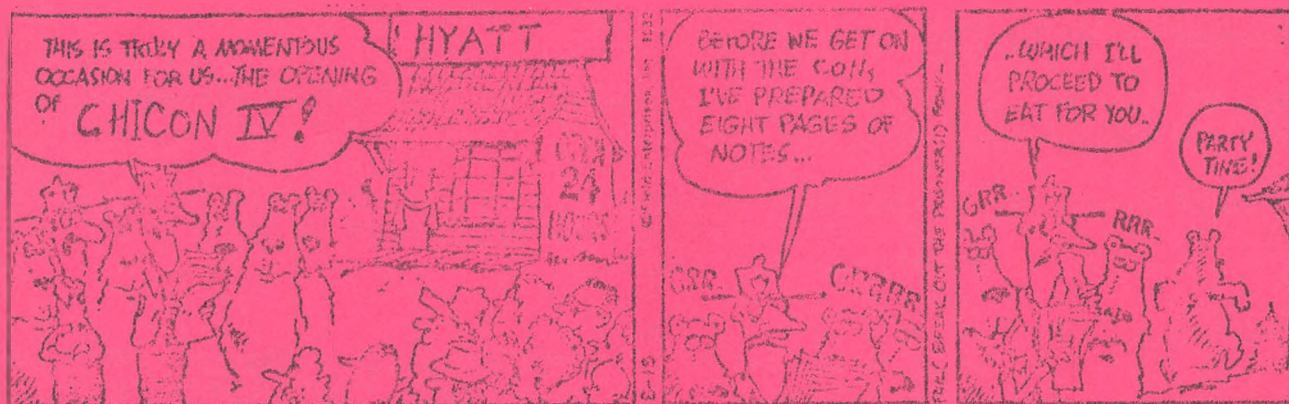


OFFICIAL CHICON IV STAFF BRIEFING



Unfortunately for you, you're not getting off that easily!

This is designed to give all Chicon IV Staff a quick overview of what they need to know in order to be able to function and talk intelligently with other staff at the convention.

Some of you have been working steadily for four years on this. Others have been working off and on for one or two. Most of you have been only casually following our progress. Many of you have never worked a con before. And none of you have ever worked Chicon IV! (At least, not onsite!)

Each convention has its own weird rules and ways of doing things, and it really helps if everyone speaks the same language. Due to the enormous number of people we need in order to make a con like this work, it is important that every staff member go through this briefing so we all know what the ground rules are.

I. PROCEDURE: You are to:

1. Receive a copy of this briefing.
2. Fill out the liability waiver and hand it in.
3. Fill out medical and general info forms.
4. If you are below the rank of assistant department head, a timecard is issued to you and the procedure explained.
5. The person doing the briefing goes through this document, section by section, letting the you read it and answering any questions.
6. You are expected to read the pocket program immediately after the briefing and familiarize yourself with its contents.
7. You are responsible for reading your departmental ops manuals, if they exist.
8. You are to be issued a staff badge appropriate to your rank.
9. If you are an assistant department manager or above:
 - a. You are to get a Kelly Freas Study raffle ticket
 - b. Get your photo taken for the Rogues' Gallery in HQ.
 - c. Be sure to regularly check your pigeon huddle in HQ for messages.

Please treat Chicon IV seriously. To you it may be a lark, but to some of us, it has been two and a half years of very hard work and hassles. If you've got to be a fool, please do it without your staff badge. This is not to mean that you can't have fun and occasionally be silly while on duty, but please reserve your wilder excesses for off-duty, out-of-sight times and places, OK?

II. Organization of the Con

Like anything of this size, there is an immense spaghetti-web of bureaucracy. Here are the essential names you need:

Board of Directors: Sets policy for Chicon IV. Meets at intervals throughout the con. If you want something brought up before the board, see Larry Propp.

Co-Chairmen: Ross Pavlac and Larry Propp
In charge of the minute-by-minute operation of the con. If a policy decision must be made immediately, their word is final.

