



Archdiocese of Denver

1300 S. Steele St. Denver, CO 80210

# EMERGENCY OPERATIONS PLAN (EOP) EXAMPLE

This document for example purposes only. It is intended to provide a practical, viewable example of what your EOP. This example document should be used in concert with the accompanying template to be completed by the parish/school/entity safety team.

Annual Review Date 1/1/2025 Pastor/CEO Signature \_\_\_\_\_

## **TABLE OF CONTENTS**

<b>1. TABLE OF CONTENTS</b>	<b>Page 2</b>
<b>2. PURPOSE AND SCOPE OF EOP</b>	<b>Page 3</b>
<b>3. KEY ROLES AND RESPONSIBILITIES</b>	<b>Page 4</b>
<b>4. BUILDING SAFETY TEAM PERSONNEL AND TASKS</b>	<b>Page 5</b>
<b>5. CRISIS INCIDENT TEAM MEMBERS</b>	<b>Page 6</b>
<b>6. BUILDING INFORMATION</b>	<b>Page 7</b>
<b>7. COMMUNICATIONS PROCEDURES</b>	<b>Page 9</b>
<b>8. VISITOR MANAGEMENT</b>	<b>Page 11</b>
<b>9. EMERGENCY ACTION PROCEDURES (EAP)</b>	<b>Page 12</b>
<b>10. EXERCISES AND TRAINING</b>	<b>Page 13</b>
<b>11. TYPES OF CRITICAL INCIDENTS</b>	<b>Page 13</b>
<b>APPENDICES</b>	
<b>A. Floor Plans and Maps</b>	<b>Page 14</b>
<b>B. Signage with evacuation routes</b>	<b>Page 15</b>
<b>C. Parish-related Emergency Action Plan procedures</b>	<b>Page 16</b>
<b>D. School-related emergency action plan procedures</b>	<b>Page 17</b>
<b>E. Record of revisions</b>	<b>Page 18</b>

**A myriad of appendices may be included as deemed necessary by the Safety Team**

## **PURPOSE AND SCOPE OF EMERGENCY OPERATIONS PLAN**

This EOP serves as this organization’s guiding document with regard to preparedness, response, and recovery of identified threats, hazards, and risks. While not all-inclusive of every possible crisis situation, this EOP has been adopted with an All-Hazards mindset to identify, train, and respond to multiple situations. This EOP is reviewed on an annual basis, as noted by the review date and signature on the front page of this document. As new information arises, this EOP may be updated as needed, even between annual reviews.

All key personnel and members of the safety team should be familiar with this EOP and their roles and responsibilities with regard to the development and maintenance of this document.

A written Emergency Operations Plan is a key component of an emergency management plan. This EOP exists to provide the structure and processes this entity needs to appropriately respond to and initially recover from a critical event. This EOP establishes the overall authority, roles, and functions performed during a critical event.

This EOP was developed with current recommendations from the Federal Emergency Management Agency (FEMA), the Department of Homeland Security (DHS), and the National Association of School Psychologists (NASP).

A Critical Event is any situation or incident that poses a risk of interrupting regular parish/school/ministerial operations or liturgical events or poses a risk of injury or death to person(s) participating in events at the parish/school/apostolate.

This EOP has been developed with an “All-Hazards” mindset. While this EOP cannot directly address every specific situation that could occur, the Safety Team has attempted to develop this EOP in such a manner that will provide the Safety Team members and others involved with risk mitigation or responses based on the aspects of risk and frequency.

