

# THE NATIONAL FEDERATION FOR CATHOLIC YOUTH MINISTRY, INC.

## NATIONAL CATHOLIC YOUTH CONFERENCE EMERGENCY AND CRISIS RESPONSE MANUAL

### Preface

The Board of Directors of the National Federation for Catholic Youth Ministry, Inc. ("NFCYM") adopted this National Catholic Youth Conference (NCYC) Emergency and Crisis Response Manual for use by NFCYM officials, staff, key contractors, and volunteers in connection with the National Catholic Youth Conference (NCYC) in 2001. The Board adopted this revised edition in 2009. This manual may be amended or revoked at any time.

This manual is intended for application only to sites where NCYC events are in progress, and it is not intended to assert NFCYM control over, or to take any responsibility for, persons who are on free time, whether at or away from the conference site, although its principles may be useful to any person at any time. In fact, there are situations to which the procedures set forth in this manual could be, and often are, applied, without NFCYM's direct participation because it occurs outside of NFCYM control, for instance in a hotel or on the street, or affects such a limited number of people. When the situation occurs outside of NFCYM control, the group leaders coordinate or facilitate the appropriate response. When one or two individuals are affected, security personnel and the individuals' group leader(s) usually deal with the situation. At all times NFCYM stands ready to assist and support the efforts of group leaders.

This Emergency and Crisis Response Manual is posted on NFCYM's website, [www.nfcym.org](http://www.nfcym.org), in its youth protection section for review by all NFCYM officials, staff, members, key NCYC contractors, and appropriate NCYC volunteers. All such persons should familiarize themselves with the manual's contents in advance of NCYC events, so that in the case of an emergency, they will be better prepared to act. It is too late to read this manual at a conference, or worse, when an emergency or crisis strikes.

This manual will be used as a tool in planning NCYC events in an effort to make the conferences as safe as reasonably possible, and to encourage people to continue to think rationally in order to do what is best in a specific situation. In addition to following the procedures laid out in this manual, it is NFCYM policy to have security and emergency medical personnel present in the meeting facilities during all NCYC programming hours.

Every crisis is an emergency, but not every emergency is a crisis. For the purpose of this manual, the definition of crisis has more to do with scale. A situation where there are numerous victims, or potential victims, or where the assistance of multiple emergency response agencies is required would be considered a crisis. A situation where a limited number

of people are affected and/or security personnel and the individuals' group leader(s) can respond effectively on their own is considered an emergency.

For the most part this manual deals with how NFCYM plans for small emergencies and responds to the needs of participants who are ill, have been involved in an accident, or are the victim or perpetrator of a criminal offense. Given the size of NCYC, these occurrences have become more commonplace. Again, **for the purpose of this manual, the definition of a crisis has more to do with scale.**

**A situation with multiple victims or which requires the assistance of emergency officials from several departments would be considered a crisis.** Crises that may occur at NCYC include, but are not limited to:

- Abduction
- Bomb Threat
- Chemical Threat
- Fire
- Gas Leak
- Hostage Situation
- Natural Disasters
- Poisoning
- Terrorist Attack
- Weather Emergencies

This manual is not intended to be exhaustive. It cannot contemplate all possibilities and may not be appropriate for every specific emergency that may arise. It is intended to be merely illustrative. It is important to remain calm, alert, and flexible in an emergency and to do what seems most reasonable at the time.

There are five parts and eight appendices to this NCYC Emergency and Crisis Response Manual:

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Certain information in this manual is repeated in several sections. The repetition is conscious, as the information is vital and worth repeating.

If, after reviewing this NCYC Emergency and Crisis Response Manual, you have any questions, please direct them to the NFCYM executive director.

# **Part I**

## **Introduction**

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## **Part I            Introduction**

The National Federation for Catholic Youth Ministry, Inc. (NFCYM) holds one major conference each year. In even years, it is an adult conference, the National Conference on Catholic Youth Ministry (NCCYM). In odd years, it is a youth conference, the National Catholic Youth Conference (NCYC). Whether the major conference is for youth or adults, NFCYM attempts to make the conference as safe as reasonably possible. However, because of the special circumstances of dealing with minors and the number of participants it draws, this manual deals solely with planning for, and responding to, emergency and crisis situations during NCYC.

For the purpose of this manual, group leader refers to the individual who is coordinating the experience for his/her diocese, parish, school, or organization. The group leader may be a diocesan director of youth ministry, a parish coordinator of youth ministry, a high-school campus minister, or other designated adult. NFCYM must rely on these group leaders to plan appropriately for emergency and crisis situations, to familiarize themselves with NFCYM plans and policies, to forward appropriate safety information from NFCYM to participants, and generally to prepare and inform their delegates of what do to in emergency and crisis situations because NFCYM rarely communicates directly with NCYC participants. NFCYM knows that group leaders often deal directly with infractions to their own and NCYC codes of conduct, behavior guidelines, illnesses and accidents, and those who have been victims of minor crimes, such as pick pocketing, without involving or notifying NFCYM staff. This is entirely appropriate and NFCYM supports group leaders in their efforts to address these matters as they occur.

All efforts undertaken by NFCYM are done so with great care and every attempt is made to appropriately manage risk. NFCYM does this in part through regular review of contractual arrangements by its legal counsel and of insurance policies and coverage by its insurance broker, and defines and publicizes behavior and activities that are prohibited.

### **NCYC Contractual Arrangements**

NFCYM works with its legal counsel in all of the contractual arrangements for the NCYC site and contractors, and in arrangements with individual participants. NFCYM seeks to have hotels, convention facilities, security providers, participants, host diocese(s), and others hold NFCYM harmless and indemnify NFCYM from claims arising from incidents during an event. Well in advance of posting registration materials, NFCYM has legal counsel review agreements and update the participant liability waiver forms. NFCYM seeks to have hotels contractually obligated to lock or remove mini-bars in youth guest rooms and to employ generally accepted security procedures, including, but not limited to, having staff on duty that are trained on when and how to evacuate the facility, contact appropriate emergency personnel, and identify and handle the presence of suspicious individuals or packages. NFCYM also requests that hotels provide a guard(s) to monitor hotel entrances, access to elevator(s), and stairwell access during the hours of 12:00 a.m. to 8:00 a.m. during the days NCYC groups are registered.

Note: For the purpose of this manual, convention facilities refer to sites where scheduled NCYC programming is taking place, such as arenas, stadiums, and convention centers. Hotels are excluded, unless NFCYM holds programming at the site.

### **NCYC Insurance Coverage**

NFCYM notifies its insurance broker of NCYC events and verifies that all premiums have been paid and appropriate policies are in place. NFCYM notifies its carriers from time to time in writing of the large numbers of participants at its conferences.

NFCYM makes participants aware of the opportunity to purchase travel/event insurance, which is intended to cover incidents occurring while in transit to and from the conference, or at the conference. Purchase of such insurance is at the sole discretion of the participant.

NFCYM seeks to be named as an additional insured on policies of convention facilities and contractors. If contractual or insurance arrangements require that NFCYM name a party as an additional insured on its policy, NFCYM attempts to comply with that request.

### **Prohibited Activities**

NFCYM promotes a healthy and safe conference environment during NCYC. Therefore, NFCYM has specific codes of conduct for youth and adults and requires participants to agree to abide by these codes as a condition of their participation. Participants understand that failure to comply could result in reporting of misconduct to local authorities if the violation also violates local ordinances or laws, and dismissal from the conference.

NFCYM bans smoking within convention facilities.

NFCYM does not purchase, sell, or allow alcohol to be served at NCYC events.

# **Part II**

## **Advance Planning for Effective Response**



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## **Part II      Advance Planning for Effective Response**

Preparation is the key to an effective response to any emergency or crisis or to suspicious activity that could lead to an emergency or crisis. By identifying situations that could arise, NFCYM plans ways to avoid such situations, and responds quickly, reasonably, and effectively if an emergency or crisis should occur.

