

# Gulf Wars Watch

## Standard Operating Procedure (SOP)



Approved by Grand Council on (date)

### Update History

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Master Peregin the Lost (Creation)

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## Introduction

This document, “Standard Operating Procedure” (SOP) is to provide the highlights and time outlines of the necessary activities prior and during the event. The information described, is not the be all and end all; but derived from various success, clusters, and on the spot adaptations. This is meant to be a living document, with updates, modifications, and revisions as necessary.

## Mission Statement

The Watch is a catch-all department for receiving, gathering information, coordinating, and redirecting any reported incident as necessary. The Watch functions as coordination of lost and found, golf-cart tracking, radio handset tracking, ensuring volunteers for the front and back gates; coordination between departments for communication to local law enforcement, local medical, and local firefighters.

## Chain of Command for the Watch

Society Seneschal

Kingdom Seneschal (Gleann Abhann)

Autocrat

Watch Commander

Deputy Watch Commander

Watch Commander on Duty

Watch Shift Captain

# Roles and Responsibilities

## Staffing

- Department Head (Watch Commander)
  - o Lead overseeing the successful Watch operations and coordination before, during, and after event
  - o Determine volunteer schedule (shift durations, etc)
  - o Report to Autocrats as needed
  - o Support all volunteer efforts
  - o Needs to be background checked or have a designated deputy as such •
- Deputy Department Head (Deputy Watch Commander)
  - o Assists Department Head as needed and backstops as necessary.
  - o May be Replacement Deputy or Emergency Deputy
  - o Assist with volunteer scheduling and recruitment
  - o Responsible for reading the Watch SOP, Watch Functions and the EPD SOP.
- Shift Commander (Watch Commander on Duty)
  - o Shift lead responsible during the shift. Ensures the white board information is up to date.
  - o Check Incident Logs from previous shifts.
  - o Responsible for writing Incident Logs from their shifts
  - o Responsible for taking point on any emergency calls as outlined in the EPD SOP unless otherwise told by Watch Commander
    - This includes calling the non-emergency number provided in the Watch Shack
  - o Alerts Watch Commander and Autocrats of any critical information
    - Including ambulance on site and missing children
    - Reports of assault or other criminal behavior
  - o Responsible for allocation of Sign Out Carts & any Sign Out Radios
  - o Responsible for 'odd' interactions at the gates; may delegate minor ones to Shift Captain
  - o Typically, a 6-8 hour shift.
  - o Responsible for reading the Watch Functions and the EPD SOP.
- Shift Captain
  - o Assists Watch Commander on Duty as necessary.
  - o May write Incident Logs if they are the primary responsible party
  - o May respond to minor 'odd' interactions at the gates
  - o Ensure Gate personnel are relieved on time and stay hydrated.
  - o Maintain order and cleanliness of Watch Shack.
  - o Typically, a 6-8 hour shift.
  - o Responsible for reading the Watch Functions and EPD SOP.

- Desk Sergeant
  - o Updates various logs;
    - checking in and out carts based upon department assignments;
    - checking in and out radio handset based on department assignments;
  - o Initial point for lost-and-found
  - o Assist Shift Captain as needed.
  - o Typically, a four (4) hour shift.
  - o Responsible for reading the Watch Functions and EPD SOP •
- Front Gate (incoming traffic/night traffic)
  - o Directs traffic at the gates as necessary
  - o Typically, a three (3) hour shift.
    - o Should be familiar with the Watch Emergency Vehicle Procedure. o Manning the Front Gate may be the most important job of the Watch. ● Ensure that everyone that comes onto site has a site token which also ensures they have gone through the Troll process and therefore has signed the appropriate waivers.
      - Promotes the safety of those already on site by keeping out those who might be entering site to cause mischief
    - o More importantly, the Front Gate is the de facto Welcome Wagon, the Front Door Greeter, to the War. By showing courtesy, cheerfulness and being able to answer questions, the Front Gate personnel set a good tone to get the guests' War started right.
  - o Provide information.
  - o Radio Calls back to watch for 'odd' situations.
  - o Calls in when external authorities (Police, Ambulance, Fire) arrive and depart.
  - o Stops traffic flow as necessary, especially to facilitate external authorities' entrance and exit.
- Back Gate (outgoing traffic)
  - o Directs traffic at the gates as necessary, typically a three (3) hour shift.
  - o Should be familiar with the Watch Emergency Vehicle Procedure. o The Back-Gate volunteer has two principal functions.
    - One, to prevent entry into the back gate which is normally exit only.
    - Two, to courteously remind everyone leaving site to take their site tokens with them.
  - o Provides information as necessary.
    - Radio Calls back to watch for 'odd' situations. Calls in when external authorities (Police, Ambulance, Fire) arrive and departs.
    - Stops traffic flow as necessary to facilitate external
    - authorities' entrance and exit.
    - Assists, as necessary, for Equestrian Trailers.

