

# INTERVENTION GUIDELINE FOR NEW IP VOLUNTEERS

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Version 1.0

**NEWIP** | TRAINING

**NEWIP** | FIELD INTERVENTION

## ABOUT

This is the first version of the intervention guidelines for volunteers from NEW IP. The idea is to develop an informational booklet on how to do good intervention work in an international team. The content is based on the first training seminar for volunteers which was held in May 2011 in Bologna. The volunteers used the guideline during two NEWIP interventions in summer 2012. After the interventions it further developed and changed taking into account the field experience of the participants. The idea is that the participants of the training sessions and interventions in 2012 and 2013 keep on developing this guideline. Also feedback from people and projects involved in harm reduction party work is heartily welcomed.

As the guideline aims to support volunteers from all over Europe and (so far) only exists in English, we tried to stick to “easy” language.

## OBJECTIVES

To support volunteers from party projects to work in an international team and to do interventions at parties and festivals with practical advice.

To collect and spread best practice of intervention work among European harm reduction projects.

To create a guideline to improve and facilitate intervention work done by NEWIP, partners and all stakeholders interested in the guideline.

To support emerging projects that want to built up intervention party work.

## TARGET PUBLIC

Volunteers who do training and interventions with NEWIP.

Harm reduction projects involved in party work and projects who want to establish intervention party work in their country/city.

Dear volunteer,

for a start some words to consider.

As a volunteer of NEW IP you do represent the project - keep in mind the ethics and aims of the project and be aware that your behavior might foster or harm the complete project.

You have met all your co-workers in the trainings sessions. There we aimed at building up an atmosphere of trust and confidentiality. Though you might not know each other very well, it is important that you can rely on each other.

The advise and facts in this booklet shall help and support your work as a volunteer for NEW IP Team. Since this is a guideline for work it is a lot about what to do and what not to do, however, we are all aware that good team work does not work without laughing together and having fun - so please do not get too serious!

## [BASICS]

Help building collaborative and balanced relationships among the team

- ✦ Share knowledge and capabilities, to enrich and improve what we can offer
- ✦ Guarantee that everybody feels useful and integrated
- ✦ It is important that we can rely on each other to be confident with others and ourselves
- ✦ Be sensible with the information shared within the group
- ✦ Foresee conflict situations and act properly
- ✦ Be aware of you own responsibilities: timetable, shifts, tasks, meetings...
- ✦ Interfere if somebody is harassed
- ✦ Be sensible and keep eyes open to team member's needs

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Help building a consistent and professional image of NEWIP Team

- ✦ Even if your shift is finished do take care of your behavior, new IP volunteers should not end up as emergency cases themselves. Practice risk reduction attitude wherever you are.
- ✦ Show commitment and implication in your tasks
- ✦ Respect the environment, the others and yourself

## [GETTING STARTED]

Usually some days before the party the equipment is packed by the techno plus intervention team and brought to the intervention site. A group of volunteers will be responsible for unloading the truck and setting up the site. The meeting-time for setup is set some weeks before the event. Everybody who is listed for set up should be there on time or at least announce any late arrival well in advanced.

## SOME HINTS FOR SETUP

- ⤴ if the surface is dirty, put tarps underneath mattresses and pillows
- ⤴ put some of the leaflets away from the actual information desk, so that people who do not want to talk to us can still take them
- ⤴ put banners near the information desk so that the guests can see who is there
- ⤴ do not put the chairs behind the information desk so that there is not going to be a counter-atmosphere
- ⤴ it is not necessary to show all leaflets with all substances, just use the space you have got and show the most popular ones others can be shown on demand
- ⤴ the chill out should be a place to rest cool down or get warm (depending on the temperature) and have a nice and welcoming atmosphere
  - ⤴ no bright lights
  - ⤴ enough light to read the leaflets at the infodesk
  - ⤴ do not over do it with the decoration – people also need to rest their eyes
  - ⤴ the decoration of the chill out should correspond to the party around, do not put a forest of plastic mushrooms at a hard tekk party
- ⤴ at big festivals if possible reserve a separate space (ideally an extra tent) with no or very limited decoration and small divide places with mattresses for people that feel really bad and/or need a calm and stimuli free environment ( means no bright colors, deco ..)
- ⤴ first think how you want to set up everything, talk about it and decide who (or which group) does what