Following are steps NFCYM takes in advance of NCYC to plan and prepare for possible crises.

### **Site Selection**

In evaluating sites for NCYC events, planners take note of the number and location of emergency exits and house telephones and how well each is marked. Questions regarding past emergency situations and how they were handled are posed to facility personnel. In addition, planners inquire about the general safety of an area: the rate of occurrence for muggings, pick-pocketing, violent altercations, murder, rape, etc. This information is used in evaluating the site as a potential host for NCYC events and, should the site be chosen, this information is used in developing a security management plan. Planners also investigate the locality's ability to respond to large-scale crises, e.g. does the area have a special emergency/crisis response team that is willing to work with NFCYM.

### **Program and Set Development**

In designing the NCYC program and its sets, planners take into consideration the flow of human traffic into and out of the facilities, always making sure that adequate time and space is allowed for the safe movement of participants. The ability to quickly and safely empty a room of all persons is always maintained. For example, aisles are of an adequate width and exit signs and doors remain un-blocked and appropriately marked. All plans are shared with facility personnel, as well as the local Fire Marshal, for review. Comments are invited and incorporated into revisions.

### **Security and Emergency Medical Services**

It is NFCYM policy to have security and emergency medical personnel present in convention facilities during all NCYC programming hours. These services are delivered either by the exclusive contractors of the facility or by NFCYM contracted service providers. They are present as a first response to any security or medical emergency that may arise on-site. For purposes of this manual, regardless of how they are retained, these service providers are collectively called "security contractors" and their staff, "security personnel."

See Appendix A *NFCYM EXPECTATIONS OF SECURITY PERSONNEL*.

### **Participant Registration and Identification**

NFCYM requires all participants to register for the conference and to be issued conference-specific credentials ("credentials") to all NCYC attendees. NFCYM requires all participants to wear their credentials in order to access NCYC events. Contractors and facility staff are required to wear their company issued identification while in the convention facilities.

### **NFCYM Crisis Operations Center**

NFCYM designates a room to be used as a Crisis Operations Center should the need arise. This room is usually the Event Office located within the convention center. This room is identified and the phone lines ordered in advance of NCYC so that phone numbers may be shared with the appropriate people and agencies. NFCYM also identifies space for meetings and press briefings, should the need arise.

In addition, NFCYM identifies one to two alternative sites that could be used as a Crisis Operations Center if the convention center has been damaged or is in some other way inoperable. If damage is limited to the convention center, then emergency operations would likely be run out of the downtown hotel suite occupied by the NFCYM executive director or that of an NFCYM staff member. NFCYM discusses with the hotel the possibility of having additional phone lines run to the suite; how quickly this can be done; what access NFCYM can get to computers, fax machines, and photocopying equipment; and, whether the hotel has a backup source of electricity. In the event that the emergency situation affects the entire downtown area of a hosting city, NFCYM identifies another facility (diocesan office, hotel, retreat center, etc.), which could be used as a crisis center. The same questions are asked of this facility as would be asked of a downtown hotel (phone lines, etc.). If the threat or damage encompasses a large scale area around the convention center, NFCYM will take reasonable steps to accommodate a Crisis Operations Center in a location deemed safe by local security and emergency authorities. In this situation, the NFCYM will also attempt to coordinate/communicate with security and emergency authorities, and key personnel in remote locations, in order to best facilitate the dissemination of information, communications, and updates.

### **NFCYM Crisis Response Team**

NFCYM establishes its own Crisis Response Team (CRT). The members of this team are authorized to enter the Crisis Operations Center. The team is lead by the NFCYM executive director and includes all NFCYM staff, the host diocesan representatives, including the Communications Coordinator, and selected conference staff. The NFCYM executive director, or designated team member, acts as a spokesperson and media liaison for NFCYM in the event of a crisis. In advance of NCYC, a written statement/press release is developed that describes NCYC, NFCYM, its mission, previous NCYC locations, the number of expected participants, the theme of the conference, and who to contact for additional information. In event of emergency, it is important for media to have this information along with news releases on the emergency itself.

See Appendix B *TEMPLATE FOR PRESS RELEASE*.

### **Involvement of Local Emergency Officials**

Sometime within the twelve months preceding an NCYC, NFCYM representatives, including the executive director and/or designated NFCYM staff, go to the site of the conference and meet with host diocesan representatives and site officials regarding security for NCYC. If security personnel are not provided exclusively through the conference facility, NFCYM invites

representatives from the security contractors, as well as local police, fire, and medical officials for a safety and emergency preparedness meeting ("meeting"). If the local community has a "special response team" to handle various kinds of large-scale emergencies, then these officials are also invited to the meeting. This manual will refer to all such police, fire, emergency, medical, and special response teams collectively as "emergency officials". Invitations to the meeting may be made by either NFCYM or site officials.

The purpose of the meeting with emergency officials is to brief them on NCYC, share NFCYM emergency plans, seek their advice on how to avoid emergencies, seek recommendations of local counselors or pastoral care workers who could work with participants should the need arise, and review what to do in event of an emergency. NFCYM recognizes that some emergency officials may refuse to participate in such briefings, but NFCYM will make the request nonetheless. NFCYM also requests that they review the basic safety information NFCYM includes in the official NCYC program book.

See Appendix C *TEMPLATE FOR BASIC SAFETY INFORMATION IN PROGRAM BOOK.*

See Appendix D *AGENDA FOR MEETING WITH LOCAL EMERGENCY OFFICIALS* for information on meeting content.

### **Site Familiarization**

NFCYM and host diocese representatives, key contractors, and volunteers must become familiar enough with the convention facilities in which they will work so that they can pinpoint their exact location within the facility in case of an actual emergency. To help these individuals become familiar with the facility, opportunities are provided throughout the planning process for people to tour the facilities. During these tours, individuals should note the locations the security office, fire alarms, and house telephones to use in the event of emergency. The location of first aid kits, if available, should also be noted.

NFCYM also learns of the name, location, and telephone number for the closest hospital emergency room(s) in the event it becomes necessary to call there at some point to transmit information to emergency officials or to check the status of a conference participant.

### **Role of Group leaders**

NFCYM rarely communicates directly with youth participants and chaperones, as communication is generally channeled through group leaders. NFCYM supports group leaders in their efforts and relies on them to forward information appropriately. NFCYM must also rely on group leaders in the event of a large-scale crisis to conduct headcounts of their groups. NFCYM encourages groups to have an appropriate plan in place to conduct a head count in the event of an emergency by posting a model plan in appropriate places on its websites. Part of any plan should be that leaders report missing participants and additional participants in their care to the NFCYM Crisis Operations Center in the event of a crisis situation.

See Appendix E *A MODEL FOR ACCOUNTING OF GROUP MEMBERS IN A CRISIS.*

**Briefings for Group Leaders**

NFCYM identifies a location for, and schedules daily briefings for, group leaders beginning on Wednesday of the conference and ending on Saturday. (Daily briefings cover numerous topics, which may include safety.) The schedule and location of the daily briefings is posted in appropriate places on the NFCYM and NCYC websites prior to departure for NCYC. NFCYM also includes the information in the official program book distributed to group leaders at on-site registration. NFCYM asks that all groups send a representative to each daily briefing.

NFCYM invites emergency officials to participate in the Thursday briefing to instruct leaders about basic safety procedures and/or to review the basic safety information discussed in “Involvement of Local Emergency Officials” above (see Appendix C TEMPLATE FOR BASIC SAFETY INFORMATION IN PROGRAM BOOK). Group leaders are urged to review this information carefully, call it to the attention of others in their groups, and to reference it in case of an emergency.

**Summary of Advance Planning**

In conclusion, preparation is the key to an effective response to any emergency. It is NFCYM policy to take reasonable steps to prepare in advance for an emergency and to urge participants to be safety conscious.

# **Part III**

## **On-site**

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## **Part III      On-site**

### **Site Re-Familiarization**

During move-in for the conference, NFCYM staff re-familiarizes themselves with the locations of the security office, fire alarms, and house telephones to use in event of emergency. The location of first aid kits, if available, should also be noted.

