



NFCYM
NATIONAL FEDERATION FOR
CATHOLIC YOUTH MINISTRY

**National Catholic Youth Conference
Emergency and Crisis Response Manual**

Affirmed by the NFCYM Board of Directors
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Preface

The Board of Directors of the National Federation for Catholic Youth Ministry, Inc. ("NFCYM") has 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) beginning in the year 2001. 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 event site, although its principles may be useful to any person at any time.

This Emergency and Crisis Response Manual is distributed to all NFCYM officials, staff, members, key contractors, and appropriate 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 an event, 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 our events as safe as reasonably possible, and to encourage people to continue to think rationally in order to do what is best in a specific emergency. 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.

Not every situation is a crisis. There are emergency situations to which the procedures set forth in this manual could be and often are applied, but which are not considered to be crises. They are not considered crises because the number of "victims" is limited to one or two people or because the situation occurs outside of NFCYM control, for instance in a hotel or on the street. When one or two individuals are affected, security personnel and the individuals' diocesan leader(s) usually deal with the situation. When the situation occurs outside of NFCYM control, the diocesan leaders coordinate or facilitate the appropriate response. At all times the NFCYM stands ready to assist and support the efforts of diocesan leaders.

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. **For purposes 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	Hostage
Bomb Threat	Natural Disasters
Chemical Threat	Poisoning
Fire	Terrorist Attack
Gas Leak	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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You will notice that certain information is repeated. 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

Part I Introduction

The National Federation for Catholic Youth Ministry, Inc. (NFCYM) holds one major event each year. In even years, it is an adult event, the National Conference on Catholic Youth Ministry (NCCYM). In odd years, it is a youth event, the National Catholic Youth Conference (NCYC). Whether the major event is for youth or adults, NFCYM attempts to make the event 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 an NCYC.

NFCYM does not directly communicate with NCYC participants. It must rely on its diocesan delegation 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 to do in emergency and crisis situations. NFCYM also knows that diocesan leaders often deal directly with infractions to diocesan and NCYC codes of behavior, 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 diocesan leaders in their efforts in these matters.

All efforts undertaken by the NFCYM are done so with great care and every attempt is made to appropriately manage risk. The Federation 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 complexes, security providers, participants, host diocese, and others hold NFCYM harmless and indemnify NFCYM from claims arising from incidents during an event. Well in advance of sending out registration materials, NFCYM has legal counsel review agreements and update the participant liability waiver forms that are sent to dioceses with promotional materials. In addition, NFCYM seeks to have hotels contractually obligated to lock or remove mini-bars in youth guest rooms and to take other measures related to alcohol related liabilities.

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 our events. NFCYM may also request its legal counsel review its insurance policies to attempt to ascertain whether the coverage is adequate in light of risks.

The NFCYM makes available to participants travel/event insurance, which is intended to cover incidents occurring while in transit to and from the event, or at the event. Purchase of such insurance is at the sole discretion of the participant at this time.

NFCYM seeks to be named as an additional insured on policies of convention complexes 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 announces in its promotional literature that it is NFCYM policy to promote a healthy and safe event environment during our youth conference. Therefore, NFCYM prohibits participants from bringing to the site weapons, illegal substances, and alcohol. Failure to comply with this ban results in the immediate expulsion of the offending participant.

NFCYM bans smoking within the event facility.

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

Part II: Advance Planning for Effective Response

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 the 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 talk to the local police department to 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 the convention complex during all NCYC programming hours. These services are delivered either by the exclusive contractors of the complex 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](#).

NFCYM Crisis Operations Center

NFCYM designates a room within the convention complex that will be used as a Crisis Operations Center. (This office may be the Event Office.) This room is identified and the phone lines ordered at least two months before NCYC so that phone numbers may be shared with the appropriate people and agencies. NFCYM also identifies space for meetings and press briefings.

