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**THE ORGANIZATION OR EVENT NAME**

**Emergency Operations Plan**

This document is intended to be a template for event organizers and staff to create their own Emergency Operations Plan for their specific event. This document is a collection of current best practices. Event emergency management and soft-target protection should be considered an “All-Hazards” process, and an ever evolving one. Nothing in this document is mandated by any authority.

**Organization Officers and Public Safety Chain of Command**

### **KEY OFFICERS AND DIRECTORS**

**NAME** (President, Public Information Officer)

**NAME** (Vice President)

**NAME** (Finance & Risk Management Director)

### **PUBLIC SAFETY**

**NAME** (Public Safety Director)

**NAME** (EMT Lead)

**NAME** (Security Lead)

**NAME** (Dispatch)

**FRAMEWORK AND DEFINITIONS**

A crisis is any incident or circumstance that potentially poses a risk to **ORGANIZATION OR EVENT NAME**, its customers, operations, volunteers, staff, public reputation, financial health, or the community at large. There may be many or few individuals involved should an incident occur. As a visible public entity, the crisis usually plays out on a public stage – for better or worse. Employing a thoughtful, professional, and scalable approach to messaging and organization response is a key element of organizational efficacy under difficult circumstances.

Being prepared to respond in a crisis is critical in minimizing disruption to operations, community relations, public safety, and/or damage to the organization. Although we cannot be fully prepared for every situation, having a well thought-out Emergency Operations Plan ready to activate in the unfortunate event of a crisis will help guide **ORGANIZATION OR EVENT NAME** effectively and more quickly through what are usually chaotic and difficult circumstances.

In addition to minimizing the negative impacts that can come from a crisis situation, an effective communications plan will help enable **THE ORGANIZATION OR EVENT NAME** to maintain or regain control during incidents that are usually unexpected and difficult to manage. Benefits of good crisis communications include:

* Providing vital information to key officers, directors, and stakeholders in a timely manner.
* Displaying **THE ORGANIZATION OR EVENT NAME** authority and ability and capabilities in acting responsibly.
* Maintaining **THE ORGANIZATION OR EVENT NAME** operations and credibility while mitigating risk and loss.
* Using the media and other key contacts to aid in response, recovery, and public information management.

**Definition of Crisis**

In the broadest terms, a crisis may be defined as a major interference with operations. It is a sudden, unexpected event or situation that could affect, or has affected the health, safety, or welfare of festival goers, staff, volunteers, contractors, vendors, the general public, owned & leased property, operations, as well as the reputation and standing of **THE ORGANIZATION OR EVENT NAME**.

 Some examples of a crisis might be:

* Any act of God resulting in damage and/or threat of damage to property, loss of property, injury to any person, or loss of life.
* Any human conduct resulting in damage and/or threat of damage to property, loss of property, injury to any person, or loss of life stemming from:
	+ Criminal Activity
	+ Acts of Terrorism and/or War
	+ Accidents
* Any non-criminal human activity resulting in the disruption of normal operations including, but not limited to:
	+ Protests and/or Demonstrations (Non-Violent)
	+ Medical emergencies
	+ Vehicle accidents

**ORGANIZATION’S PRIMARY RESPONSIBILITIES**

In the event of a crisis, the organization or event has two primary responsibilities:

* To resolve and/or mitigate the crisis
* To communicate the organization’s actions, position, response and principles as soon as possible to include all appropriate resources, personnel, media sources, local, state, and federal government officials; legal representatives, board members, volunteers, staff, contractors, stakeholders, festival goers, and the general public.

This guide is intended to address the second of the two responsibilities outlined above.

Using the basic tenants of people, then property, then organizational reputation will help preserve the organization’s ability to serve its customers and stakeholders by:

* Protecting the safety and health of all festival goers, staff, volunteers, and the general public is always a top priority.
* Protecting the property, resources, and mission of the organization.
* Providing the public and the press with timely information about a crisis situation and how the organization is responding.
* Documenting and learning from the crisis situation and updating the crisis communications plan and related elements accordingly.

Keep in mind when implementing a communications plan:

* Maintain control of communications.
* Always tell the truth.
* Manage both facts and perceptions.
* Use all channels to communicate.
* Remain visible and accessible.