- 5 Points
  - o Directs traffic at 5 Points, the intersection of King's Highway, Queen's Highway and Wagonkiller Road.
  - o Usually a 2-hour shift, only scheduled on Opening Day and manned at other times as needed.

## Timelines/Watch Functions

The following description describes roughly when during the year, various activities should occur:

### Before the War

#### **Volunteer Schedule Development**

Should start as early as September and continues through the War. The positions on the schedule are the Shift Commander, Shift Captain, Desk Sergeant, Front Gate, and Back Gate. 5 points is scheduled only on Opening Day. While shifts have typical hours; these may vary year to year. It is the responsible for the Watch Commander to determine the schedule/shifts each year based on tradition and the need of the war.

- The main intent is to:
  - o Have the first four days from the first day of the event (i.e. "Opening Day") filled with at minimum the Shift Commander, Shift Captain, and Desk Sergeant.
  - o The first three days of Front and Back Gate covered.
  - o The Facebook Page "Gulf Wars Watch Scheduling and Recruiting" is dedicated to the schedule development.
  - o Have only specific individuals do the actual update to the schedule.
    - o Collect name, email address, and (cell) phone number
    - o Confirm prior to arriving at GW, just so they remember or were not added without their knowledge.
  - o During GW if slots need to be filled, work with the Volunteer Department to recruit.

#### **Coordinate with other Department Heads**

- Emergency Preparedness
  - o Obtain copy of EPD SOP to post in Watch Shack
- Logistics
  - o Tables – 5 for inside the Watch Shack and 2 or 3 for the side porch
  - o Chairs – within and without the Watch Shack and two per gate.
  - o 10x20 rental for the side porch
- Land
  - o Obtain a copy of a large print, laminated current site map to post on the

interior of the Shack

- Equestrian
  - o Share respective departments SOPs
  - o Discussion of expectations for:
    - Mounted Patrol
    - Waste removal – Equestrian’s responsibility.
- Volunteer Department
  - o Provide Roles and Responsibilities to assist in recruitment of volunteers before and during the War.
- Autocrats and Autocrat on Duty
  - o Obtain schedule, people and contact information.
  - o Coordinate onsite as necessary

### **Obtain supplies with long lead times**

Bulk ordered items such as disposable ponchos, survival blankets, flashlights.

### **Immediately before GW**

#### **Printing**

There are various items to print off at least a week before departing to Gulf Wars:

- For Radios –
  - o Print out of channels and departments, laminated.
    - The overall size needs to be small enough to be attached to a hand-held radio with a zip tie yet large enough for legibility.
  - o Numbers
    - These may be separately printed out and taped to the radio or may be written on the radio frequency card
- For Autocrat and Watch Golf Carts – on a full-page sheet, a list of Radio Channels and associated departments; as well as a list of Departments and their associated Radio Channel. This sheet should be laminated and attached to the windscreen of the Golf Carts for the Autocrat and Watch.
- For Comments – print out a small form to provide a place for complements, complaints, or comments for future considerations.
- Log Sheets
  - o These Log Sheets are for recording activities during those ‘interesting times’ of Ambulance, emergencies, fire coordination, etc.
  - o Once the Interesting Time is over, these forms are to be used to create the reports and provide updates.

- o These logs once completed, also need to be secured.
- o These may be electronic (password protected) or paper.