In addition, NFCYM identifies one to two alternative sites that could be used as a Crisis Operations Center if the convention complex has been damaged or is in some other way inoperable. If damage is limited to the convention complex, then emergency operations would likely be run out of the downtown hotel suite occupied by the NFCYM executive director or that of one of the associate directors. 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 (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.).

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 associate/assistant directors, the host diocesan representative, the chair of the Youth Conference Management Committee, and designated event staff. The team is usually no larger than eight members. One team member is designated by the NFCYM executive director to act as a spokesperson and media liaison for the Federation in the event of an emergency. A written statement/press release is developed that describes NCYC, NFCYM, its mission, the history of the event (locations, its success and safety record), the numbers of expected participants, the theme of the event, 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 12-months preceding an NCYC, NFCYM representatives, including the executive director, go to the site of the event and meet with host diocesan representatives and site officials regarding security for NCYC. If security personnel are not provided exclusively through the event 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".

The purpose of the meeting with emergency officials is to brief them on NCYC, share NFCYM emergency plans, and seek their advice on how to avoid emergencies and what to do in event of an emergency. NFCYM officials recognize that some emergency officials may refuse to provide or participate in such briefings, but NFCYM will make the request in each case. NFCYM also requests their assistance in drafting the Basic Safety Information handout.

See Appendix C [TEMPLATE FOR BASIC SAFETY INFORMATION HANDOUT](#).

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 event site 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 complex. 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 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 Diocesan Leaders

NFCYM does not directly communicate with participants. All communication is channeled through diocesan leaders. NFCYM supports diocesan leaders in their efforts and relies on them to forward information appropriately. NFCYM must also rely on diocesan leaders in the event of a large-scale crisis to conduct headcounts of their delegations. NFCYM encourages dioceses to have an appropriate plan in place to conduct a head count in the event of an emergency by providing a model plan in its regular NCYC newsletter. Part of any plan should be that leaders report missing participants and additional participants in their care to the NFCYM Crisis Operations Center.

See Appendix E [A MODEL FOR DIOCESAN PLANS TO COUNT HEADS IN A CRISIS.](#)

Briefings for Diocesan Delegation Leaders

NFCYM identifies a location for and schedules daily briefings for diocesan delegation leaders beginning on Wednesday of the event and ending on Sunday. (Daily briefings cover numerous topics, which may include safety.) Diocesan leaders receive the schedule and location of the daily briefings prior to departure for NCYC. NFCYM asks that all delegations 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 distributes the Basic Safety Information document discussed in “Involvement of Local Emergency Officials” above (see Appendix C [TEMPLATE FOR BASIC SAFETY INFORMATION HANDOUT](#)). Diocesan leaders are urged to review this document carefully, share it with other adults in their delegations and keep it handy as a reference 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

Part III On-Site

Site Re-Familiarization

During move-in for the event, 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 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 event, NFCYM renews its contacts with emergency officials to verify emergency procedures and telephone numbers. The Federation also renews its request or confirms the participation of emergency officials in the Thursday briefing of diocesan leaders. NFCYM makes a record of any refusal to participate.

NFCYM requests that the local Fire Marshal make a final inspection and records any refusal to do so. The Fire Marshal verifies with NFCYM the location of emergency exits and that these exits are barrier-free and unlocked. In general, NFCYM does a last minute safety check.

Connecting with Facility Staff

An NFCYM staff member meets with the Convention Services Manager and his/her backup to distribute 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. Radios are distributed and NFCYM communicates its expectations of their services. NFCYM reviews record keeping and reporting methods as well as the ways their assistance may be summoned.

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 and Press Briefing Room

NFCYM equips the Crisis Operations Center with a copy of this manual, a computer, a printer, a fax machine, telephones, and telephone lines. In addition, updated reports listing participant names, dioceses, emergency contact information, and diocesan group leader names and telephone numbers are kept in this room. The press briefing room is equipped with a sound system, podium, tables, and chairs.