#

**Chain of Command**

**ORGANIZATIONAL OFFICERS & KEY STAKEHOLDERS**

The roles and responsibility of the point person(s) and members of the Incident Management Team (IMT) may vary depending on the size and nature of the crisis, but it is important to have clarification on who is responsible for activating a “crisis response,” and what the responsibilities are for each member of the IMT. *The IMT organizational structure is based off from the National Incident Command System (NICS). Details on the NICS can be found here:* [*https://www.ready.gov/business/implementation/incident*](https://www.ready.gov/business/implementation/incident) *. For the purposes of this plan, the IMT includes the following individuals (this is only an EXAMPLE):*

* (Incident Commander)

*The person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved*.

* (Operations Chief)

*The Operations Section Chief is responsible for managing all tactical operations at an incident. Simply put, this person is responsible making sure that the Incident Commanders directions are carried out.*

* (Public Safety Branch Director)

*This person is responsible for coordinating with responding law enforcement officials. To clearly communicate access points and special conditions of the event incident along with any other relevant facts that may assist in law enforcement response*.

* (Medical Branch Director)

*This person is responsible for coordinating with responding Fire/Rescue and Medical officials. To clearly communicate access points and special conditions of the event incident along with any other relevant facts that may assist in Fire/Rescue and Medical response*.

* (Communication / Public Information Officer)

*Depending on the size of the event, this person is responsible for the flow of communication between event leadership, section leaders, and the Incident Commander. This person is usually designated as the scribe to document all direction and activity during an incident. A person may also be responsible for public information messaging*.

**Designation of Duties & Chain of Command**

*You may use the below to articulate the IMT responsibilities:*

It is the practice of **THE ORGANIZATION OR EVENT NAME** to designate responsible individuals upfront, before an emergency occurs. The IMT shall be responsible for:

* Providing critical decision making before, during, and after the crisis.
* Providing information to festival goers, event staff, volunteers, emergency services, before, during, and after the crisis.
* Documenting the crisis.
* Notifying all governing entities, local officials, and other agencies as appropriate.
* Ensuring the **ORGANIZATION OR EVENT NAME** Emergency Operations Plan is reviewed and updated by the IMT on a regular basis.
* Ensuring that at least one member of the IMT is readily available for contact at all times during the Festival.

**INCIDENT COMMANDER RESPONSIBILITIES**

**ORGANIZATION OR EVENT NAME**

NAME (Contact information)

*List details as appropriate for given event (examples are):*

* Communicate crisis details to the organizers or governing board as appropriate.
* Provide instruction and guidance to volunteers, and event staff.
* Discretion to authorize ORANIZATION OR EVENT NAME use of resources and manpower to mitigate crisis
* Sole discretion to communicate crisis details to media, stakeholders, and general public
* Discretion to delegate above listed duties to responding government authorities as determined appropriate.

**OPERATIONS CHIEF RESPONSIBILITES**

Name (Contact Information)

*List details as appropriate for given event (examples are):*

* Provide real-time information of the incident to the Incident Commander.
* Ensure the instructions of the Incident Commander are carried out.
* Ensure resources, (staffing and equipment) are in place so the incident can be resolved as efficiently as possible.

 **PUBLIC SAFETY BRANCH DIRECTOR RESPONSIBILITES**

 Name (Contact Information)

*List details as appropriate for given event (examples are):*

* Provide maps or other information to responding law enforcement.
* Ensure ingress and egress locations are open and accessible to responding agencies.
* Ensure resources, (staffing and equipment) are in place so the incident can be resolved as efficiently as possible.

**MEDICAL BRANCH DIRECTOR RESPONSIBILITES**

Name (Contact Information)

*List details as appropriate for given event (examples are):*

* Ensure ingress and egress locations are open and accessible to responding agencies.
* Ensure there are designated areas for on-scene triage and medical treatment.
* Ensure resources, (staffing and equipment) are in place so the incident can be resolved as efficiently as possible.

**COMMUINCATIONS / PUBLIC INFORMATION OFFICER RESPONSIBILITES**

Name (Contact Information)

*List details as appropriate for given event (examples are):*

* PIO should have a direct line of communication to the Incident Commander.
* Ensure the media is given a staging location.
* Media location should be out of the way of incident responders and activities, but in a location where their cameras can view an area of the event.
* Ensure resources, (staffing and equipment) are in place so the incident can be resolved as efficiently as possible.

**Incident Command Center (CP)**

Primary Command Center (Location)

*The primary command center should located in an area where during normal event operations, event staff can conduct the business of running the event as efficiently as possible. Consideration should also be given to the location of the CP should an incident occur and the CP can still maintain command and control of the incident without becoming a part of the incident.*

* Consideration given to moving the CP during an incident (logistics and resources).
* Ensure the CP is NOT located near the media staging area.
* Organizers should consider a staging location for a backup or secondary CP.