## [THE SHIFTS]

- There will be a big meeting at the beginning and the end of each festival with the whole group
- work-shifts are going to be set in advance and they are obliging, short meetings between shifts help to see what is going on
- According to requirements or size of the party the chill-out is usually looked after by 2-3 people
- the shift plan (who is working when) will be displayed somewhere in our backstage area so everybody can check again when he/she should work or who are the persons working the next shift
- Ideally there are both woman and men in each shift
- “novices” (people that are new to intervention work) are always going to be in a shift with people who are experienced
- if possible there will be a chill out area reserved for team members only
- it is best to be at the chill-out 20 minutes before your shifts starts, because then there won't be any worries that you have overslept also you will have time to look about and to get a feeling for the party and what is going on in the chill out
- if possible keep a diary for important things at shift change (how many people came in, news on bad pills, emergencies..)
- at shift change tell the people from the next shift what is going on:
  - exceptional events and the general atmosphere
  - hand over the statistics
  - tell who of the people you cared for needs further assistance or a check up
  - certain things that are going to run out soon
  - in case the next shift sees the location for the first time also tell the others where everything is located, for example toilets, fruits, water, keys...
- make a checklist for the shifts – which tasks are necessary

**[TEAM WORK]**

- ⤴ team work not only concerns the NEW IP Team- before work starts check out who will be persons around you need to keep in touch with
  - in a small club say “hi” to the bar and door staff and tell them shortly what you are going to do
  - at big festivals make sure you know where the ambulance team is situated and say “hi” to them also – before the festival start and also when you or them change their shift
- ⤴ if you feel too tired, tell the others; if you can’t finish your shift, that is going to be alright, but don’t just leave without saying anything
- ⤴ Tell if you go out of sight while on your shift even if you just go to the toilette
- ⤴ follow your team members advice - if at least two team-members in your shift tell you that you better rest yourself because you seem too tired, sleepy, nervous etc..listen to them without being upset
- ⤴ if you think that one of your co-workers is not able to do his/her shift alright – do not be afraid to tell him/her – do it kindly though
- ⤴ you can think of making up “secret signs” with your co-workers in case a situation gets to difficult for you and you cannot leave the person you are just talking to
- ⤴ keep an eye on your team members – e.g. if they talk to somebody for a long time, go over and ask if they need anything
- ⤴ take care to save enough time to have sleep and of course to have fun
- ⤴ interfere if somebody is harassed (treated badly somehow)
- ⤴ keep in mind that most of you are no native speakers of English and you have different cultural backgrounds – if a team member says something that sounds harsh he/she might not mean it that way
- ⤴ when it comes to language: if you are not sure if you understood something, do ask again – it is absolutely ok and better than doing the wrong thing

**[AT WORK]**

## MOST IMPORTANT:

**IF YOU ARE NOT SURE IF THE LIFE OR THE HEALTH OF A PERSON IS AT RISK –  
CALL EMERGENCY**

- ✦ as a volunteer of NEW IP you do represent the project – be aware of the aims and ethics behind the project and it helps if you are able to explain what we (NEWIP) do
- ✦ Be aware of your own limitations - if you feel bad /sad/insecure about a situation you had while working – talk to somebody
- ✦ if you feel overwhelmed or insecure – ask for help
- ✦ do not ask people for their full name etc.; do not pass on information on people you dealt with to anybody (you can talk about a situation you had, but do not tell names or point at people)
- ✦ Be patient and kind to people visiting us (unless they are not respectful), listen, ask appropriate questions, transmit info and personalize advices
- ✦ Give true information about drugs (effects, risks, pleasures, dosages...) and strategies to take care of own health – do not push but guide people towards safer use
- ✦ stay polite and try not to judge, not even sub-textual, the drug taking behavior of your guests – “no demonization, no playing down”
- ✦ if you can’t answer a question, have a look at the leaflets or ask somebody who might know more; do not make up anything, if you are not sure about something; say so – this is perfectly ok
- ✦ it also your responsibility to keep the chill out in good shape – collect rubbish lying around, empty ash trays
- ✦ never talk to the press
- ✦ if somebody is trying to fool you or talk you into anything, name your limits “no, I do not want to drink a shot with you” “...go home with you later”,
- ✦ if you feel threatened by somebody - tell your colleague or try to talk to somebody from the staff, in emergencies just scream as loud as you can
- ✦ if you have the impression that guests are insecure, try to show with a smile or a nod that they can talk to you
- ✦ if you are not sure if you are “allowed” to say a certain thing: do separate your opinion from the opinion of the project: volunteers are different people with different views: “Personally I am for legalization, for whatsoever...”
- ✦ do not give out medicals of any kind to the guests