NFCYM Crisis Response Team

Prior to the start of NCYC, the Crisis Response Team (CRT) meets in 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 reports as soon as reasonably possible to the Operations Center. 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 delegation leaders, event staff and volunteers. In addition, the CRT determines the appropriate follow-up response to the situation.

The CRT can be called into action to respond to events other than crises.

Orientation for all NCYC Staff and Key Volunteers

NFCYM conducts orientation for all event staff and key volunteers on how to use the radios, specifically addressing how to contact security personnel. Staff and volunteers are also instructed how to use house phones to summon assistance and 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 Diocesan Delegation Leaders

NFCYM conducts daily briefings for diocesan delegation leaders beginning on Wednesday of the event and ending on Sunday. Before each briefing a list of every diocese attending NCYC is posted at the entrance of the briefing room. Diocesan representatives sign in as a record of their presence at the meeting.

The agenda of each meeting is not generally known until the day before the briefing, with the exception of Thursday. At the Thursday briefing, delegation leaders are taken through the Basic Safety Information handout (see [Appendix C](#)), which outlines how leaders 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 event, 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, everyone attending is reminded to wear their name badge at all times and to make sure that their delegates 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.

NFCYM also sets up “mail boxes” for each diocese in the Event Workroom. NFCYM does its best to put written copies of briefing agenda items in the boxes of those who did not attend so that diocesan leaders have access to the most up-to-date information despite their absence.

Part IV: Responding to an Emergency Situation

Part IV Responding to an Emergency Situation

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 Fast

The quickest and best way to summon help in any type of emergency in a convention complex is to contact security personnel from a house phone or via 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. Return to the victim 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 or at the scene.
2. Someone goes to a house phone and dials security or locates event 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 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 diocesan leader. Call or locate the diocesan 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 her diocesan leader's name and phone number from her name badge. Call or locate the diocesan leader and inform him/her of the situation.
 5. The diocesan leader, or other responsible adult if leader is not available, accompanies the person to the hospital emergency room.
 6. Someone informs the Event Office of the situation, if event staff is not present at the scene.
 7. Security personnel call emergency officials, if necessary.
 8. Security personnel logs incident.

Life Threatening Illness or Accident

1. Someone, preferably a responsible adult, remains with the individual or at the scene, unless to do so would cause harm to self or others. If so, move victim out of harm's way and evacuate the area of all others.
2. Someone goes to a house phone and dials security or locates event 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 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 diocesan leader. Call or locate the diocesan 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 her diocesan leader's name and phone number from her name badge. Call or locate the diocesan leader and inform him/her of the situation.
5. Security personnel summon emergency officials.
6. The diocesan leader, or other responsible adult if leader is not available, accompanies the person to the hospital emergency room.
7. Someone informs the Event Office of the situation, if event staff is not present at the scene.
8. Security personnel logs incident.

Crime Victim with No Physical Injury

1. Victim goes to a house phone and dials security or locates event or facility staff with a radio or goes to the Security Office and reports the incident. 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 or 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 event staff is not present at the scene.
4. Security personnel logs incident.

Crime Victim with Physical Injury

See Life-Threatening Illness/Accident

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 event or facility staff with a radio. Person
 - a. Identifies self and the location where he saw the illegal activity.
 - 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 their diocesan 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.

Who Is In Charge?

Until the arrival of security personnel or emergency officials, the adult first on the scene is in charge. No time should be wasted searching the site for persons such as the NFCYM executive director or staff.

When NFCYM staff or a member of the NFCYM Crisis Response Team is present at the scene of an emergency, 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 Diocesan Leader

At NCYC, once security personnel have been summoned to the scene, the first emergency contact person for any participant is the diocesan delegation leader or director of youth ministry. The diocesan leader's name and telephone number should be listed on the back of

the participant's name badge. If the information is not listed there, it can be obtained from the Event Office/Crisis Operations Center.