NFCYM also reminds staff and others of the name, location, and telephone number for the closest hospital emergency room(s) in the event it becomes necessary to call there at some point to transmit information to emergency officials or to check the status of a conference participant.

### **Reconnecting with Local Emergency Officials**

Approximately 3 to 7 days prior to conference, NFCYM renews its contacts with emergency officials to verify emergency procedures and telephone numbers. NFCYM also renews its request or confirms the participation of emergency officials in the Thursday briefing of group leaders. NFCYM makes a record of any refusal to participate.

### **Connecting with Facility Staff**

An NFCYM staff member meets with the Convention Services Manager and his/her backup to distribute two-way radios and review how and when NFCYM should be notified in the event of an emergency or crisis.

### **Connecting with Security and Medical Personnel**

An NFCYM staff member meets with the on-site supervisor(s) of security and medical personnel and communicates NFCYM's expectations of their services. NFCYM reviews record keeping and reporting methods as well as the ways their assistance may be summoned, which may include both facility and NFCYM issued two-way radios.

See Appendix A *NFCYM EXPECTATIONS OF SECURITY AND MEDICAL PERSONNEL* and Appendix F *SUMMONING ASSISTANCE IN AN EMERGENCY OR CRISIS* for more details.

### **Crisis Operations Center**

NFCYM equips the Event Office, which may act as the Crisis Operations Center in the event of a crisis, with a copy of this manual, a computer, a printer, a fax machine, telephones, and telephone lines. In addition, completed NCYC Liability Waiver and Permission Forms are stored in this room. NFCYM may request from the conference registrar a printed or electronic report listing participant names, diocese/parish/school, emergency contact information, and group leader name and telephone numbers.

As a backup in case the Event Office/Crisis Operations Center cannot be accessed for some reason, NFCYM staff members keep a copy of this manual in their hotel rooms. The NFCYM executive director keeps a laptop computer with an electronic copy of the report described above.



### **NFCYM Crisis Response Team**

Prior to the start of NCYC, the Crisis Response Team (CRT) meets in the Event Office, which will act as the Crisis Operations Center, to review the roles each would play in an emergency. The team is careful to preserve flexibility to handle unforeseen circumstances.

In the event of a crisis, the team members report as soon as reasonably possible to the specified location. It is the responsibility of the Crisis Response Team to assist emergency officials in whatever capacity is requested and to share accurate and updated information with group leaders, conference staff and volunteers as needed. In addition, the CRT determines the appropriate follow-up response to the situation.

The CRT can be called into action to respond to emergency events in addition to crises.

### **Orientation for all NCYC Staff and Key Volunteers**

An NFCYM staff member orients conference staff and key volunteers on how to use the two-way radios to contact security personnel as well as how to use house phones to summon assistance. Orientation may happen in writing or in person. Conference staff and key volunteers are also told what role, if any, they are to play in the event of an emergency or crisis situation.

See Appendix F *SUMMONING ASSISTANCE IN AN EMERGENCY OR CRISIS*.

### **Daily Briefings for Group Leaders**

NFCYM conducts daily briefings for group leaders beginning on Wednesday of the conference and ending on Saturday. Representatives are asked to sign in as a record of their presence at the meeting.

The agenda of each meeting is not generally known until the day of the briefing, with the exception of Thursday. At the Thursday briefing, group leaders are taken through the basic safety information in the program book (see Appendix C), which outlines how participants can assist NFCYM in maintaining a safe environment and what to do in the event of an emergency. Leaders are advised to familiarize themselves with the location of emergency exits, fire alarms, fire extinguishers, and telephones for use in an emergency. Leaders are told to report any suspicious activity immediately to conference, facility, or security staff. Leaders are reminded that if emergency officials are called to the scene, participants must follow their instructions. Leaders are instructed to ask their delegates to do the same. Leaders are also asked to remind their delegates to always locate the exit nearest them, which may not be the door by which they entered, and in event of emergency, to walk, not run, to that exit.

As part of all briefings, all attendees are reminded to wear their credentials at all times and to make sure that all members of their group do the same; this is both for the purpose of making certain that only authorized participants are present and for identification in the event of an emergency.

# **Part IV**

## **Responding to an Emergency Situation**

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## **Part IV      Responding to an Emergency Situation**

For the most part this manual deals with how NFCYM plans for small emergencies and responds to the needs of participants who are ill, have been involved in an accident, or are the victim or perpetrator of a criminal offense. Given the size of NCYC, these occurrences have become more commonplace. As stated previously, NFCYM takes reasonable steps to avoid and/or prepare in advance for an emergency, but should the unthinkable happen the most important task is to summon assistance as quickly as possible.

### **Getting Help Quickly**

The quickest and best way to summon help in any type of emergency in a convention facility is to contact security personnel via house phone or radio. While it may seem that the quickest way to get help is to dial 911, this can actually delay the arrival of emergency assistance. Convention facilities are often vast and therefore facility staff usually has developed protocols for contacting and dispatching emergency officials. These protocols have been refined and ingrained into emergency officials. Therefore it is best to put these plans into action.

The following is a general common sense guideline to follow in seeking emergency assistance. One must remain calm, alert, and flexible. Most security/operations dispatchers are trained to ask what they need to know in order to send help, but callers need to be prepared to help them. Be ready to give the following information when asked, and if not asked, volunteer it to the dispatcher.

- A. Identify self and exact location.
- B. State the nature of injury or situation.
- C. Tell dispatcher exactly where and how to reach the victim or situation.
- D. Stay on phone, or with individual with the radio, until told to disconnect.
- E. Designate someone to meet the security personnel.
- F. If safe to do so, return to the victim(s) to let those on the scene know assistance has been summoned.

### **Emergency Procedures**

Following are general outlines of emergency procedures for the following situations: individual illness or accident; life-threatening illness or accident; crime victim with no physical injury; crime victim with physical injury; observation of illegal activity; and, large-scale crisis.

Because NFCYM cannot know where an emergency may take place, who may be present or absent from the emergency, or the nature or scale of an emergency, it is impossible to designate by name who will carry out the various tasks outlined below. Rather, NFCYM asks its officials, staff, key contractors, and volunteers to become familiar with the generally necessary tasks ahead of time in order to be able to quickly decide who will do the various tasks when confronted with an emergency or crisis. Some of these tasks have to be undertaken simultaneously, as dictated by common sense. It is important to remain calm, alert, and flexible.

#### NOTE

1. All security and medical services contractors (in house) are referred to as “security personnel.”
2. All local police, medical and fire department officials are referred to as “emergency officials.”

#### Individual Illness or Accident

1. Someone, preferably a responsible adult, remains with the individual(s) or at the scene.
2. Someone goes to a house phone and dials security or locates conference or facility staff with a radio. If a house phone or person with a radio cannot be located or if caller gets no response, then call 911.

Regardless, the caller:

- a. Identifies self and exact location.
  - b. States the nature of injury or situation.
  - c. Tells dispatcher exactly where and how to reach the victim or situation.
  - d. Stays on phone, or with individual with the radio, until told to disconnect.
  - e. Designates someone to meet the emergency officials.
  - f. Returns to the victim(s) to tell those on the scene that help has been summoned.
3. If the victim is conscious, get the name and phone number or location of his/her group leader. Call or locate the group leader and inform him/her of the situation.
  4. If the victim is unconscious or otherwise unable to communicate, get the person’s name and his/her group leader’s name and phone number from the individual’s credential. Call or locate the group leader and inform him/her of the situation. **DO NOT REMOVE THE PERSON’S CREDENTIAL.**
  5. The group leader, or other responsible adult if leader is not available, accompanies the person(s) to the hospital emergency room.
  6. Someone informs the Event Office of the situation, if NFCYM staff is not present at the scene.
  7. Security personnel call emergency officials, if necessary.
  8. Security personnel logs incident and all relevant details.