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## [PRACTICAL ADVICE]

How offensive you start talking to guests coming to the information desk is up to you; just try to be sensitive and do not frighten off people also do not ignore them

Here some door openers (sentences that help to get into contact with people):

„we also have more flyers, if you are interested“

„feel free to take sniffing tube or earplugs or whatever“

„if you have any question, feel free to ask me...“

Usually you can tell very easily, if people want to be left alone or if they want to talk

Be careful about statements about your own (past) consuming-habits; if you are unsure, rather not say anything; you do not have to answer questions like: “Did you ever try drugs”, you do not have to make friends with the guests to be taken serious

Questions you should be able to answer:

- *what are you doing here/ what is your aim*
- *what is NEW IP project*
- *don't you make people take drugs by giving out this information/by giving out sniffing tubes*



## [FIRST AID]

One service of the NEW IP intervention team at information desks at parties and festivals is First Aid in minor and major (drug-) emergencies. That means that we are there to help people who do have a “Bad Trip” with psycho-social Assistance.

Furthermore we look after people/consumers in psychological critical-situations (Assistance and help in negative drug-experiences).

Ideally on each intervention site medical staff will be present. In case of emergencies that need medical treatment – leave the job to the doctors!

However, you might find yourself in a situation where the medical staff needs some time to show up. For this case we put together some infos on (drug) emergencies you should keep in mind. In preparation for the on-site work we recommend the volunteers and trainees to participate in a First-Aid-Course (with focus on drug-emergencies).

## GENERAL RULES

Whether or not the emergency was caused by taking drugs doesn't matter: First Aid always handles the symptoms of the case!

- ✦ If someone around you has an emergency situation: stay calm.
- ✦ Ask other people to help you and stay with the person. Try to talk to him or her and check whether medical help is necessary. If so, call them immediately [free call from any telephone, including mobile phones with no credit]! If the person "isn't breathing", "cannot respond" or "is having a seizure", then the emergency service will include an emergency doctor.
- ✦ Do first aid for the symptoms until the ambulance comes.
- ✦ Don't be afraid that you'll do something wrong. Someone needs your help, and not doing anything may cost someone's life.
- ✦ If you can't judge the situation or you feel overwhelmed: call emergency services!

When the emergency doctor is there, explain which substances were taken (as far as you know), the doctor, like the emergency service personnel, is legally required to maintain confidentiality!

## IF YOU FIND SOMEONE

- Secure the location where the emergency took place so that you don't put yourself in danger (hanging wires, pieces of glass, etc.)!
- Check if the person is conscious: talk with them, shake them lightly, see if they respond to pain (pinch the underside of the upper arm)
- If the person is unconscious: watch their breathing: if necessary, clean out the roof of their mouth. Pull their head back to make sure that the airways are clear. Bend over the person and check the following: chest is rising and falling, sound of breathing, breath on your cheeks.

If the person is breathing, but not conscious - see First Aid for someone unconscious

If the person isn't conscious or breathing - see First Aid for someone not breathing/heart not pumping

### FIRST AID FOR SOMEONE UNCONSCIOUS

Symptoms: person is breathing, but is not conscious

- ↗ recovery position
- ↗ call emergency
- ↗ keep the person warm with blankets, etc.
- ↗ watch his/her breathing
- ↗ if they ask: do not give them food, if they want water, make sure it's not carbonated (with gas)

### FIRST AID FOR SOMEONE NOT BREATHING/HEART NOT PUMPING

Symptoms: person isn't conscious or breathing

IMMEDIATELY begin heart-lung resuscitation!