High Risk/High Frequency: Significant exposure/Occurs often

High Risk/Low Frequency: Significant exposure/Occurs rarely

Low Risk/High Frequency: Minimal exposure/Occurs often

Low Risk/Low Frequency: Minimal exposure/Occurs rarely



## **KEY ROLES AND RESPONSIBILITIES**

Pastor: Fr. Priest      Phone #'s: (555)-555-555      Secondary (777)-777-777

Business Manager: Biz Mgr      Phone #'s: (111)-111-1111      After hours (222)-222-2222

### PERSONNEL FOR EMERGENCY CONTACT

Person 1, Facility Maintenance

Primary phone number: ###-###-####

Secondary phone number: ###-###-####

### SECONDARY CONTACT PERSON

Person 2, Pastor

Primary phone number: ###-###-####

Secondary phone number: ###-###-####

### TERTIARY CONTACT PERSON

Person 3, Parochial Vicar

Primary phone number: ###-###-####

Secondary phone number: ###-###-####

## **BUILDING SAFETY TEAM PERSONNEL AND TASKS**

(Best to have at least 3 members on the safety team. Depending on the parish/school's size, determine the appropriate number of members for this team. 7 is suggested maximum. Review Safety Team Development document for further information and guidance.)

### Head of Safety Team

Name, Title/Position on the team

Primary phone number: ###-###-####

Secondary phone number: ###-###-####

Email Address: email@domain.com

### Team Member #2

Name, Title/Position on the team

Primary phone number: ###-###-####

Secondary phone number: ###-###-####

Email Address: email@domain.com

### Team Member #3

Name, Title/Position on the team

Primary phone number: ###-###-####

Secondary phone number: ###-###-####

Email Address: email@domain.com

Add additional lines with members as needed.

## **CRISIS INCIDENT TEAM MEMBER RESPONSIBILITIES**

Members of the Safety Team and Crisis Incident Team may not be the same people. Members of the Safety Team may sometimes fill rolls of the Crisis Incident Team. Depending on the severity, some of the following positions may be handled by one person. It is imperative that members of the safety team identify who will take each roll for major crisis incidents and ensure a person has been identified for each role on the Crisis Incident Team.

### **Parish**

Alan Young, Dir. of Safety – **Incident Command**: Has overall responsibility to manage the incident

Sally Mae Johnson, Business Mgr. - **Operations Members**: May have one person in charge to give direction to remaining operations members who have the responsibility to resolve the incident

Alan Young, Dir. of Safety – **Safety Officer**: Assess risks and works to ensure the incident is resolved without further risk to personnel or property

Elisa Smith, Social Media – **Liaison Officer**: Assists with communications between other members of the Crisis Team (if in separate locations) and other responding agencies.

Elisa Smith, Social Media – **Public Information Officer (PIO)**: Designated spokesperson for the parish/school/apostolate; could be spoken word, social media, or other methods of communication to community at large or to other responding agency PIOs

Nancy Smith, School Counselor – **Mental Health Professional**: Ability to assess the mental health of all people involved with the incident

### **School**

Cindy Smith, Principal – **Incident Command**: Has overall responsibility to manage the incident

Lynn Manzanares, Receptionist - **Operations Members**: May have one person in charge to give direction to remaining operations members who have the responsibility to resolve the incident

Alan Young, Dir. of Safety – **Safety Officer**: Assess risks and works to ensure the incident is resolved without further risk to personnel or property

Leon Masters, Head of Maintenance – **Liaison Officer**: Assists with communications between other members of the Crisis Team (if in separate locations) and other responding agencies.

Elisa Smith, Social Media – **Public Information Officer (PIO)**: Designated spokesperson for the parish/school/apostolate; could be spoken word, social media, or other methods of communication to community at large or to other responding agency PIOs

Nancy Smith, School Counselor – **Mental Health Professional**: Ability to assess the mental health of all people involved with the incident

## **BUILDING INFORMATION**

It is important to have facility floor plans and overview maps that accurately display all exits and locations of emergency supplies (First Aid Kits, Fire Extinguishers, AED's, etc.), and primary and secondary evacuation routes. Floor plans and maps should include pre-determined staging and reunification areas where staff, students, volunteers, parishioners, and visitors should gather after an incident.