#### Life Threatening Illness or Accident

1. Someone, preferably a responsible adult, remains with the individual(s) or at the scene, unless to do so would cause harm to self or others. If so, move victim(s) out of harm’s way and evacuate the area of all others.

2. Someone goes to a house phone and dials security or locates conference or facility staff with a radio. If a house phone or person with a radio cannot be located or if caller gets no response, then call 911.

Regardless, the caller:

- a. Identifies self and exact location.
  - b. States the nature of injury or situation.
  - c. Tells dispatcher exactly where and how to reach the victim and/or situation.
  - d. Stays on phone, or with individual with the radio, until told to disconnect.
  - e. Designates someone to meet the emergency officials.
  - f. If safe to do so, returns to the victim(s) to tell those on the scene that help has been summoned.
3. If the victim is conscious, get the name and phone number or location of his/her group leader. Call or locate the group leader and inform him/her of the situation.
  4. If the victim is unconscious, or otherwise unable to communicate, get the person's name and his/her group leader's name and phone number from his/her credential. Call or locate the group leader and inform him/her of the situation. **DO NOT REMOVE THE PERSON'S CREDENTIAL.**
  5. Security personnel summon emergency officials.
  6. The group leader, or other responsible adult if leader is not available, accompanies the person(s) to the hospital emergency room.
  7. Someone informs the Event Office of the situation, if NFCYM staff is not present at the scene.
  8. Security personnel logs incident and all relevant details.

#### Crime Victim with No Physical Injury

1. Victim goes to a house phone and dials security, or locates conference or facility staff with a radio, or goes to the Security Office and reports the incident.

Regardless, the person:

- a. Identifies self and exact location.
  - b. States the nature of the crime.
  - c. If possible, tells dispatcher/security personnel exactly where and how to reach the location of crime.
  - d. Stays on phone, with individual with the radio, or in the Security Office until told they are free to go.
2. Security personnel contacts emergency officials, if appropriate.

3. Someone informs the Event Office of the situation, if NFCYM staff is not present at the scene.
4. Security personnel logs incident and all relevant details.

Crime Victim with Physical Injury

See Life-Threatening Illness/Accident above.

Observation of Illegal Activity\*

If such behavior is observed by *someone without a radio*, then

1. Person goes to a house phone and dials security, or locates conference or facility staff with a radio.
2. Regardless, the person:
  - a. Identifies self and the location where the illegal activity was witnessed.
  - b. States the nature of the illegal activity.
  - c. Stays on phone, or with individual with the radio, until told to disconnect.

Go to #4 below.

If such behavior is observed by *someone with a radio*, then

1. Person calls security via radio.
  - a. Identifies self and exact location.
  - b. States the nature of the illegal activity
  - c. Tells dispatcher exactly where and how to reach the location of the illegal activity.
2. If continuing to observe the activity does not present immediate danger to the observer, then person should continue to watch perpetrators. If perpetrators begin to move, person should follow/continue observation from a safe distance while notifying security of the movement.
3. If continuing to observe places the observer in danger, person should remove himself from harm's way and inform security of danger.
4. NO ONE OTHER THAN TRAINED SECURITY PERSONNEL SHOULD CONFRONT PERPERTRATOR.
5. Security personnel go to the location, detain perpetrators, and/or call local emergency officials.
6. Security personnel contacts Event Office and notifies NFCYM staff.
7. If perpetrators are NCYC participants, security personnel contacts NFCYM staff, who contact

their group leaders and informs them of the situation.

\*NOTE: Illegal activity includes but may not be limited to possession/consumption of alcohol by a minor, possession/consumption/distribution of illegal drugs by an adult or minor, or possession or use of a weapon by an adult or minor.

### **Who Is In Charge?**

Until the arrival of NFCYM staff, security personnel, or emergency officials, the adult first on the scene is in charge. When NFCYM staff or a member of the NFCYM Crisis Response Team is present at the scene, they take charge until security personnel or emergency officials arrive at the scene and take over.

Often, at the scene of an emergency, some informal chain of command must emerge quickly, and, again, no time should be wasted looking for particular NFCYM officials or site security officials. Use common sense and be reasonable about quickly seeking emergency assistance.

### **Notifying Participant's Group Leader**

At NCYC, once security personnel have been summoned to the scene, the first emergency contact for any participant is the group leader or director of youth ministry. The group leader's name and telephone number should be listed on the back of the participant's credential. If the information is not listed there, it can be obtained from the Event Office/Crisis Operations Center.

The group leader should be notified without delay. In the case of an underage participant, the group leader has usually been given authority by the child's parent(s) to act on their behalf in getting medical attention for the child.

### **Notifying Participant's Emergency Contact**

If in preparation for the conference, emergency officials have indicated that it is their practice to call the participant's emergency contacts first, then NFCYM immediately provides emergency officials with the information necessary to do so. Once emergency officials have placed the first call to the emergency contact, then the group leader or other group representative places a follow-up call. If in preparation for the conference, emergency officials have indicated that it is their practice to have someone close to the participant place the first call to the participant's emergency contact, then the group leader or other group representative places the call. The NFCYM executive director may wish to be present for the call by the group leader, and supports the group leader in his/her efforts. The NFCYM executive director or other staff should only call an emergency contact if the group leader or other group representative cannot be located or is unable to do so.

NOTE: Emergency contact information is listed on participants' NFCYM/NCYC Liability Waiver and Permission Form - Form 13 for youth and Form 14 for adults. Participants are instructed to keep a copy of the NFCYM/NCYC Liability Waiver and Permission Form on



their person at all times at NCYC. If this form is not available, a copy is on record with the Event Office/Crisis Operations Center.

See Appendix G *GENERAL OUTLINES FOR CALLING A PARTICIPANT'S EMERGENCY CONTACT.*

### **Documentation**

For the most part NFCYM relies on security personnel to log emergency incidents. An NFCYM staff member may review the log at the end of the day with the security personnel supervisor. If permitted by the security provider, NFCYM is given a copy of the entire log at the end of NCYC for the NFCYM permanent file.

### **Wrap Up**

When NFCYM staff leaves the conference to return home, the executive director, in consultation with the NFCYM Board Chair, staff, and counsel, should assess what further actions need to be taken regarding follow-up to any emergency situations. Actions might include writing a summary of the situation(s) for the NFCYM permanent file, following up with participants and family members, counseling, participation in liturgies and memorials, and legal and insurance matters. In addition, NFCYM's involvement with handling of the emergency should be reviewed to determine what can be learned to enhance the safety of future NFCYM conferences and whether this learning should result in new policies or procedures contained within the NCYC Emergency and Crisis Response Manual.

### **Summary on Responding to an Emergency Situation**

The number one priority is to get assistance quickly and to remain calm, alert, and flexible so that action is taken quickly and reasonably.

# **Part V**

## **Responding to a Crisis Situation**

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## Part V      Responding to a Crisis Situation

**A situation with multiple victims or which requires the assistance of emergency officials from several departments would be considered a crisis.** Crises that may occur at NCYC include, but are not limited to:

- Abduction
- Bomb Threat
- Chemical Threat
- Fire
- Gas Leak
- Hostage Situation
- Natural Disasters
- Poisoning
- Terrorist Attack
- Weather Emergencies

NFCYM cannot know when or where a disaster may take place, who may be present or absent from the scene, or the nature or exact scale of the crisis. Therefore, it is impossible to designate by name the person or people who will carry out the various tasks outlined below. Rather, NFCYM asks its officials, staff, key contractors, and volunteers to become familiar with the generally necessary tasks ahead of time in order to be able to quickly decide who will do the various tasks when confronted with a crisis. Some of these tasks have to be undertaken simultaneously, as dictated by common sense. It is important to remain calm, alert, and flexible.

### **Crisis Response**

Many of these procedures happen simultaneously.

1. Upon discovery or notification of a large-scale disaster or potential for disaster, someone goes to a house phone and dials security or locates conference or facility staff with a radio. If a house phone or person with a radio cannot be located or if caller gets no response, then call 911.