The diocesan leader should be notified without delay. In the case of an underage participant, the diocesan 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 event, 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 diocesan delegation leader or other diocesan representative places a follow up call. The NFCYM executive director may wish to be present for this call, and supports the diocesan director in his/her efforts. The NFCYM executive director or other staff should only call an emergency contact if the diocesan director or other diocesan representative cannot be located or is unable to do so.

If in preparation for the event, 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 diocesan delegation leader or other diocesan representative places the call. The NFCYM executive director may wish to be present for this call, and supports the diocesan director in his/her efforts. The NFCYM executive director or other staff should only call an emergency contact if the diocesan director or other diocesan representative cannot be located or is unable to do so.

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

See Appendix G [GENERAL OUTLINES FOR CALLING A PARTICIPANT'S EMERGENCY CONTACT PERSON.](#)

Documentation

For the most part NFCYM relies on security personnel to log emergency incidents. At the end of each day, an NFCYM staff member reviews the log with the security personnel supervisor. At the end of NCYC, NFCYM is given a copy of the entire log for its records.

Part V: Responding to a Crisis Situation

Part V Responding to a Crisis Situation

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 event 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 victims 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 victims 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 diocesan leaders. If victims are unconscious or otherwise unable to communicate, get their names and their diocesan leaders' name and phone number from their name badge. Call or locate the diocesan leaders and inform them of the situation.
 4. The diocesan leader, or other responsible adult if leader is not available, accompanies the people to the hospital.
 5. Someone informs the 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 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 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.

NFCYM Crisis Operations Center & 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 diocesan leaders to conduct a headcount of their delegations and report the information to the Crisis Operations Center.

See Appendix E [*A MODEL FOR DIOCESAN PLANS TO COUNT HEADS 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 a limited number of other predetermined 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 the designated NFCYM spokesperson. The CRT makes decisions about the content of communications generally, as well as other persons to notify of the emergency.

There are two audiences for communications during and following a crisis: one is internal (staff, volunteers, diocesan leaders, bishop attendees) and the other public (concerned families, media).

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 individually as diocese and others call into the Crisis Operations Center. It is NFCYM policy that only the official spokesperson or executive director speak publicly for NFCYM. All media inquiries are directed to the spokesperson for response.

See Appendix H [CRAFTING COMMUNICATIONS FOLLOWING A CRISIS](#) for additional details.

Continuing with the Event

The CRT decides if the event 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 collaborates with the NCYC Leadership Team in making these decisions. (The NCYC Leadership team includes the chair of the Youth Conference Management Committee, host diocese representative(s), NCYC program coordinator, key program and production area coordinators, and the NFCYM associate director.)

The CRT and NCYC Leadership Team 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 workers to work. The CRT may also instruct the liturgy team to include prayers for the victim(s) at the next possible opportunity.

Wrap Up

When the Crisis Response Team leaves the event to return home, the executive director, in consultation with the NFCYM Board of Directors, the Crisis Response Team members, host diocesan representatives, and counsel, should assess what further actions need to be taken regarding follow up on the emergency. Actions might include following up with participants and family members, counseling, participation in Masses and memorials, and legal and insurance matters. In addition, the entire handling of the emergency should be reviewed to determine what can be learned to enhance the safety of future NFCYM events 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**

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 complex 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 expects security and/or medical personnel to

1. Notify the participant's diocesan 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 the participant's Form G - NFCYM/NCYC Liability Waiver and Permission Form. Participants are instructed to keep a copy of the G Form on their person during all times at NCYC. If this form is not available, a copy is on record with in the 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.
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.

Appendix B: Template for Press Release

Appendix B Template for Press Release

A written statement/press release is developed that describes NCYC, NFCYM, its mission, the history of the event (locations, its success and safety record), the numbers of expected participants, the theme of the event, 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.