**Specific Incident Procedures**

*The following are only examples of possible incidents during an event. Procedures of each incident should be event and situation specific. Incidents involving weather should be considered as well as those listed below. Event organizers should meet with staff and volunteers to discuss and plan response procedure(s) prior to each event*.

**MISSING CHILD**

* Missing Child reported to staff (communications) relays the following:
* Description of Child
* Child’s Name
* Description of Abductor (If Applies)
* On-Site Police Notified
* Festival Entry and Exits Closed
* All personnel assist in searching for the child
* Located child brought to Security/First AID Tent
* Parents should produce a photo of recovered child to staff before rejoining with the child
* Parents or staff should complete an incident report containing the child’s and parents’ names, addresses, and phone numbers.

**CRIMINAL ACTIVITY**

*This is intended to include such activity as assault, theft, disorderly conduct, etc.*

* Report to communications (or staff relay) the following information:
* Description of subject(s)
* Description of weapon(s)
* Direction of Flight
* On-Site Police Notified; staff call 911 if victims wish to report the crime.

**MEDICAL EMERGENCY**

• Reported to communications (staff relayed)

* Include Location/Description of Emergency.
* EMTs and Security respond to the area and assess victim.
* NOTE: If patient is unconscious, experiencing chest pain, or unable to speak, 911 is called automatically.

**FIRE**

• Reported to communications (staff relayed)

* Include Location/Description of Emergency (e.g. size of fire and whether or not suppression measures have been attempted).
* EMTs and Security respond to the area.
* Communications calls 911 to report the fire.
* Immediate area of the fire evacuated.
* If fire engulfs a tent or trailer, the festival grounds shall be evacuated.

**ACTIVE SHOOTER**

* “Active Shooter” relayed to communications
* Include location, description of shooter(s)
* Staff relays information to on-site police; calls 911
* Run, Hide, Fight initiated
* If law enforcement has not arrived, all organizers and staff shall facilitate evacuation of festival grounds as soon as it is safe to do so and practical.

**BOMB (Threat or suspicious package)**

* Information about incident relayed to communications
* NO ONE attempts to touch or move package
* Surrounding area evacuated and secured
* Staff relays information to on-site police, calls 911.
* Follow DHS recommended protocols for bomb threat

**Appendix A: Messaging & Sample Statements:**

*This is a list of example statements. They can be used freely however, they are not to be considered as the only statements that can be made by event organizers. Event organizers and staff are encouraged to make any statement(s) that apply to the situation that does not violate the law, or event organization policy or procedure.*

**GENERAL CRISIS STATEMENT (MEDIA/PUBLIC INQUIRIES)**

 The organization’s spokesperson, STAFF NAME, will be happy to answer your questions. Please contact them directly at CONTACT NUMBER or EMAIL. I apologize, but my responsibility is to assist in efforts to facilitate established emergency procedures. Please stay clear of this area for your personal safety and to assist others in their emergency work.

**ACCIDENT**

**THE ORGANIZATION OR EVENT NAME** regrets that this unfortunate incident occurred. Our first priority is the safety and wellbeing of those involved. Our policy prohibits me from sharing the name(s) of those involved without the consent of their families. The details and cause of this accident are being investigated at this time. Additional details will be provided as they become available.

**CRIMINAL INCIDENT WITH VICTIMS**

We express our heartfelt condolences to the victim(s) who have been injured or killed by this brazen attack on our community. **THE ORGANIZATION OR EVENT NAME** top priority is the safety and wellbeing of our festival goers and staff. We are cooperating with authorities on the investigation and are deploying necessary resources to facilitate the safe evacuation of all festival goers, volunteers, and staff. Our policy prohibits us from releasing the names of victims without their consent or the consent of their families. We will update the community with details as soon as they become available. Festival goers are encouraged to report any information they may have observed that will help identify suspects responsible to law enforcement by calling 911 or 88-Crime.

**CRIMINAL INCIDENT WITH OR WITHOUT VICTIMS**

**THE ORGANIZATION OR EVENT NAME** regrets that this unfortunate incident occurred. Our first priority is the safety and wellbeing of those involved. We are cooperating with authorities on the investigation. We will update the community with details as soon as they become available. Festival goers are encouraged to report any information they may have observed that will help identify suspects responsible to law enforcement by calling 911 or 88Crime.