Vice-Chairmen: Larry Smith and Bob Hillis
Normally, they will be functioning in their roles as managers of the Administrative and Internal Control Divisions respectively. They will be performing specific Vice-Chair assignments as directed by the CoChairs.

Chicon IV is organized into 8 divisions. These are some of the names in each division that will be relevant to you (for a more complete list, see the program book):

Programming	YaleF Ideikon, manager Marie Bartlett, Assistant Manager Greg Bennett, Special Interest Programming Johnnie Lee, mimeo room
Media	Greg Rihn, manager Leo Pelton, assistant manager
Exhibits	Bobbi Ambruster, manager Jim Gilpatrick, assistant manager Elizabeth Pearce, art show Dick Spelman, hucksters
Functions	Mary Anne Mueller, manager Steve Simmons, assistant manager Steve Whitmore, House Manager
Services	Ben Yalow, manager Cary Farber, assistant manager Jaqui Green, logistics Jim Green, golfers
Administration	Larry Smith, manager Ron Bounds, assistant manager Kathleen Meyer, member services Tom Huff, signs
Internal Control	Bob Hillis, manager Dalroy Ward, assistant manager
Finance	Curt Clemmer, manager Bob Hillis, comptroller Melissa Keck, registration
Publications	Mike Glycer, <u>Daley Planet</u> editor

PERSONNEL QUALIFICATIONS

The qualities we are looking for in staff include:

1. A sense of responsibility and the ability to behave as an adult when on duty (regardless of your physical age).
2. The ability to show up for work on time, in a sober/straight condition, and to work to the end of the slot you have committed for.
3. The ability and willingness to follow orders.
4. Flexibility -- being able to think on your feet.
5. The ability to not take things too seriously when they shouldn't be and to take them seriously when they should be.
6. A strong sense of tact -- the ability to remain polite when confronted with an obnoxious, drunken pro, fan, and/or mundane.
7. The ability to PRINT CLEARLY when filling out logs and forms.
8. The ability to keep your mouth SHUT about information that is given to you on a DNQ (Do Not Quote) basis.

COMMON SENSE is the watchword! Bring it, keep it, and use it! It will save much grief and needless argument.

MISCELLANEOUS CONVENTION POLICIES

1. If you are not engaged in "putting out a fire" or doing something specific for your department, and a manager from another department politely asks you to do something, please try to comply. The attitude of "I only work for X department -- I don't do anything that isn't in my job description" is not in keeping with the idea of the team effort that we'd like this convention to have.
2. RULE-BENDING: If you need a rule bent, see the Services Shift Supervisor in HQ. If necessary, he will contact the Co-Chairmen, who have the ultimate rule-bending authority.
3. PAVLAC'S PRIME LAW FOR WORLDCON SURVIVAL: You are expected to get 5 hours of sleep and eat two meals each day (a Pepsi and potato chips don't count!). If you don't get at least this minimum, you are endangering your health and will be of very little use to yourself and to us. This isn't a 3-day, weekend con -- you CAN'T just buzz thru on no sleep and no food!!! (and many have tried) Violators will be dealt with by Doc Passovoy.
4. If you lose your staff ID: See Mark Evans. You had better have either a very good story or a lot of witnesses.
5. In the highly unlikely event that you are suspended or fired by your department or division manager and feel you are being treated unfairly, see one of the Co-Chairmen. In any event, while you are appealing, your staff badge will be confiscated.
6. If you have the authority to spend money on behalf of the con: Please, please, please do not overspend your budget, especially after you hear that we have reached the technical break-even point in memberships.