Name: Main Building

Year Built: 1982

Building Type: wood-frame

Broken into three parts

Part 1: Central building

2 floors

4 of exterior exits

Main floor offices, meeting rooms

Second floor all classrooms

Part 2: South Wing

1 floor

2 exterior exits

All classrooms

Part 3: North Wing

3 floors

3 exterior exits

Main floor is gym

Basement floor has all utilities and heating for campus

Top floor all classrooms

Name: Church

Year Built: 1971

Building type: Metal frame with brick façade

1 floor

Example Purposes Only

3 exterior exits

Main use is only for worship purposes

Name: Parish Offices and Rectory

Year Built 1972

Building Type: Wood Frame

2 Floors

3 exterior exits, including the garage, all on the main floor

First floor is all offices and meeting rooms

Second floor is secured and only for clergy and their residence

**Appendix A: Floor Plans and Maps**

SAMPLE

## **COMMUNICATION PROCEDURES**

All personnel have been trained in different ways to communicate to the school and parish front office if an incident is about to occur, is occurring, or has occurred. All personnel have been trained to call for emergency services response, the person whose primary duty is the safety and security of the community, and other personnel who may be better trained or qualified to handle the situation at hand. It is up to the best judgement of the person on scene to determine who will be contacted in what order.

This location uses the following methods of communication in order of priority.

### **INTERNAL COMMUNICATION PATHWAYS**

In the event of a crisis incident, personnel should contact 911 as soon as possible. In addition to first responders, personnel who are engaged in the incident are responsible for communications alerting all stakeholders of the crisis incident and its location. The following communication pathways are the methods used by this location to make such notifications. All stakeholders with the responsibility of making such notifications have been trained on these communication pathways.

#### **Two-way Radios:**

Are used as primary method of communication for all personnel throughout the school. All personnel, including the front office at the parish, are trained on and issued a radio. Personnel primarily use the radio during school drop-off, pick-up, movement to and from the church for school mass, and during outdoor recess. At any time, personnel can make a radio announcement for a concern or to initiate an emergency situation.

While parish front office staff typically only monitor the two-radio, they have been trained and are encouraged to initiate an emergency situation as needed that may affect both the parish and school, which often is the case since

#### **Landline Phones:**

Are installed in all offices and classrooms. These phones are used for direct communication between the front office and each classroom. The phone have been programmed with an “All Page” option that anyone near the phone can initiate a loud speaker page to all phones. This option can be used in case of an emergency. From each phone, anyone can dial 911 directly.

#### **Cell Phones:**

Cell phones can be used for emergencies, but typically only in use with the Cloud-based emergency system that is an application on all phones by personnel. Since many people silence their phones for teaching purposes, this is not typically used to initiate an emergency, but they are used after one has been initiated, through and until the crisis incident has been concluded.

**Signage:**

Posters have been put up in all main areas, classrooms, meeting rooms, and hallways throughout the building. These posters display all evacuation routes, based on their specific location, and how to respond to specified emergencies per Standard Response Protocols

**Appendix B Examples of evacuation routes and SRP actions.**

**EXTERNAL COMMUNICATION PATHWAYS**

Primary Emergency Response Agencies:

Dial 911 in case of any emergency or critical incident.

Dialing or Texting 911 should always be considered in emergency situations. The use of landline or cell phone will be determined by the person making the call or text.

- Information to provide 911:
  - The address and specific location of the emergency
  - The nature of the emergency
  - Details of the emergency

Law Enforcement: City Police Department, Non-Emergency (303)-111-HELP

Fire/Rescue: City Fire Department, Non-emergency (303)-111-FIRE

Based on the severity of the incident, off-site stakeholders will be notified to avoid the area as soon as feasible during the crisis incident. Additionally, it is critical to provide coordinated and timely communication to stakeholders as well as communicating information about the incident to the Archdiocese of Denver main office, media, and public. The PIO, named above in this document, is responsible for external communications.

**Social Media:**

The parish and school both utilize Facebook, X, and Flocknote. Additionally, the school utilizes the student information system (SIS) FACTS. For Flocknote and FACTS, several pre-made notifications have been developed for multiple possible crisis situations. In addition to the PIO, two other staff members, one at the school and one at the parish, have been trained and are adept at putting out emergency notifications.

While Facebook and X notifications can be developed and sent out by two people, one person from the school and the PIO.