Regardless, the caller:

- a. Identifies self and exact location.
  - b. States the nature of the situation.
  - c. Tells dispatcher exactly where and how to reach the victim(s) or situation.
  - d. Stays on phone, or with individual with the radio, until told to disconnect.
  - e. Designates someone to meet the security personnel.
  - f. Returns to the victim(s) or scene to tell those present that help has been summoned.
2. If there are already victims, and moving them will cause no further injury, move them out of harm's way.
  3. If victims are conscious, get from them their names and the names and phone numbers or location of their group leaders. If victims are unconscious or otherwise unable to communicate, get their names and their group leaders' name and phone number from their credential. **DO NOT REMOVE THE CREDENTIAL FROM THE VICTIM.** Call or locate the group leaders and inform them of the situation.

4. The group leader, or other responsible adult if leader is not available, accompanies the victim(s) to the hospital.
5. Someone informs NFCYM staff of the situation, if a member is not present at the scene. NFCYM staff activates the Crisis Response Team (CRT).
6. Security personnel contact the appropriate emergency officials, if not already present on the scene.
7. If threat of physical harm is imminent or substantial, begin evacuation procedures under guidance of facility staff.
8. Crisis Operations Center opens.

### **Who Is In Charge?**

Until the arrival of NFCYM staff, security personnel, or emergency officials, the adult first on the scene is in charge. When NFCYM staff or a member of the NFCYM Crisis Response Team is present at the scene, they take charge until security personnel or emergency officials arrive at the scene and take over.

Often, at the scene of a crisis, some informal chain of command must emerge quickly, and, again, no time should be wasted looking for particular NFCYM officials or site security officials. Use common sense and be reasonable about quickly seeking emergency assistance.

### **NFCYM Crisis Operations Center and Response Team**

The Crisis Operations Center is the hub for information sharing and task assignment. Unless others' presence is required, access to this room is limited to the NFCYM Crisis Response Team and emergency officials.

The CRT reports to the operations center as soon as reasonably possible following a crisis to identify and assign tasks. One person is designated to document all actions and conversations regarding the crisis situation. While some members of the CRT may be with ill or injured participant(s), or could be victims themselves, that should not delay the prompt meeting of the remaining members of the team.

### **Assisting Emergency Officials**

First and foremost, it is the responsibility of the CRT to assist emergency officials in whatever capacity is requested. This assistance could include, but is not limited to, providing emergency contact information for injured or ill participants and reporting the number and names of unaccounted for participants.

As stated previously, in order to provide the names of missing participants, NFCYM must rely on group leaders to conduct a headcount of their delegations and report the information to the Crisis Operations Center.

See Appendix E *A MODEL FOR ACCOUNTING OF GROUP MEMBERS IN A CRISIS.*

### **Others to Contact**

If time and circumstances permit, the NFCYM executive director or a designated staff person calls the legal counsel for NFCYM, as well as appropriate host diocesan representatives, to keep them apprised of events and seek whatever advice they may have to offer.

### **Communication Issues**

The only persons authorized to speak with the media are the NFCYM executive director and/or the designated NFCYM spokesperson. The CRT makes decisions about the content of communications generally, as well as other persons to notify of the crisis.

There are two audiences for communications during and following a crisis: one is internal (staff, volunteers, group leaders, etc.) and the other public (concerned families, media, etc.). It is the role of the CRT to formulate responses to both. All information should be accurate and up-to-date. Information sharing may be through written or verbal statements and done collectively, in the form of a briefing or posting on NFCYM websites, or individually as groups and others call into the Crisis Operations Center. It is NFCYM policy that only the executive director, or official spokesperson, speak publicly for NFCYM. All media inquiries are directed to the executive director, or spokesperson, for response.

See Appendix H *CRAFTING COMMUNICATIONS FOLLOWING A CRISIS* for additional details.

### **Continuing with the Conference**

The CRT decides if the conference can or should continue and, if so, how the schedule is to proceed and if or how participants should be informed of the situation. The CRT communicates and collaborates with key program and production team members in order to make the best possible decision.

The CRT may modify the schedule to include time for counseling or prayer sessions to take place instead of, or in addition to, the regularly scheduled program.

### **Counseling and Pastoral Responses**

The CRT considers whether the "on call" counselors should be summoned, and if so, who will contact them and what will be requested of the counselors. They may also ask priests, religious, and other lay ministers on-site to be available to adults and young people who may need to talk about the crisis. The CRT may designate a central location(s) for counselors and pastoral care workers to meet with participants. The CRT may also instruct the program team to include prayers for the victim(s) at the next possible opportunity.

### **Wrap Up**

When the Crisis Response Team leaves the conference to return home, the executive director, in consultation with the NFCYM Board Chair, staff, and counsel, should assess what further actions need to be taken regarding follow-up to the crisis. Actions might include following up with participants and family members, counseling, participation in liturgies and memorials, and

legal and insurance matters. The executive director will prepare a summary of the situation and how it was handled for the NFCYM permanent file. Such summary should include copies of whatever official documentation is available from emergency personnel or other local authorities. In addition, the entire handling of the crisis should be reviewed to determine what can be learned to enhance the safety of future NFCYM conferences and whether this learning should result in new policies or procedures contained within the NCYC Emergency and Crisis Response Manual.

### **Summary on Responding to Crises**

The number one priority is to get emergency assistance as fast as possible. It is important to think through possible emergencies ahead of time and remain calm, alert, and flexible so that action is taken quickly and reasonably if disaster strikes.

# **Appendix A**

## **NFCYM Expectations of Security and Medical Personnel**



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## **Appendix A            NFCYM Expectations of Security and Medical Personnel**

NFCYM requires the presence of security and medical personnel during all NCYC programming hours. These services are usually delivered either by the exclusive contractors of the convention facility or by an NFCYM contracted service provider. NFCYM relies on them as a first response to security or medical emergencies that arise on-site.

In small-scale or situations in which there are only one to two victims, NFCYM's expects of security and/or medical personnel to

1. Notify the participant's group leader. If the person is not conscious or otherwise able to provide the information, personnel should contact the Event Office for assistance in obtaining such information.

NOTE:        Emergency contact information is listed on participant's NFCYM/NCYC Liability Waiver and Permission Form – Form 13 for youth and Form 14 for adults. Participants are instructed to keep a copy of the NFCYM/NCYC Liability Waiver and Permission Form on their person during all times at NCYC. If this form is not available, a copy is on record with in the Event Office/Crisis Operations Center.

2. Log all incidents, including
  - a. Date, time, and location of incident.
  - b. Names and dioceses of those involved.
  - c. Name of person(s) responding to the call.
  - d. Brief description of what happened.
  - e. The treatment given or course of action taken.
  - f. Any necessary/recommended follow-up actions.
3. If someone is being sent to the hospital, personnel should inform NFCYM staff as soon as possible. Otherwise, personnel supervisor should meet daily with a member of NFCYM staff to review the incident log.
4. If a minor crime, such as theft of a wallet, has occurred, personnel should act as liaison with police department.

In large-scale crises, NFCYM expects security personnel to:

1. Act as a first response, in consultation with facility management, in crowd control and/or evacuation.
2. Treat injured participants until arrival of additional emergency medical technicians.
3. Brief and assist responding emergency officials.

4. Provide written log/report of situation to NFCYM at end including the information listed above.

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# **Appendix B**

## **Template for Press Release**

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## **Appendix B            Template for Press Release**

A written statement/press release is developed that describes NCYC, NFCYM, its mission, previous NCYC locations, the numbers of expected participants, the theme of the conference, and whom to contact for additional information. In event of emergency, it is important for media to have this information along with news releases on the emergency itself.

SAMPLE

### **PRESS RELEASE**

DATE  
For Immediate Release

### **YEAR National Catholic Youth Conference**

Washington, D.C. – The YEAR National Catholic Youth Conference (NCYC) will be held in CITY/STATE, at FACILITIES. It is expected to draw approximately NUMBER young people and adults for three days of prayer, catechesis, and recreation. The conference theme is *THEME*. Keynote speakers for the conference are NAMES.