7. Room numbers of sleeping rooms of committee members are NOT to be given out to non-staff. Room numbers of pros, location of SFWA suite, GM rooms, etc. are also not to be given out. Information of SFWA-only events is to be given upon presentation of SFWA identification.
8. HQ Access: you are allowed in HQ (Skyway 272/276) only if you are on duty on official business. If you are off duty and want to hang around with fellow con workers, please use the Coner Lounge (Skyway 265) or the den.
9. RUMORS: please report any rumors affecting Chicon IV to HQ (Hotel is ~~about~~ to shoot Dorsai on sight, Spiderman on the outside Hyatt wall, Chicon is filing bankruptcy [shhhh!], etc.). It is important that we deal with rumors ASAP before they grow out of proportion.

10. ACCESS RULES

Access to a given area is determined solely by its users. If they say you can't come in, they probably have a good reason. The only people excepted from this are the Co-Chairmen, Vice-Chairmen, and their spouses.

Some areas are posted "NO ADMITTANCE". Please do everybody a favor (especially yourself) and don't try to go there.

The rent-a-cops we are using for professional guards are not likely to have much of a sense of humor. Chicago Police have less (remember the 1968 Democratic Convention?). Don't push them.

11. All attendees are required to wear a CHICON IV badge in a visible location above the waist in order to gain entry to CHICON IV events. The only exception is when a person is personally escorted by a department manager or above. Note: the plastic badge holder is the "badge"; many fans will have their own customized inserts -- that is OK.

Masquerade participants are of course excepted from this rule.

12. No flash photography is allowed in the Grand Ballroom during the Masquerade. If you see someone using a flash camera, contact one of the ushers on duty. If necessary, senior ushers will politely escort the violator from the ballroom.

13. WEAPONS POLICY: The Chicon IV Weapons Policy is:

- I. No "real" firearms, ordnance, or ammunition.
- II. No projectiles or working projectile weapons.
- III. No bare steel.
- IV. No lasers.
- V. Handle all hardware responsibly.
- VI. Enforcement will be at the discretion of the Hyatt Regency Chicago, the Chicon IV Committee, and the Chicago Police, not necessarily in that order.

Please use common sense when enforcing it, e.g., a walking stick is not considered a weapon as long as it is only being used as a walking stick.

13. Masquerade and Hugn Tickets: all people except staff and SFWA stand in line. Staff should get their tickets through HQ; they will be available on the day of each event.

GENERAL INFO / WHO TO CONTACT FOR...

1. Sign shop will be available in Skyway 261 from 10-1 and 4-6 to make signs for con use. Processing will be on a random in-out basis. If you insist that you be given priority, talk to Larry Smith.
2. Hotel problems: If the problem has to do with a con attendee's gripes with the hotel (linen not changed, won't give out 18 keys for a single room, etc.), contact Member Services.
- If the problem has to do with facilities setups, security, etc. -- contact Tom Veal or Mike Miller via HQ.
3. If you:

See vandalism:	Report it to HQ
See a medical emergency	" " " "
Need to contact a staff member	" " " "

4. BADGE COLORS:

White:	Department manager or above
Yellow:	Assistant department managers
Green:	Staff, usually with specific duties
Blue:	Gofers
Black:	Member of the convention

- o SFWA members are identified by a gold star on their badge.
 - o Non-member dealers and exhibitors may have a ribbon but no badge.
 - o Chicon Widows (spouses of VIP's) are wearing scratch 'n' sniff peaches on their namebadges -- please treat them with TLC!!
5. HQ IS THE MESSAGE CENTER

If you need to contact someone, you do it through HQ.

If the need is not urgent, you can leave a message for the staff member in his pigeon huddle. If the person is not high up enough to have his own huddle, leave it in his department manager's huddle.

For urgent situations, HQ can hear the staff member. However, this should be done with discretion -- it is in poor taste to beep someone on Thursday just to tell him about a meeting he has to be at on Sunday!

HQ does not process messages for non-staff (other than the Guests of Honor). Non-staff may contact one another via the Hyatt Message Desk or via bulletin boards in Member Services.