Any and all emergency communications via these communication pathways will be vetted by the head of the crisis response team, and if feasible by the level of emergency and time, will also be vetted by the principal and pastor or their designees.

## **VISITOR MANAGEMENT**

Effective visitor management is a crucial component of maintaining safety throughout the property, whether it be the parish, school, or other structures and areas on the property. Particularly in the context of emergency management and preparedness, it plays a pivotal role in ensuring that staff, students, volunteers, and visitors are accounted for during a critical incident. A well-established visitor management system tracks who is on the premises and facilitates rapid communication in case of an emergency. This proactive approach ensures this organization can respond efficiently, mitigate risks, and increase the safety of everyone on-site, including individuals who may not be familiar with this location's emergency protocols. As emergencies can happen without warning, having a reliable system in place is essential for minimizing confusion and maximizing safety.

### **Parish**

For Sunday liturgies and events when adults with their children are present, there is not a visitor management system used.

For all youth related programs, when parents are necessarily present, all youth are required to sign in at the beginning of the event. Each participant is marked off as they are picked up by a parent, or in the case of a teenager that can drive themselves.

Wiggle Room Ministry: The parish provides babysitting for young children that are between 2-6 years of age. Each child is checked by a parent using a paper log. In the event of an emergency, this log is taken with the head of the Wiggle Room for attendance and reunification purposes.

### **School**

The school utilizes a combination of FACTS, the student information system, for all students faculty and staff. RAPTOR is an electronic system used to log anyone who is not faculty, staff, or students that come to the school. In case of an emergency, this system can be accessed via a cell phone an app. Then anyone who was logged in by RAPTOR can be accounted for.

## **EMERGENCY ACTION PROCEDURES**

An Emergency ACTION Plan is part of an EOP. The Emergency Action Plan focuses on the actions and responses across different types of critical incidents. It provides clear steps for evacuations, shelter-in-place, or other immediate actions. The EAP is designed primarily for individual who will be directly involved in a critical situation, such as staff, students, and visitors.

### **Parish**

All Parish personnel and most volunteers received training regarding Fire Alarm activation and other All-Hazard incidents. Training occurs annually, and informational reminders are communicated to trained personnel and volunteers regularly throughout the year. Response procedures provided by the Federal Bureau of Investigations (FBI), “Run, Hide, Fight” have been adopted for our parish that are not directly associated with school operations.

**See appendix C for Run/Hide/Fight protocols.**

### **School**

School faculty, staff, and students are trained at the start of the year regarding emergency procedures. Regular drills take place throughout the school year. Local first responders are invited to participate in training and drills as they are available. Response protocols provided by the I Love You Guys Foundation, “Standard Response Protocol” and “Standard Reunification Method” have been adopted by our school.

**See appendix D for SRP/SRM protocols.**

## **EXERCISES AND TRAINING**

Trainer/Facilitator	Training Topic	Method Online, In person	Date

## **TYPES OF CRITICAL INCIDENTS**

THIS LIST HAS BEEN DEVELOPED AFTER CONSIDERATION OF THE MOST LIKELY EVENTS TO OCCUR AT THIS LOCATION.