The National Catholic Youth Conference is a biennial gathering of adolescents and chaperones from across the United States sponsored by the National Federation for Catholic Youth Ministry, Inc., a Washington, D.C.-based nonprofit organization whose mission is “to serve those who serve the young Catholic Church.” This year’s conference is hosted by DIOCESE. Previous hosts include Columbus, Ohio, Atlanta, Houston, Indianapolis, St. Louis, and Minneapolis.

Media inquiries may be directed to Dr. Robert McCarty, the executive director, at PHONE NUMBER.

###

National Federation for Catholic Youth Ministry, Inc.  
415 Michigan Avenue, NE, Washington, DC 20017  
[www.nfcym.org](http://www.nfcym.org)

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# **Appendix C**

## **Template for Basic Safety Information in Program Book**

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## Appendix C      Template for Basic Safety Information in Program Book

Following is a general template of basic safety information to be included in the NCYC program book. Information specific to the NCYC site is inserted during the draft process for the program book. Each group receives enough copies of the program book at on-site registration for each adult in the group. The basic safety information is reviewed with group leaders at the Thursday briefing.

### **BASIC SAFETY INFORMATION**

Security and medical personnel can be summoned by any member of the conference or facility staff via radio or by dialing [fill in number] from a [insert color] house phone.

You can assist NFCYM with conference safety by:

- Always traveling in a group. Traveling alone creates a personal safety risk. Inform your group leader or chaperone of where you will be at all times.
- Using the designated crosswalks and pedestrian bridges. Be mindful of fast-moving, heavy traffic. Avoid walking where there is no sidewalk.
- Keeping hotel room doors locked at all times, and do not open the door unless you know the person knocking or have verified his/her credentials.
- Not leaving valuables in hotel rooms. Ask the front desk to place valuables in the hotel safe.
- Reviewing the fire safety procedures for your hotel (usually posted on the back of the door).
- Not giving your hotel room number or telephone number to strangers. Do not call out this information in public.
- Not making jokes or threats about weapons, bombs, or other dangerous acts.
- Reporting all safety or security concerns or rumors to your group leader, conference staff, or security personnel.
- Carrying photographic identification—driver’s license, passport, or school identification.
- Becoming familiar with the locations of house phones, fire alarms, fire extinguishers, and exits in all facilities.
- Wearing your credential at all times while in the facilities.
- Carrying with you a copy of your NFCYM/NCYC Liability Waiver and Permission Form and your medical permission slip/insurance information at all times.
- Knowing the name of your diocesan/parish/school group leaders and/or chaperone and how to contact them in an emergency.
- Knowing the name, address/location, and telephone number of where you are staying.
- Reporting any persons without proper credential, credentials, or persons behaving in a strange manner to conference staff or security personnel.
- Helping to enforce the Codes of Conduct and Behavior Guidelines.
- Checking in with your group leader or chaperone several times each day.

- Making sure you take time to eat and drink plenty of water.

In the event of an emergency, please follow the following procedures:

- Remain calm.
- If there is immediate danger to yourself or others, evacuate the area. Walk – do not run – to the nearest exit. Once out of danger, notify conference staff or security personnel.
- If there is no immediate danger, contact conference staff or security personnel and follow their instructions.
- In notifying conference staff or security personnel, give them the following information.
  - Specific location of emergency/victim within the facility
  - Nature of emergency
  - Entrance or location where someone will meet emergency crews.

Once you have completed the call, return to scene and relay information and/or await additional instructions.

If you are unable to reach either conference staff or security personnel, use common sense and be reasonable about quickly seeking 911 emergency assistance.

# **Appendix D**

## **Agenda for Meeting with Local Emergency Officials**

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## **Appendix D                      Agenda for Meeting with Local Emergency Officials**

The meeting with local emergency officials usually takes place within the twelve months immediately preceding an NCYC. Representatives from NFCYM (including the executive director), host diocese, convention facilities, security contractors, and local police, fire and medical officials as well as local special emergency response teams are invited to the meeting. In the event that NFCYM is using two facilities which are operated/managed by separate entities, it may be necessary to conduct two meetings, in which case not all of the people named above may be present at both meetings. It is necessary for representative from NFCYM to participate in both.

For purposes of this section, minor emergencies (e.g. illness or minor accidents) and large-scale crisis situations (e.g. fires or natural disasters) are called “emergencies” or “emergency situations.”

### **Potential Emergency Situations**

Every emergency is different and can arise from various causes. Therefore each situation can require a different response, e.g., an individual accident requires a different response than a fire, or a terrorist attack, or a natural disaster such as an earthquake. This manual cannot reasonably identify all types of situations that might arise. While not all types of emergencies can be defined here, the briefing should cover a reasonably foreseeable range of situations, including but not limited to:

- Abduction
- Accidents, Serious Illness, or Death
- Angry Parent/Employee
- Assault
- Bomb Threat
- Chemical Threat
- Fire
- Gas Leak
- Hostage Situation
- Intruder/Trespasser
- Natural Disasters
- Poisoning
- Rape/Sexual Abuse
- Suicide or Suicide Attempt
- Terrorist Attack
- Violent Behavior
- Weapons
- Weather Emergencies

### **Establishing Roles in Emergencies**

This meeting confirms expectations of the role each agency would play in an emergency: presumably, that emergency officials are in charge at the scene of an emergency, and NFCYM responds to and cooperates fully with emergency officials.

Further, NFCYM confirms that in event of a large-scale emergency, officials will conduct the necessary investigation of the incident and promptly provide NFCYM with appropriate information and a report of any such investigation. In the event of an emergency, NFCYM cooperates fully with emergency officials, acknowledging that it is not its role to conduct an investigation of any incidents in which emergency officials may be involved. It is not a responsibility of NFCYM officials to interview witnesses or investigate crime scenes, and in fact, attempts by NFCYM officials to do so may be seen by emergency officials and other third

parties as interference with emergency officials' investigation.

### **Review of NFCYM Standard Practice for Summoning Assistance in an Emergency**

Because the size of NCYC requires that the conference now be held in large convention facilities, NFCYM has developed a standard practice for summoning assistance in an emergency. NFCYM shares this information with emergency officials to verify that it complies, or is compatible, with their protocols. (See Appendix F SUMMONING ASSISTANCE IN AN EMERGENCY.)

### **Non-Emergency Contact Information**

NFCYM representatives also learn non-emergency phone numbers and headquarter addresses so that they can contact emergency officials after a crisis for status reports or follow-up information orally or in the form of written reports of investigations.

NFCYM informs emergency officials about the location and phone numbers of its on-site Event Office/Crisis Operations Center and advises emergency officials about whom to contact at NFCYM when needed. NFCYM also identifies which emergency officials will contact NFCYM should officials receive any warnings of potential emergencies and asks them to provide new information to the executive director, or designated representative, as quickly as it becomes available. NFCYM informs emergency officials that it maintains emergency contact information for participants and that is kept in its Event Office/Crisis Operations Center.

### **Program “Walk-Through”**

NFCYM and host diocesan representatives verbally take facility staff and emergency officials through the NCYC program and solicit their advice and attempt to rectify or mitigate any apparent hazards that could be caused through the programming. NFCYM offers to walk through the facility with facility staff and emergency officials and describe the programming that will take place within each venue, sharing any special titles that will be given to rooms or areas within the facility. For example, NFCYM points out which exhibit halls will be used as the thematic park, or what areas will be used for registration.

It is the responsibility of the convention facility management to keep the facility in working order and to eliminate or mitigate any potential hazards that may exist. NFCYM and its contractors are not responsible for the physical condition of the facility.