**CARDIAC MASSAGE AND ARTIFICIAL RESPIRATION [= heart-lung resuscitation].** At a rhythm of 30:2, do the following:

30 times cardiac massage, 2 times mouth-to-nose or mouth-to-mouth resuscitation, then check their breathing. If it hasn't started immediately, repeat this heart-lung resuscitation again immediately!

**HEART-LUNG RESUSCITATION:** if two people are available, you can divide the tasks and your energy. One person can do the resuscitation and the other can do the cardiac massage, do this in turns. Do this pattern until the doctor comes or until the unconscious person begins breathing again on their own!

How to do **MOUTH-TO-NOSE RESUSCITATION:** lay the unconscious person on his/her back on the floor, kneel down to the side. Take any foreign objects from the mouth of the person. Gently pull back the head of the person, so that the airways aren't blocked by the tongue. Push their jaw up and close the mouth. Inhale deeply and exhale into the nose of the unconscious person, as fast and often as you normally breathe. Keep checking if the chest of the unconscious person starts going up and down. Repeat! Keep resuscitating until the doctor comes or the person begins breathing again.

How to do a **CARDIAC MASSAGE**: the person has to be lying on a stable and hard surface. Put one palm (the lower half of your hand) on top of the other, and put them both in the middle of the chest [in the lower third of the breastbone]. Spread your fingers along the chest and with your arms out straight, push the breastbone (not the whole chest!) straight down [3-5 cm] – quickly, but firmly. Repeat this slightly faster than the second hand of a clock [between 80-100 times per minute].

Do the cardiac massage and heart-lung resuscitation one after the other, at a quick pace: 30 times cardiac massage, then 2 resuscitations - until the doctor arrives!

### FIRST AID FOR SHOCK

Symptoms: fast, weak pulse, paleness, cold sweat, agitated, disoriented, nausea

Lay the person flat on their back, and rest their legs above their body, check breathing and consciousness. If nothing improves: call emergency services!

### FIRST AID FOR SEIZURES [E.G. EPILEPTIC SEIZURES]

Symptoms: eyes roll back, muscles get stiff, arms and legs itch a lot (they may often foam at the mouth; release urine and excrement)

Lay the person down, protect them from harm (move away any objects and furniture, place pillows or clothes under their head). Do not try to hold the person down!

If the seizure lasts more than 5 minutes or if it's the first time it's happened to this person: call the emergency doctor! If the attack ends, put the person in the recovery position, check their breathing and pulse. After an attack, you absolutely should call the doctor!

### FIRST AID FOR HEAT STROKE

Symptoms: red, hot head; warm, almost hot skin; racing pulse, nausea

It is important to place the person so that their head is up (sit them down, and stay by them). Give him/her vitamins and mineral drinks. If you're at a party, the best thing is to find a chill out area (if there is one) or to go outside. Otherwise, find a calm, cool corner to stay. If the person doesn't get better, call the emergency services! In this case too, stay with the person the whole time and check their breathing and pulse.

**[BAD TRIP]**

Symptoms for bad trip: the person is disoriented, panicky, is scared (a horror trip)

If someone shows these symptoms, he/she is probably overwhelmed by the effects of the drugs he/she took.

- ✦ First and foremost: give this person the feeling of security [when you can, find a known, trusted person to stay with them]
- ✦ Try to stay with the person!
- ✦ Talk to him/her calmly; try to move their thoughts in a more positive direction! Keep telling him/her that this will end and everything will be fine.
- ✦ If you can, take the person to a calm location.
- ✦ Touch them softly, especially if you know the person! This builds feelings of security. Be careful with people that you don't know. This may cause more anxiety (make them more afraid)
- ✦ Give him/her warm drinks (tea) or water (no coffee, no Energy Drinks!) since they may interact with the substances taken!
- ✦ Make sure the person doesn't get too cold or too hot.
- ✦ If the person starts breathing too quickly show him/her how to breath normally – breath together with them, or give her/him a paper bag to breath into
- ✦ be yourself– do not do anything you do not feel alright with