Tornado

Lighting

Severe Wind Storm

Wildfire

Snowstorm

Slips and Falls

Chemical Spill

Cyber Attack

Bomb Threat

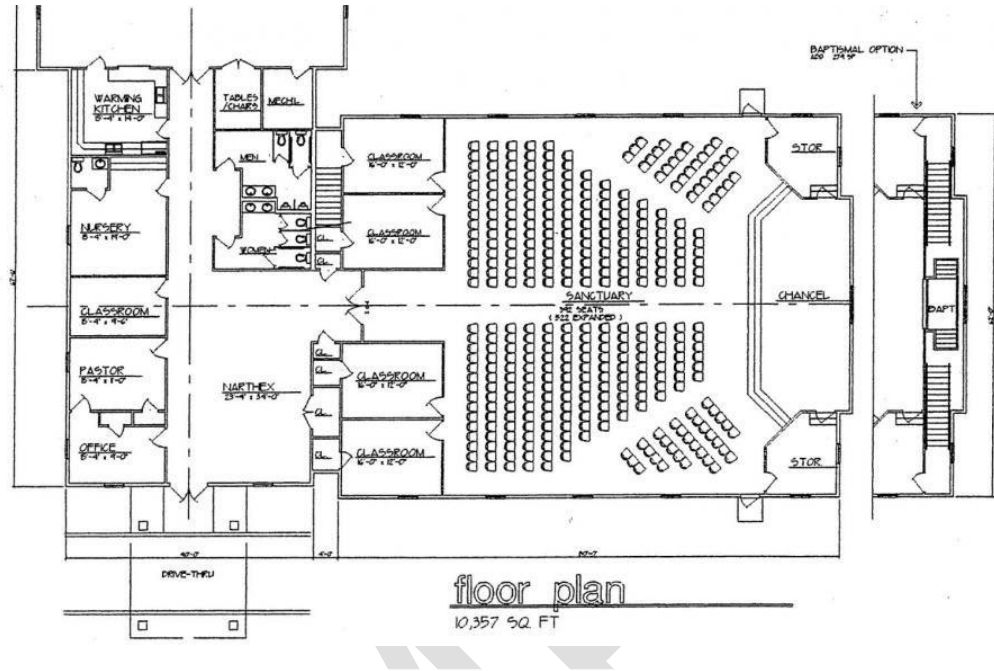
Power Failure

Active Assailant

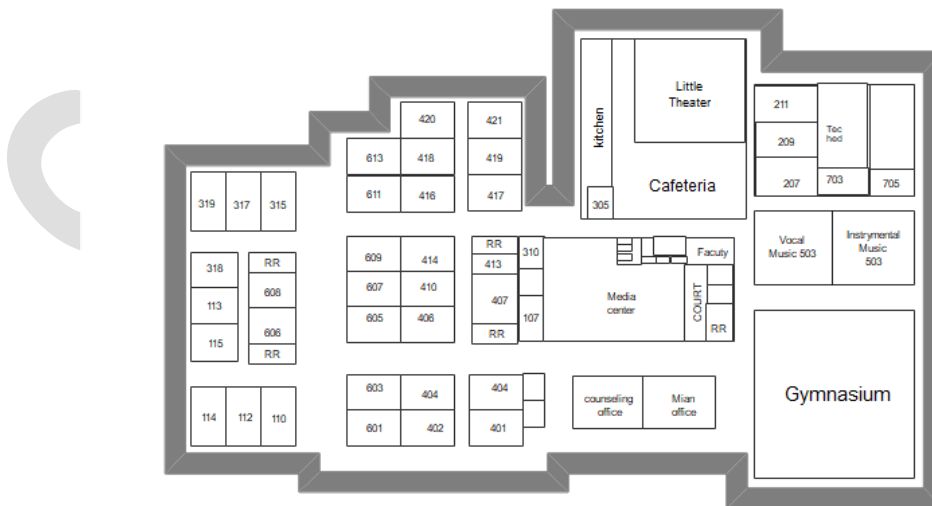
Police Presence in the Area

# APPENDICES

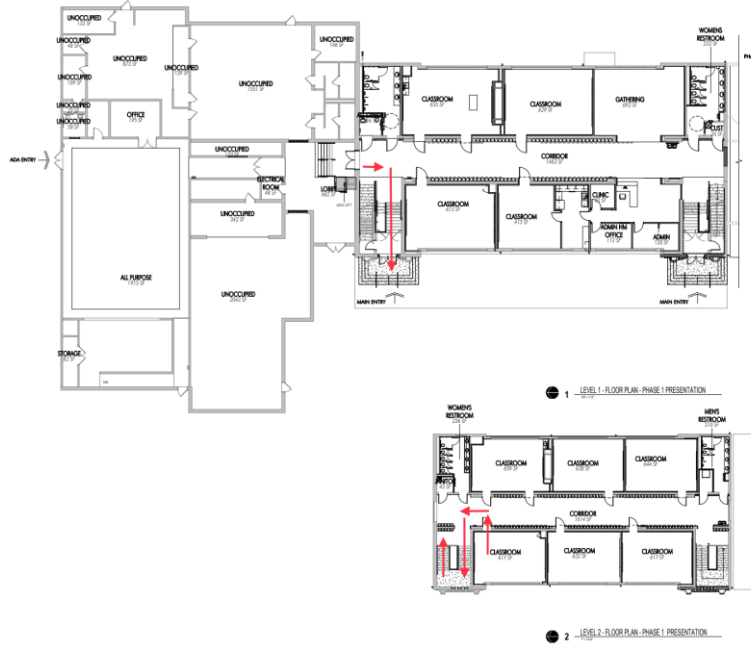
## Appendix A: Floor plans and maps



## Middle School Layout



## Appendix B: Signage with Evacuation Routes



SAMPLE

## Appendix C: Parish-related Emergency Action Plan procedures

The "Run, Hide, Fight" emergency action plan is a safety protocol designed to help individuals respond to an active threat, such as an active shooter situation, in a way that maximizes their chances of survival. The three steps of the plan are:

1. **Run:** If it is safe to do so, escape the area as quickly as possible. Leave your belongings behind, and encourage others to evacuate with you if possible. Choose a route that avoids the threat and leads to safety, such as exits or emergency escape routes. Once outside, stay away from the building and move to a safe location.
2. **Hide:** If escape is not possible, find a safe space to hide. Lock doors, turn off lights, silence your phone, and remain as quiet as possible. Stay out of sight of the threat and barricade yourself in a secure area if you can. Choose a place with multiple exits if possible, and avoid areas that might trap you.
3. **Fight:** As a last resort, if your life is in imminent danger and you have no other option, defend yourself. Use any available items as improvised weapons, such as chairs, fire extinguishers, or other objects. Work with others if possible to overwhelm the attacker and stop the threat.

This simple yet effective strategy helps individuals take immediate action during a crisis, making decisions based on the specific situation they face. It's crucial to remain calm, think critically, and act quickly.

## Appendix D: School-related emergency action plan procedures

The Standard Response Protocol (SRP) is a set of clearly defined actions designed to help schools respond to various emergency situations, ensuring the safety and security of students, staff, and visitors. The SRP includes a series of response actions and terminology that provide clear guidance on how to respond to a crisis or emergency. The four key actions in the SRP are:

1. **Secure:**

- *Action:* All exterior doors are locked, and students and staff are brought inside the building. Classes continue as normal, but the perimeter is secured. No one is allowed in or out of the school until the situation is resolved.

2. **Lockdown:**

- *Action:* All doors are locked, lights out, and students and staff are instructed to stay out of sight, away from windows, and remain as quiet and still as possible. If possible, barricades should be placed at doorways to prevent access. Communication with authorities and emergency services is prioritized.

3. **Evacuate:**

- *Action:* Students and staff are directed to evacuate to a pre-designated safe location. This may include gathering at assembly points away from the school grounds. Evacuation routes should be clear, and staff should ensure that no one is left behind.

4. **Shelter:**

- *Action:* Students and staff are directed to a designated safe location within the building, such as a basement or interior hallway, away from windows and potential hazards. In the case of a hazardous materials release, individuals may be instructed to cover their noses and mouths with cloth to reduce exposure.

5. **Hold:**

- *Action:* Students and staff are directed to remain in their classrooms to avoid an identified hazard within the school. Business as usual may take place within the classrooms, but to remain out of the hallways and public areas.

The Standard Response Protocol (SRP) provides clear, standardized language and procedures that are used across various situations, ensuring that everyone knows how to respond and what to expect during an emergency. It also allows schools to communicate more effectively with local emergency responders, ensuring a coordinated and efficient response to any crisis.

**Appendix E: Record of revisions**

Date of Update	Change Made, Acknowledgment	Change Posted by
1/2/2025	Signature	Signature

**A myriad of appendices may be included as deemed necessary by the Safety Team**

SAMPLE