### **Basic Safety Information**

Even though NFCYM relies upon the assistance of more than 150 adults in managing NCYC, it is necessary to equip all adults with tools for identifying and reporting emergency or crisis situations. NFCYM asks the assistance of emergency officials in either conducting a safety briefing for group leaders and/or providing advice on what to present, e.g., pointing out emergency exits, fire alarms, and how to summon emergency assistance.



NFCYM also asks emergency officials to review the basic safety information to be printed in the program book for use by all adult participants. The information is updated or inserted into the program book during the draft process.

See Appendix C *TEMPLATE FOR BASIC SAFETY INFORMATION IN PROGRAM BOOK*.

### **Participation in Briefing for Group Leaders**

NFCYM conducts daily briefings with group leaders starting on Wednesday of the conference. At this meeting, NFCYM invites emergency officials to participate in the Thursday briefing to go over the basic safety information in the program book (Appendix C) and other information they feel is important for leaders to have. Their participation in the briefing is not required, but requested along with their input as to the agenda.

### **Counseling Recommendations**

Finally, at the briefing, NFCYM seeks the recommendations of emergency officials and the host diocese about retaining, on an “on-call” basis, a team of counselors who could be called upon if needed in a specific emergency.

### **Meeting Minutes**

The executive director of NFCYM attends the meeting with emergency officials described above and designates an individual to keep detailed minutes of the meeting. The executive director reviews the minutes of the meeting, and when reasonably satisfied that the minutes constitute an accurate and complete record of what NFCYM officials have done to seek the assistance of emergency officials in attempting to avoid emergencies and learn what to do in event of one, places a copy of these minutes in the NFCYM chronological files and distribute a copy to all NFCYM staff to be incorporated into their copies of the NCYC Emergency and Crisis Response Manual.

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# **Appendix E**

## **A Model for Accounting of Group Members in a Crisis**

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## **Appendix E            A Model for Accounting of Group Members in a Crisis**

While the following suggestion may not work for groups of all sizes, NFCYM offers it as a model for groups to use in developing their method for accounting of all participants in their delegation. This suggestion is posted in appropriate places on NFCYM and NCYC websites for use by all NCYC group leaders.

### **Accounting for all Group Members in a Crisis Situation**

#### *Before Departing for NCYC*

Assemble two crisis management teams; one team travels with the group and the other remains in your diocese/parish/school. All team members should be available throughout the duration of the group's travel to and from and participation in NCYC.

The teams can include diocesan/parish/school staff, parents of participants, or other adult volunteers. If possible, include pastoral care workers (priest, religious, or other trained lay minister) on each team. Each team should have a leader and one back up. Each team member should be given a listing of a manageable number of participants, including their on-site housing assignment, cell phone number, if available, emergency contact name, and emergency contact's phone number.

The group leader should have home, cell, and office numbers for his/her bishop/pastor/principal so s/he may get in contact at any time of the day or night. If possible, the group leader should also have home, cell, and office numbers for the diocesan communications officer.

Determine the location of an emergency check-in point during a crisis at the conference site, and/or at an alternate site, if the conference site is unavailable. Participants should be told the check-in point(s) and informed as to whom they should report at that location in the event of a large-scale emergency.

#### *During NCYC*

On-site Team: In the event of a large-scale crisis situation, team members should report to the agreed upon meeting place with their participant list and begin checking-in delegates. As quickly as possible, but within a few hours of the onset of the crisis, the diocese/parish/school should account for all delegation members. Missing or extra participants should be reported to the NFCYM Crisis Operations Center and to the Home Team leader. NOTE: It may be possible to text to cell phones even if calls are not going through.

To help alleviate a deluge of calls coming to the conference site or Crisis Operations Center and to put worried minds at ease, dioceses may also wish to instruct participants with cell phones to call their emergency contacts/family/loved ones and tell these persons that indeed they are safe, and then allow others to use their telephones for the same purpose. Those not carrying cell phones may be encouraged to place such calls using other available telephones where it is safe and reasonable to do so.

Home Team: Once informed of the crisis, Home Team members should begin calling the emergency contacts for the participants on their list. If participants are missing, injured or worse, Home Team members should visit the family(ies). NOTE: Group leaders should make sure that Home Team members who might be called upon to visit the family(ies) of injured participants have the appropriate pastoral training to handle the situation.

# **Appendix F**

## **Summoning Assistance in an Emergency or Crisis**

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## **Appendix F                      Summoning Assistance in an Emergency or Crisis**

Because the size of NCYC requires that the conference now be held in large convention facilities, NFCYM has developed a standard practice for summoning assistance in an emergency. Use common sense and be reasonable about quickly seeking emergency assistance.

### **Convention Facility Communications Systems**

Convention facilities are usually one city block squared in size, if not larger. Most are managed with a communication system that includes a network of two-way radios, in-house telephones, and a 24-hour central operations center. For the most part, facility employees carry a radio with them whenever they are out of their offices so they are always reachable. They can be paged to a house phone or conduct business directly over the radio. If one needs to reach a staff person and does not have a radio, one can call the Central Operations Office from a house phone and the office will act as a dispatcher radioing the employee and relaying a message or summoning him/her to a meeting point.

### **NFCYM Communications System**

NFCYM has also developed a communications system that employs 150+ two-way radio and cellular phones. This equipment is distributed to NFCYM officials, staff, key contractors, and volunteers, as well as to the security contractors (if needed/allowed), the facility Convention Services Manager (CSM), the assistant CSM, and the Central Operations Office. Channel nine (9) on this system is reserved solely for emergency use. Having the convention facility staff equipped with both a facility and NFCYM radio allows NFCYM to utilize both networks and is key in summoning assistance quickly and efficiently. In an emergency one needs only to pick up a house phone or locate anyone with a radio in order to get assistance. (If the house phone or facility radio is used, the dispatcher can contact security personnel within seconds using the NFCYM radio. If an NFCYM radio is used, the call goes directly to security personnel. In all cases, it is the understanding of NFCYM that the Central Operations Office can contact 911 within moments, if necessary.)

NOTE: In the event that a facility will not allow its Central Operations Office to monitor Channel 9 on an NFCYM-issued two-way radio, it becomes the responsibility of security personnel and the CSM to relay radio calls to Central Operations.

### **The Role of the Central Operations Office**

Again, due to the sheer size of convention facilities, the individuals most capable of directing emergency officials to the location of a crisis are the facility staff. In an emergency, security personnel work with the facility's Central Operations Office to direct emergency officials to the exact location of an emergency, the best entrance to the facility, and the quickest route to the emergency. Multiple calls to 911 emergency dispatchers can actually delay the arrival of emergency assistance. If 911 officials are called directly, security personnel and the Central Operations Office should be contacted immediately afterwards so that they are aware of the crisis and can put the facility's procedures into action.

### **Using the Radio to Summon Assistance**

1. Turn the radio to Channel 9.
2. Depress “talk” button and wait approximately 1 second and then
  - a. State your name and the services you need (security and/or medical).
  - b. Identify your location and/or the location of the emergency.
  - c. State the nature of the emergency (injury, illness, observation of criminal activity, fire, etc.)
3. Let go of “talk” button and wait for response.

If more information is requested, provide it to the best of your ability.

  - a. If finding the location of the emergency may be difficult, designate someone to meet the security personnel and let security know that someone will meet them and where.
  - b. Remain at the site of the emergency until security personnel arrive and tell you it is all right to move on.
  - c. If you do not get a response, use common sense and dial 911.

### **Using a House Phone to Summon Assistance**

1. Locate a house phone and dial Central Operations/Security (number is posted above the phone or dial zero)
2. Identify yourself and your location.
3. State the nature of the emergency.
4. Tell dispatcher exactly where you are and how to get to the scene of the emergency.
5. If finding the location of the emergency may be difficult, tell the dispatcher where you or your designate will meet security personnel to take them to the emergency.
6. Stay on phone, or with individual with the radio, until told to disconnect.
7. If possible, send someone to the scene to let others know assistance has been summoned.
8. Remain with security personnel until told it is all right to move on.
9. If you do not get a response, use common sense and dial 911.

