements.html>

**DIY** - Denver Community Planning and Development (CPD) and the Denver Fire Department (DFD) have launched a new, conditional building occupancy program for spaces currently operating without permits. This is an incentive-driven program designed to improve the safety of buildings in Denver for their occupants, visitors, neighbours, and the general public.

- Developed Safe Occupancy Program  
<https://www.denvergov.org/content/denvergov/en/denver-development-services/help-me-find-/safe-occupancy.html>
- <https://www.denvergov.org/content/dam/denvergov/Portals/696/images/safe-occupancy-infographic.jpg>
- The City of Denver has developed a new bill related to safe, creative spaces and occupancy/compliance  
<https://www.denvergov.org/content/denvergov/en/community-planning-and-development/news/2017/safe-occupancy-program-proposed.html>
- Denver has also held a public Safety Summit featuring a panel comprising City officials giving information focused on harm reduction at DIY spaces and outdoor music events rather than on strict code compliance. At this Safety Summit, the City offered safety kits available for anonymous pickup.

### London, United Kingdom

Link: <http://www.hse.gov.uk/event-safety/incidents-and-emergencies.htm>

First aid and medical assistance

As well as workers, the City of London strongly recommends that the visiting public be included in a first aid, medical and ambulance needs assessment. Onsite medical and ambulance provision should be balanced against existing local NHS and ambulance service provision and capacity.

Except for small, low-risk events where ambulances may not be required, and at events where they are not onsite, plans should be drawn up in conjunction with the local NHS ambulance service to clarify how patients will be taken to hospital.

### Los Angeles, California

Source: County of Los Angeles Public Health, report approved by Board of Supervisors, March 2016 <http://file.lacounty.gov/SDSInter/bos/supdocs/101786.pdf>

Recommendations from a municipal task on raves and electronic music festivals. Recommendations apply on a case-by-case basis to all mass gathering events on county-owned property and in the unincorporated areas of the County.

- Venue-related recommendations:
  - Age limit of 18+ and conclude music performances by 2:00am for EDMs
  - Cease alcohol sales 30 minutes prior to end of event
  - Allow attendees to remain at least 60 minutes after the scheduled end of the event for a cool down/sober up period with soft music, house lights on, and food and non-alcoholic beverages available

- Ensure access to safe transportation (e.g. taxi, public transit, parental pick up) for attendees leaving venue due to substance use intoxication or invalid identification
- Safety-related recommendations (of public health interest):
  - Amnesty box at locations near admission/entrance for discarding illegal drugs or weapons
  - DUI Sobriety Checkpoints to be conducted – included signage and importance of designated driver
  - Provide messaging to encourage attendees (or their friends) feeling sick or intoxicated to ask law enforcement or medical staff for help without fear of arrest
  - Promoter, in conjunction with public safety and medical personnel, to announce or play pre-recorded messages on safety or health issues to attendees
- Alcohol-related recommendations:
  - Restrict alcohol consumption to certain locations
  - Restrict number of alcohol sales points
- Education-related recommendations:
  - Develop a public service announcement on the dangers of drugs – especially ecstasy – that can be viewed by every ticket purchaser and attendee and is displayed on event promoters website
  - Require promoters website to have information on health effects of ecstasy and other illegal drugs commonly used at EDMs
  - Provide educational/harm reduction materials and information to attendees
  - Visible signage of warnings about illegal drug use inside and outside venue
  - Require event-hired private security to undergo training re: detection of drug use in patrons, identification of drug use equipment, and safety procedures for overdoses
  - Coordination between police and public health officials to test seized drugs and present results for educational purposes
  - Compile law enforcement, medical safety and event-related data for analysis/review following event to address any major issues
- Health-related recommendations:
  - Ensure working water fountains and/or free water distribution sites in close proximity to each stage. Require that water and electrolyte beverages are widely available and their locations clearly identified. Use roaming vendors to make water and electrolyte beverages more easily available throughout event.
  - Require key event staff, vendors and servers to be briefed on signs and symptoms of drug overdose and heat-related problems
  - Recommend that free ear plugs are available at entrances and/or first aid stations
- Medical service-related recommendations (of public health interest):

- Clearly marked signage in multiple key locations re: location of medical services
- Deploy roaming medical teams of paramedics or EMTs throughout venue

## Melbourne, Australia

Source: Victorian Department of Health, Mental Health and Drugs Division - [Code of practice for running safer music festivals and events](#)

This document is also referenced in the BC Public Health Guidance document above.

The Code of Practice helps organizers of music festivals and events to plan, run and manage events safely, and meet legal requirements, government standards and safety obligations. The Code is applicable to small and large and indoor and outdoor events. The Code covers four major areas: planning, preparation and management; public health and safety; harm reduction and education; and legal issues.

### ○ *Public health and safety:*

#### ▪ *Provision of drinking water*

- Drinking water should be free, easily accessible, clean and available at all times. Cold water supplies should never be cut off.
- All areas where drinking water is available should be well signposted. Signage should include the current recommended advice to sip rather than gulp water.
- Disposable cups should be available and patrons must be permitted to refill plastic bottles or cups with drinking water free of charge.
- If drinking taps or fountains are not available, drinkable water should be brought into the facility.
- Extra water requirements will be needed in very hot weather.

#### ▪ *Noise:*

A varied mix of music can help protect partygoers from the effects of excessive noise. This should include programming quiet times during multi-day events and providing quiet areas at all events. Organizers should also consider providing information about hearing protection in pre-event advertising and ticketing.

