



Lake Forest Hockey Club Security Volunteer Overview

Thank you for serving in this important, league-required role. Security volunteers help protect players and spectators. If the student section cannot be controlled, students may be banned from attending games.

These guidelines address the specific challenges at Alumni Fieldhouse at Lake Forest College. If you feel threatened or a situation is beyond your control, contact the paid security guard or 911. We are responsible for ensuring our fans do not harass visiting teams or other spectators.

Security overview:

- 3 yellow-jacket volunteers at home games (league requirement)
- 2 yellow-jacket volunteers at away games (league requirement)
- 1 paid security guard (Varsity Gold only)
- Under the Parent Code of Conduct, every parent must help: if you see inappropriate behavior, report it.
 - Parents must act as “Good Samaritans” by intervening safely or notifying security when they witness behavior such as pounding on the glass, throwing objects onto the ice, or using inappropriate language.
- If necessary, document and video behavior

Duties – Away Games

- 2 yellow jacket volunteers are assigned to ensure Scout spectators are exhibiting appropriate behavior.
- Please introduce yourself to the home team’s yellow jacket volunteers
- If Scout players are being harassed, alert the security guard and home team yellow jacket volunteers
- If Scout spectators are behaving inappropriately, please ask them to refrain from the behavior. If the behavior continues, please ask them to leave or seek assistance from another volunteer or security guard

Duties – Home Games:

Yellow-jacket volunteers should monitor the following potential problem areas throughout the game. Coordinate coverage with the other volunteers and the paid security guard:

- **Glass:** Students may not hang, pull, or bang on the glass, including with objects behind the visiting goalie. Pulling the glass down creates an extremely dangerous situation for players and spectators. **Action:** Ask them to stop. If they refuse or repeat the behavior, get their name if possible and ask them to leave or ask the security guard to remove them. Ask another yellow jacket volunteer to help if needed.
- **Benches and penalty boxes:** Students may not linger behind these areas or taunt, chirp, or speak to either team. **Action:** Station a yellow-jacket volunteer near the penalty boxes throughout the game. Students using the bathroom must leave the area immediately afterward.
- **Bathrooms:** Players and spectators must be able to use the bathrooms without harassment, particularly during the intermission after the 2nd period. **Action:** Station a yellow-jacket volunteer at the bathrooms during the intermission. Allow players access and do not let students linger or harass them.
- **Objects on the ice:** Throwing any object onto the ice is strictly prohibited. **Action:** If on-ice officials do not stop the game until the persons leave, ask the paid security guard to remove them and prevent re-entry.
- **Locker rooms:** Students may not go near the visiting team's locker room and harass them or vandalize their equipment or property. **Action:** Station a yellow-jacket volunteer at the far door throughout the game near the visiting team's locker room and keep students out of the area. If the visiting team yellow jacket volunteer would prefer to do this, that's acceptable, but they are responsible and the area must be monitored.
- **Parking lot:** Students should leave promptly. **Action:** Do not allow students to linger or harass visiting players. At the end of the game, a yellow jacket volunteer should monitor the parking lot area. You might ask the visiting team's yellow jacket volunteers to help with their spectators as well.