GOOD SAMARITAN LAWS

Good Samaritan Laws in Illinois apply only to licensed physicians. Their purpose is to put doctors on an equal footing with civilians in cases where they render aid in emergency. Rather than being subject to the standard medical malpractice laws, a doctor performing emergency "Good Samaritan" aid is subject to the "Standard of Due Care" (which is what us civilians are subject to). Essentially, "Due Care" laws say that as long as you act as a "reasonable man" would in similar circumstances, you are not liable in court for the consequences of your actions.

ASSAULT

"Assault" in Illinois is: "A person commits an assault when, without lawful authority, he engages in conduct which places another in reasonable apprehension of receiving a battery".

"Battery" in Illinois: "A person commits battery if he intentionally or knowingly without legal justification and by any means, (1) causes bodily harm to an individual or (2) makes physical contact of an insulting or provoking nature with an individual".

The question you are asking, of course, is "can I touch a person when I am on duty and trying to keep order at the con?". The answer, of course, is "it depends". A case where a person is disruptive and refuses to leave should normally be handled by Hyatt security if it gets that far. Threatening a person is nearly as bad as actually hitting them (it can be considered "assault"). If you are dealing with a disruptive individual, call HQ to get a Services Rover and a Hyatt Security man down FAST!

DUE PROCESS

If a member of the Chicon IV staff believes that an attendee is violating a pertinent regulation, he shall:

- LEVEL 1: (a) if time permits, verify to his/her own satisfaction that the regulation exists and is pertinent to this situation; and
(b) in any case politely and quietly ask the individual to comply.
(c) if the individual does not comply or if he objects to enforcement (I am not the only one, you are picking on me, what business is it of yours, etc.), the staff member shall at once (do not engage in debate re the merits of the policy) tell the attendee that if he/she does not comply, the matter is being referred to:
(i) the staff members' own superior; or
(ii) the Department Manager (including Assistants) specifically responsible for that area/activity policy; or
(iii) if the other choices are not available or applicable, an operations rover or attache.

Level 2: Once the matter has been so referred, the official to whom the matter has been referred will hold a hearing (listen with an open mind to both parties) in as discreet a location and manner as possible. He shall announce his decision to both parties, make a written note of the decision, and enter it into an appropriate Division/Department log. The Chicon IV staff member initiating the case can not appeal further. If he/she believes the situation warrants it, assistance of hotel security, or our own paid security can be invoked at this point (i.e., Comply or give us your badge and leave).

Level 3: Inform the attendee that if he wishes to appeal further, he can while meanwhile complying, ask to be escorted (this does not justify unwarranted physical contact) to a formal hearing by:

- (a) if appropriate to the time and place, either the Division Manager, or if it was an Operations matter, the Operations Subdivision Shift Supervisor; and/or:
- (b) if these individuals are not available or if in their opinion the circumstances make the decision unusually sensitive, a final hearing will be held by a Co-Chairman (or a Vice Chairman, if no Co-Chair is available).

NOTE: Any accusations of improper motives or actions on the part of a staff member involved at any level of this process will be resolved in a separate proceeding.

Rewards and goodies:

What can you expect in return for working on CHICON IV? Well, not as much as you deserve (Thank you, thank you, thank you!!!) Following is a partial list of what we would like to do for you:

1. STAFF SEATING
There will be a special staff seating section at the Masquerade and Hugo ceremonies. See HQ for tickets.
2. LOUNGES, DEN, ETC.

Just like the guys in F Troop, we need to sneak away for some R&R once in a while. Your options are:

GOFER LOUNGE: in Skyway 265, near HQ. This is primarily intended for use by on-duty gofers who are waiting for an assignment, but is open to all convention staff. If you are off-duty and want to hang around HQ, this is the place. Warning: you may be shanghaied onto a work crew if you lounge here.

STAFF LOUNGE: Room _____ . Open to all staff, 24 hours.

DEN: Only open to senior staff (yellow & white badges).

3. CRASH SPACE

We have a limited number of sleeping rooms for those staff who didn't get a hotel room and need a place to crash. Warning: if you haven't seen the Stateroom Scene from A Night At The Opera, you won't need to after using our crash space!