# **Appendix G**

## **General Outlines for Calling a Participant's Emergency Contact**

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## **Appendix G            General Outlines for Calling a Participant's Emergency Contact**

It is the responsibility of group leaders or other adult group representatives to call participants' emergency contacts when the situation warrants or instructed to do so by emergency officials. Group leaders may wish to dispatch someone from their home crisis response team to the participants' homes in order to support the family following notification of illness, injury, or death.

The NFCYM executive director may wish to be present for this call, and support the group leader in his/her efforts. The NFCYM executive director or other staff should only call an emergency contact if the group leader or other adult group representative cannot be located or is unable to do so.

NOTE: Emergency contact information is listed on the participants' NFCYM/NCYC Liability Waiver and Permission Form – Form 13 for youth and Form 14 for adults. Participants are instructed to keep a copy of the NFCYM/NCYC Liability Waiver and Permission Form on their person during all times at NCYC. If this form is not available, a copy is on record with the Event Office/Crisis Operations Center.

### Participant is Alive

(Review the entire outline before placing the call.)

The caller

1. Identifies herself, her position with group, and states that she is calling from NCYC.
2. Asks if the emergency contact is present.
3. If someone other than the emergency contact answers the phone, repeats 1 and 2 when the emergency contact is available.
4. Tells the emergency contact the name of the individual who was involved in the emergency and the individual's current location (at the scene, en route to the hospital, at the (name the hospital) emergency room). If possible, state the type of injury. Indicate whether or not the person was conscious.
5. Gives the emergency contact the location and telephone number of the hospital emergency room.
6. Tells the emergency contact who is accompanying the participant.
7. Encourages the emergency contact to call the hospital emergency room directly for information from the source.

(Continues on next page)

8. Tells the emergency contact that she is saddened that this has happened, and praying for the full recovery of the participant.
9. Tells the emergency contact that she will call him/her back at a specific time, e.g., in approximately two hours, or when more information is available.
10. Offers assistance in making arrangements to come to the location, if necessary.
11. Tells the emergency contact how he can reach her.

NOTES: If the caller is from NFCYM, s/he tells the emergency contact that the group leader will call as soon as possible and/or states why she was unable to make this call.

If there is no answer, and the caller gets an answering machine, the caller leaves a message stating that she is sorry to have to leave a recorded message, but believed the person would want to have this information as quickly as possible.

After the call to the emergency contact, the group leader should contact her Crisis Management Home Team, if in existence, or a priest, religious, or other lay minister, to decide if a representative should be visit the emergency contact to render assistance. The group leader should also contact her bishop/pastor/principal, and possibly the diocesan communications officer, to inform him/her of the situation. If the situation occurs in the middle of the night, depending on its nature and scale, it may be permissible to wait until morning to notify the bishop/pastor/principal and communications officer.

Group leaders should be aware that in this age of cellular and digital communications it is possible that youth participants will spread word of the situation to those at home before the leader has the chance to make the necessary notifications unless asked to wait by the group leader or other adult.

#### Participant is Confirmed Deceased

This call should be placed **only** if the participant's death has been confirmed by the treating physician, and it is not possible to have someone (priest, counselor, or other pastoral care worker) notify the emergency contact in person in a reasonable amount of time. If notification can be made in person, the group leader(s) should contact the person making the notification. (Review the entire outline before placing the call.)

The caller

1. Identifies herself, her position with group, and states that she is calling from NCYC.
2. Asks if the emergency contact is present.
3. If someone other than the emergency contact answers the phone, repeats 1 and 2 when the emergency contact is available.

4. States that she is sorry to tell the emergency contact that the participant has died and if emergency officials have determined a cause, what the cause was. If the cause is not known, says that emergency officials have not yet determined the cause.
5. Expresses sympathy and condolences to the emergency contact and says that prayers will be offered for the participant and family.
6. Tells the emergency contact that she will call him/her back at a specific time, e.g., in approximately two hours, or when more information is available.
7. Offers assistance in making arrangements to come to the location, if possible.
8. Tells the emergency contact how he can reach her.

NOTES:           If the caller is from NFCYM, s/he tells the emergency contact that the group leader will call as soon as possible and/or states why she was unable to make this call.

If there is no answer, and the caller gets an answering machine, the caller does not state that the participant is deceased, but that there has been a serious accident, or something of that nature, and continues with the message, asking the emergency contact to call her as soon as possible and leaves a number at which she can be reached.

After the call to the emergency contact, the group leader should contact her Crisis Management Home Team, if in existence, or a priest, religious, or other lay minister from the diocese should be dispatched to the emergency contact to render assistance.

The group leader should also contact her bishop/pastor/principal, and the diocesan communications officer, to inform him/her of the situation.

Group leaders should be aware that in this age of cellular and digital communications it is possible that youth participants will spread word of the situation to those at home before the leader has the chance to make the necessary notifications unless asked to wait by the group leader or other adult.

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# **Appendix H**

## **Communications Following a Crisis**

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## **Appendix H Communications Following a Crisis**

In any communications, whether by telephone, public appearance, or posting on a website, the following are the guidelines to be used in crafting NFCYM's message.

1. All communications must at all times be truthful.
2. Communication about the crisis should be brief and include only confirmed facts by emergency officials.
3. NFCYM should not seek out media attention, but rather, assess the need for a public response and then communicate accordingly.

### **What to Include in Communications**

The NFCYM executive director, or official spokesperson, working quickly in consultation with the Crisis Response Team, must approve the communication. Following is a guide of what to include in the communication to media, parents, or others calling the Crisis Operations Center, and/or to group representatives, etc.

1. State what has happened using only confirmed facts.
2. Time and place of incident.
3. A general description of who was involved (man, woman, adult, minor). Do not mention names unless or until the emergency contact has been notified. If possible, request permission from the victim or his/her family, especially in cases involving minors.
4. Injuries. Status of victim(s), if available.
5. Status of emergency officials' investigations, if investigation is taking place. Express confidence and hope that they will be able to give a full explanation of what happened.
6. If the emergency has been resolved and the situation is under control and can return to normal, this can be communicated, and any information about if/how the conference will continue.
7. If the emergency has not been resolved and the conference cannot continue, state that this is the information available at the moment, and state a specific time when an update will be given. State whether the conference is postponed, and when it will resume, or when it is anticipated that a decision will be made as to whether it can continue or should be cancelled.
8. Express concern and prayers for those affected by this.
9. If possible or necessary, post a copy of the communication on the NFCYM and NCYC websites and make hard copies available on-site.

Decline to take questions from media or others until more complete information is available. When a written copy of the communication is released, also post the written statement/press release on NCYC and NFCYM.

See Appendix B *TEMPLATE FOR PRESS RELEASE*.

Make a reasonable number of additional copies of both items for distribution at the Crisis Operations Center. The NFCYM executive director, or official spokesperson, should issue updated communications as needed.

### **Answering Calls**

#### *Calls from Concerned Family*

If the Crisis Operations Center is operational, calls will come in from emergency contacts/family of persons attending the conference inquiring about the safety of these persons. To attempt to avoid or cope with a deluge of these calls, those who reach safety and have access to telephones, cellular or hardwire, should be encouraged to call their emergency contacts and loved ones and tell these persons that indeed they are safe.

Persons receiving the calls in the Crisis Operations Center should be given copies of the most recent communication approved by the CRT from which they can give callers information, indicating that this is the best information available, and stating when an update is expected.

#### *Media Calls*

At the Crisis Operations Center, calls will come in from media, and these must be directed to the NFCYM executive director, or official spokesperson. S/he should give the same response to all callers in accordance with the guidelines given above. The executive director and/or designated NFCYM spokesperson should keep a phone log of calls he or she makes and receives in connection with the emergency.

#### *Calls to Emergency Officials for Updates*

Procedures for getting updated information on the status of victims and/or the situation from emergency officials are established prior to the conference, and these procedures govern how further information becomes available for use by the CRT in subsequent communications.

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