## Early On Activities

- Shack
  - o Obtain key to Watch Shack, unlock, sweep, fumigate as needed. o Place tables and chairs. 2 tables for radios, 1 for Watch functions and one for coffee/snacks.
  - o Retrieve supplies from storage as needed.
- Obtain Supplies
  - o Caveat: If the war is utilizing a separate department to acquire water/snacks, then the Watch Commander will communicate the same needs as below to them. This will not include office supplies
  - o Supplies such as office supplies and food should be acquired between arriving on site and prior to opening day.
  - o Supplies often needed include but not limited to pens, papers, zip ties of various size, duct tape, Styrofoam cups, white board markers, paper circular tabs for golf-cart keys, garbage bags (large and small), paper towels, hand soap.
  - o There is most likely supplies left over from the previous year, so inventory prior to shopping.
  - o Food and snacks should include 8-12 cases of water, coffee grounds and filters, tea bags, hot cocoa mix, chips, pretzels, nuts, dried meats, creamer, sugar, fake sugar, napkins, stirrers.
- Radios
  - o While onsite and prior to Opening Day, receive the boxes of radio equipment including hand set, battery, and antenna, extra batteries and charging stations.
    - Standalone charging stations are only to be issued to a department or person with the Watch Commander's permission. This may include Gate, Autocrat, Watch Commander, or other departments/persons as determined necessary
  - o Inventory the radio parts and compare against the Bill of Material. Identify the discrepancies and provide to the person responsible for rental. Keep and store boxes to return radios after the event.
  - o Assemble radios and charge all batteries.
    - Attach antennas and batteries to radios.
      - Attach radio frequency cards and numbers to all radios
    - Rotate assembled radios and spare batteries to full charge all batteries prior to the start of war.
- Gate Set up
  - o The 10x10 tents will be set up and staked at both front and back gate. The

precise position may be changed year to year to accommodate traffic and land changes.

- o Each gate will be given 2 chairs as well.

## During War

### General Watch Shack Functions

- Watch operations commence with early registration and continue until close of War.
  - o It is the goal of Watch to be manned 24/7; however, if staffing is such that it is impossible, the Watch Commander will work with the Autocrats to determine the best solution including the potential of shutting down Watch overnight.
  - o If Watch is shut down overnight, the Watch Commander will lock the shack and maintain the key. A sign will be posted with staff phone numbers including a contact with Watch in case of emergency.
  - o This shutdown will be for the minimum amount of time possible.
  - o The Watch Shack should be manned by 2 people at all time if possible.
- Issue radios to department heads and other authorized individuals according to list provided by Autocrat.
  - o Watch personnel may allow for extra radios to be signed out based on temporary need. Should a radio be out for a temporary need, the borrower will be told to return as soon as reasonable.
  - o If a borrower needs to maintain a radio over the course of war and is not on the assignment list, approval must come from Autocrats (or Watch Commander if they are not available.)
- Issue Golf Carts to persons/departments according to list provided by Autocrat.
  - o There are a small number of sign out carts allotted to Watch. The Shift Commander or Watch Commander may sign these out to departments/staff as needed on a short-term basis.
  - o If a department needs a sign out cart on a regular basis, Watch personnel will alert the Watch Commander to determine the best option.
  - o While not assigned a cart, if at all possible, the Kingdom Seneschal of Gleann Abhann and/or the Society Seneschal should be allowed to sign out a cart if requested. A radio may also be provided if requested.
- Maintain logs for Radios, Golf Carts and Lost & Found. Contact Autocrat, Autocrat on Duty, or Department Heads as required for urgent issues that are reported to the Watch Shack.
- Back Gate closure and Parking
  - o The Watch Commander will work with the Parking Department to determine when the Back Gate and parking lots will close in order to minimize confusion.
  - o The Watch Commander will also work with Parking, AOD, and Autocrats to



determine the responsibility for placing signs for the back gate closure year to year.

### Opening Day

- All positions should be manned starting at 0700 or when the paid staffing for the gate leaves.
- 5 Points may be manned later, depending on initial traffic, but no later than 1000 and should remain manned until no longer needed, at the Shift Commander's discretion.