4. SFWA sessions

SFWA has made noises about the possibility of special autograph sessions. See GENERAL INFO notices outside of HQ for further details.

5. T-SHIRTS, POSTERS, etc.

Depending upon the generosity of Hollywood et al, we may have a limited number of goodies for distribution to staff.

6. KELLY FREAS RAFFLE

In order to keep the drawing from being rigged, assistant department heads and above (and their families) are not eligible to win the Kelly Freas raffle. However, Kelly has donated a study that he did for a cover, and you get one free ticket for that raffle!

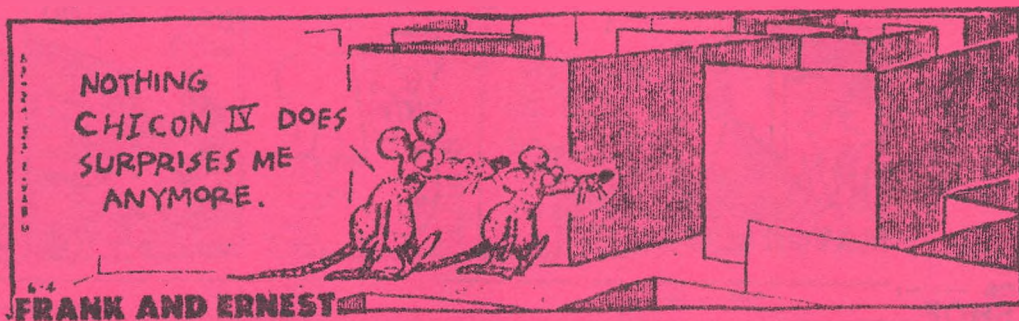
6. POST-CON REIMBURSEMENT OF MEMBERSHIP, SLEEPING ROOM, ETC.

...will be done if we have the bucks for it. Please take good care of your timecard, and turn it in at the end of the con.

7. HEARTY HANDSHAKE: Both Cochairs will be delighted to give you a hearty handshake in return for your efforts in working on Chicon IV!

now, turn the page for some comic relief...

THE AVENGING AARDVARK'S ChiComics:

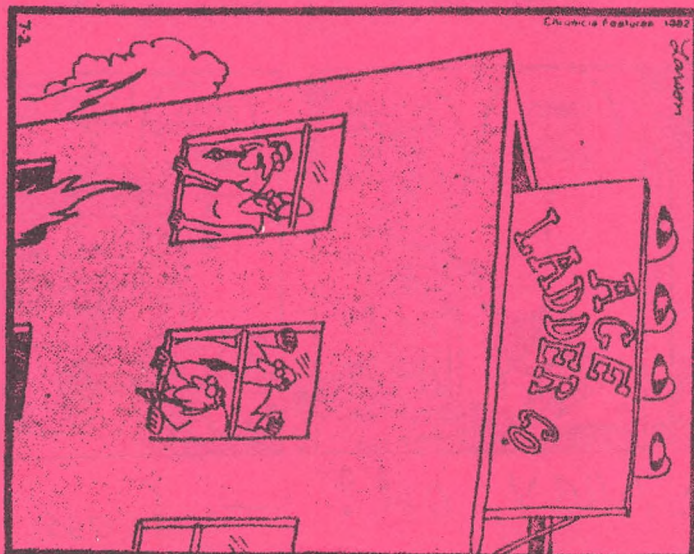


FRANK AND ERNEST

Cudge's Law of Bureaucracy # 93
 A task will increase in difficulty in proportion to the number of bureaucrats put on it!
Pearl Mudge
MAYOR MUDGE



"Wait a minute! Say that again, Doris! You know, the part about, 'if only we had some means of climbing down.'"