### ○ *Harm reduction and education:*

“It is acknowledged that licit and illicit drug misuse can occur in the festival and dance party culture. While this behaviour is not condoned, organizers need to be prepared to deal with the potentially serious health issues that may result. The Victorian Government supports a harm reduction approach, which aims to eliminate or minimize illness or injury (which may result in death) associated with drug use, which may occur at dance party events. Event organizers and staff have a pivotal role in delivering health messages to partygoers and in promoting harm reduction practices and measures encouraging partygoers’ safety.”

#### ▪ *Peer education:*

Peer support and education groups provide a range of harm reduction resources, services and information on drug safety that will enhance the safety and wellbeing of partygoers. Peer educators also identify 'at-risk' partygoers and provide support, intervention and referral to health services. Event organizers are encouraged to invite groups committed to reducing risks associated with party drug misuse to participate in their events.

- *Dehydration and elevated body temperature:*  
Eventgoers who use drugs can suffer ill effects caused by elevated body temperature. The combination of vigorous dancing and a heated environment can lead to dehydration and hyperthermia. This problem can be exacerbated by alcohol and/or illicit drug use. To combat these effects, individuals need to take time out from dancing and consume adequate amounts of water. Five ways that such side effects can be reduced are:
  - effectively operating ventilation systems in the venue
  - playing a mix of the type of music
  - providing a chill out area
  - providing pass-outs that allow partygoers to leave the venue, and rest physically and mentally
  - providing a range of food and snacks so that festival goers can replenish the essential nutrients lost during vigorous dancing.
  
- *Chill out or cool down area:*  
Organizers must provide a quiet and restful area with some seating, where partygoers can go for relief from the stimulus of dancing and loud music. A chill out area should:
  - be separate from the main dance area
  - be easily accessible
  - be well signposted
  - be quiet, inviting, adequately ventilated, cool (but not cold), well-lit and comfortable
  - provide health and drug harm reduction messages and safer partying information.
  
- *Drink spiking:*  
Drink spiking' refers to the administering or attempt to administer any substance to a person, without their permission. Substances can include illicit drugs, pharmaceuticals or, most commonly, concealed additional alcohol. Warnings and information resources are available from sexual assault services, but event organizers could also provide the following messages at events:
  - Look out for your friends; check on them regularly.
  - If you suspect that your drink, or any of your friends' drinks, has been spiked, report immediately to first aid, medical staff or event security or management.
  - Do not accept drinks from anyone other than a bartender or waiter.
  - Always open your own drinks and never leave drinks unattended.
  - Do not drink anything that has a funny smell, colour or taste.



- Report sexual assault to the police and seek assistance from a counsellor or health centre. Report drink spiking or suspected spiking to venue staff or the police.
  - If you suspect that your drink has been spiked, your doctor can assist in testing for the presence of drugs. Traces of certain drugs can be picked up through urine or blood tests within 24 hours.
- *Health promotion messages:*  
Safe partying information can be printed on or provided with tickets, and on event websites. Posters and booklets can inform partygoers on risk reduction strategies and provide health and safety messages on hearing protection, safe sex, and awareness of sexual assault. Information should also be available on the risks associated with drug use, including ecstasy, Gamma Hydroxy-Butyrate (GHB), drink spiking, and how to access drug and alcohol agencies, sexual assault centres and other health services.
  - *Needle and syringe disposal:*  
Promoters and venue managers can also reduce health risks by providing needle and syringe disposal units in toilets and other appropriate areas.

## State of Pennsylvania

### PENNSYLVANIA CODE PART VII\_ EMERGENCY MEDICAL SERVICES, CHAPTER 1013\_ SPECIAL EVENT EMS, 1013\_1\_ Special event EMS planning requirement

- o Chapter 1013.1 Special Event EMS planning requirements
  - a) *Procedure for obtaining required plan approval.* A person, agency or organization responsible for the management and administration of special events, as defined in § 1001.2 (relating to definitions), shall submit a plan for EMS to the Department. The plan shall be approved prior to the start of the special event.

*(1) Persons, agencies or organizations, managing facilities or locations which are involved in special events as defined in § 1001.2 shall submit an annual plan to the Department at least 60 days prior to the date of the first scheduled event of each calendar year.*

*(2) The Department will approve or disapprove a special event EMS plan within 30 days of its receipt.*

*(b) Plan content. The special event EMS plan shall contain information, including, but not limited to:*

*(1) The type and nature of event, location, length and anticipated attendance.*

*(2) Identification of sponsoring organization.*

*(3) The name and qualifications of the special event supervisory physician and the special event EMS director.*

*(4) Identification of the number and qualifications of emergency medical personnel who will be involved.*

*(5) The type and quantity of emergency medical vehicles, equipment and supplies to be utilized.*

*(6) A description of the onsite treatment facilities including maps of the special event site.*

*(7) The level of care to be provided BLS, ALS or both.*

*(8) Patient transfer protocols and agreements.*

- (9) A description of the special event emergency medical communications capabilities.*
- (10) Plans for educating event attendees regarding EMS system access, specific hazard or severe weather.*

### **Boston, Massachusetts**

#### EMS Guidelines for Event Permit Application

- *(>5000 people) Upon receipt of the completed Permit Application, Boston EMS will work with the event organizer to determine the appropriate level of EMS coverage required for the event. The determination will be provided to the event sponsor on the reverse of the Permit Application and shall include the type of service required and the total fee for providing such service. The fee shall be determined based upon the Boston EMS Fee Schedule, noted on reverse of the Permit Application.*