### Morning

- Send Front Gate personnel to relieve paid gate staff and begin Front Gate duties. • Send Back Gate personnel to open the back gate and begin Back Gate duties. • Remove any barricades. As a safety issue at night, there may be a barricade at Five Points/Wagonkiller Road to reduce night time traffic to parking.
- Make morning coffee for volunteers.
- Shift Commander or Shift Captain should drive around site every 60-120 minutes if staffing allows and not in an emergency situation.

### Evening

- On all radio channels issue Golf Cart recall at time specified by Wagon Master. • At agreed on time, ensure the barricade is at the entrance to Wagonkiller Road and Back Gate. No parking after sundown. Cars should be parked in camps in a manner not hindering traffic and moved to the parking lot first thing in the morning.
- Provide additional roving patrols as requested for Known World Party. • If using paid staffing after hours, Front Gate personnel should be relieved by the contracted security.
- Shift Commander or Shift Captain should drive around site every 60-120 minutes if staffing allows and not in an emergency situation.

### Late night jobs

- As a courtesy, supply fresh coffee to the security contractor at the front gate. Even if s/he declines, it is a good chance to ensure s/he is awake. • Compare lost and found items to logs
- Check radios against Sign-out log
- Make sure all radios and radio batteries are fully charged or charging. • Check logs of which Golf Carts are physically in and which ones are still checked out
- Shift Commander or Shift Captain should drive around site every 60-120 minutes if staffing allows and not in an emergency situation.

### Opening Ceremonies (not Opening Day)

- Control traffic (vehicle, foot, cart, and horse) as necessary.

- Opening Day Procession - Begins at the stables and ends at the Fort. The route will be provided by the War Herald.
- Obtain folks to stop and redirect vehicle traffic away from the opening day ceremonies. Place folks as necessary at intersections to redirect vehicle traffic. Provide at least one person to watch the Fort at least 1 hour prior to the Opening Ceremonies to prevent unauthorized banners and other mischief.

## Activities of Other Note

### End of War

- Radios
  - o Receive back all the radios, extra battery packs, and inventory.
  - o Remove channel lists and tracking numbers.
  - o Repack the materials in the original boxes.
  - o Return to the box with radio and components back to the designated individual returning the equipment to the company.
- Lost and Found
  - o Discard obviously worthless items or items unable to be stored.
  - o Inventory items then box up the Lost and Found. Transport to a secure location. (Typically the next year's Autocrat or the Watch Commander.)
  - o Lost and Found will operate for about six months after GW ends.
  - o Coordinate with the Web Email Minister to update the email forwarder of "LostandFound@gulfwars.org" to designated person's email account.
  - o Respond to Lost and Found inquires. Arrange for return of items at the requester's expense.
  - o Items not reclaimed by the following Gulf Wars become donations to the next year's Gulf Wars Above and Beyond Table or other use determined by Volunteer Point
- Closing day
  - o Once contracted security leaves on Sunday morning, site is open.
  - o Gates will no longer be manned; traffic may flow in both directions.
  - o Gather golf cart keys and return to designated person.
  - o Return tables and chairs to designated pickup site.
  - o Inventory and pack all supplies then return to storage.

### After the Event

- Paperwork and reports.
  - o Draft a final report for submission to Autocrat including what went right, what could be improved, synopsis of events that required outside authorities (ambulances or police), ...
    - Send this in the format that the Autocrat requests
    - Attach

- Lost and found file
- Volunteer sheet
  - Summary reports of all incidents and resolutions that occurred during the event. This is a duplication of the information already sent during the event.
- o Thank the volunteers via email or if they gave you a physical address, mail a (legible) hand-written card.

## Emergency Procedures

- Follow Emergency Preparedness SOP for all emergencies. If an Emergency Vehicle is dispatched, Watch is responsible for sending a cart to each gate to guide it on site. The Watch Commander or Shift Commander is responsible for taking the lead in this situation.
- Autocrats may take lead in any emergency if they deem it necessary.

## Appendix 1: Medical Emergencies

**This is an excerpt from GW Emergency Preparedness Long Plans. In the event of a discrepancy, the GW Emergency Preparedness Long Plan will be used.**

\*A medical emergency is when mundane medical personnel are called by the patient.. Autocrat, or staff.