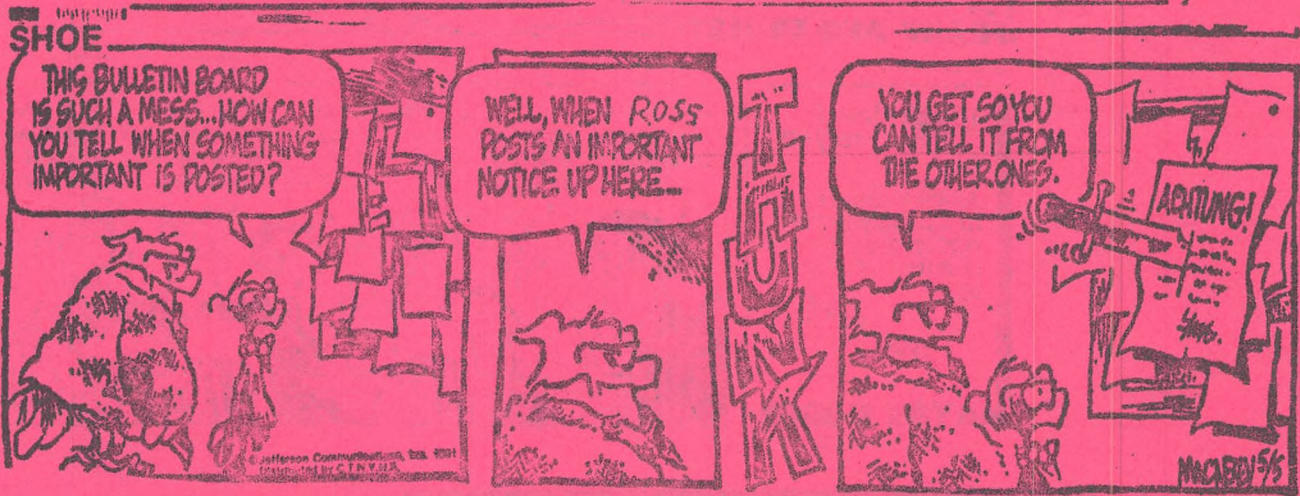
THE FAR SIDE
 By Gary Larson



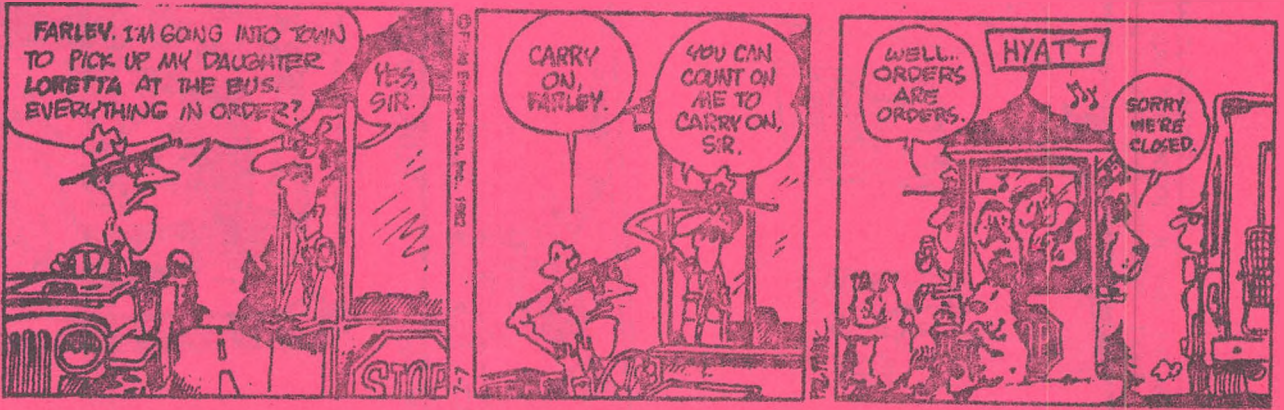
"SERVES EM RIGHT FOR STEALING YOUR IDEA"

HI, CRAIG!

More Chi Comics:



TRAVELS WITH FARLEY



CARRY ON! — Ross