In the event of a medical emergency it is the responsibility of the Watch to respond in a coordinated manner with the patient and responding Emergency Services for safe and clear access for transport of the injured party or parties. The end goal and the responsibility of the Watch is to help provide support for EMS transportation.

Departments: Autocrat, Watch, other departments as needed, as well as provide notification to the Kingdom Seneschal.

### **The Watch:**

1. No detailed MEDICAL or PERSONAL information should be given out over an open radio. Use of cell phones is recommended.
2. Notify the Autocrat that it has received or is responding to a medical emergency, location, and any pertinent information of the emergency.
3. Should maintain contact with the patient and Autocrat until the medical emergency is resolved.
4. The Watch Commander should contact the Autocrat or Kingdom Seneschal if appropriate time is available, however if necessary due to the type of emergency or directed by the patient the Watch Commander may contact EMS.

5. Should notify the gate(s) if an ambulance is expected and see to the dispatch of a golf cart/ vehicle(s) to assist with guidance to the scene or to help clear the roads for access to the scene.\*
6. Should notify the Autocrat on duty and Emergency Preparedness Director if an ambulance is expected on site.
7. Provide support with on-site directions and clear the path for EMS to transport patient (s).

#### Airmed Evacuation:

8. Medical Helicopter landing: It may be the decision of the **EMS agency** to send a medical helicopter due to a wide range of variables (weather, call volume, response distance and time, mechanism of injury, expected morbidity and mortality, etc) If a helicopter is dispatched, the only viable landing site is Hasting's Field.
9. The Watch will first need to establish a landing zone (LZ) and then a perimeter for safety. You will need 5-8 people to safely accomplish 100-200 feet.
10. The GPS coordinates for Hasting's field are: **30.921635300,-89.455033900.** These coordinates may be needed in directing air response.
11. ANY LZ will need to be policed (cleared of debris), specifically lighter materials (clothes, bandanas, flags, papers, etc) that may be within 200 feet of the LZ to prevent these materials from being taken up into the rotors.
12. If a night Airmed response is needed: This can be accomplished with signal flares, vehicle headlights or flashlights for a safe Landing Zone. 4-8 people are recommended for this.

\* Note: it may be necessary to dispatch a golf cart/vehicle to each gate. It does not have to be a Watch Cart that goes to a gate, but it is the responsibility of the Watch to make sure that both gates are covered, if necessary, and that a competent individual is willing to safely assist the ambulance on and off of the site. Roads and traffic do not have to be withheld until EMS contact at the gate.

## Appendix 2: Lost/Missing Children or Special Needs

**This is an excerpt from GW Emergency Preparedness Long Plans. In the event of a discrepancy, the GW Emergency Preparedness Long Plan will be used.**

In the event of lost or missing children/person, it is the responsibility of The Watch to implement and organize an appropriate response and if necessary, search proceedings and issue BOLO's (be on the lookout) via the radio system. It is the responsibility of the Watch and other departments, as needed, to assist and support the family of the missing child to the best of their ability.

Departments: The Watch, Autocrat, Emergency Preparedness and other departments as needed

**The Watch:**

1. Should begin effective search procedures immediately beginning at the last known location, check at encampment and last activity. Should notify the Autocrat staff if not immediately found.
2. The Autocrat may have to make a decision to “lock down” the site (Not allow people on or off site) if the missing child is suspected of being abducted. Any vehicle not willing to hold on site or that makes a “run for the gate” should have the vehicle description and tag documented.
3. After consulting with the Autocrat, a decision should be made whether to contact mundane authorities and follow the instructions of law enforcement.
4. Should utilize other department resources; golf carts, personnel, radios, etc.. as necessary.
5. Should coordinate all departmental responses via radio.
6. A timeline of all actions and activities should be done for this response. This will assist staff and local law enforcement should the response remain ongoing.

**The Autocrat:**

1. Should work with the Family to communicate with mundane authorities if necessary.
2. Should contact the Kingdom Seneschal.

\*Note that “missing” or lost children/persons are not lost intentionally. It is important to remember to be sensitive to the Family. We have, in the past, found missing children/person expediently, based on an effective search of the site.

\*This should also be applied to Lost/Missing Persons’ of Diminished Capacities.