Appendix C: Template for Basic Safety Information Handout

Appendix C Template for Basic Safety Information Handout

Following is the template for a Basic Safety Information Handout. Information specific to the NCYC site is inserted prior to the event and a finalized copy is distributed to diocesan group leaders at the scheduled daily briefings.

BASIC SAFETY INFORMATION

NFCYM attempts to conduct safe events. We have hired [fill in company name] to provide medical and security personnel on-site during the following hours: [fill in hours]. Their office(s) is located [fill in location]. Security and medical personnel can be summoned by any member of the event or facility staff via radio or by dialing [fill in number] from a [insert color] house phone.

You can assist the NFCYM with event safety by

- Familiarizing yourself with the locations of [color] house phones, fire alarms, fire extinguishers, and building exits. Remind the young people in your care to do the same.
- Familiarizing yourself with the location of the first aid and security offices. Remind the young people in your care to do the same.
- Wearing your name badge at all times and carrying with you a copy of your and your young people's emergency contact names and phone numbers, as well as their medical insurance information. Remind the young people in your care to also wear their name badge at all times and to carry with them a copy of their emergency contact name and phone numbers, as well as their medical insurance information.
- Knowing the name of your diocesan and parish/school group leaders and how to contact them in an emergency. Make sure the young people in your care know whom to contact in the event of an emergency.
- Reporting any persons without proper name badge, credentials or behaving in a strange manner to event staff or security personnel.
- Helping to enforce the Conference Code of Behavior.
- Making sure your young people know where and when they can find you at all times. It may be good to set several times each day when you and your young people can check-in with one another.
- Making sure you and your young people 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 event staff or security personnel.
- If there is no immediate danger, contact event staff or security personnel and follow their instructions.
- In notifying event staff or security personnel, give them the following information.

(If you are unable to reach either, use common sense and be reasonable about quickly seeking 911 emergency assistance.)

- [Fill-in address and security office phone number of facility]
- Specific location of emergency/victim within the facility
- Nature of emergency
- Entrance or location where you or another adult will meet emergency crews.

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

Appendix D: Agenda for Meeting with Local Emergency Official

Appendix D Agenda for Meeting with Local Emergency Officials

The meeting with local emergency officials usually takes place within the 12-months immediately preceding an NCYC. Representatives from the NFCYM (including the executive director), host diocese, convention complex, security contractors, and local police, fire and medical officials as well as local special emergency response teams are invited to the meeting.

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

The meeting covers various types of emergencies and best responses including the roles each agency would play. Obviously, 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	Intruder/Trespasser
Accidents, Serious Illness, or	Natural Disasters
Death	Poisoning
Angry Parent/Employee	Rape/Sexual Abuse
Assault	Suicide or Suicide Attempt
Bomb Threat	Terrorist Attack
Chemical Threat	Violent Behavior
Fire	Weapons
Gas Leak	Weather Emergencies
Hostage	

Establishing Roles in Emergencies

This meeting establishes the expectations of the role each agency would play in an emergency: NFCYM, the host diocese, the facility staff, security contractors, and emergency officials. Presumably, the emergency officials are in charge at the scene of an emergency, and NFCYM responds to and cooperates fully with emergency officials. In order to have a clear understanding of each agency’s role, a form appears at the end of this section that can be filled in with the name of the lead agency, its contact person and contact person’s telephone number.

Further, the NFCYM confirms that in event of a large-scale emergency, officials will conduct the necessary investigation of the incident and promptly provide the 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 event now be held in convention complexes 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 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 our Events 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 complex 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 Handout for Delegation Leaders and Others

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

The NFCYM also asks emergency officials to supply the necessary information for a Basic Safety Information document for use by event leaders. The information is updated or inserted prior to distribution at the start of the event. The original is produced on NFCYM letterhead and is duplicated on a distinct color of paper so that it stands out from other papers distributed to leaders at the event.

See Appendix C [TEMPLATE FOR BASIC SAFETY INFORMATION HANDOUT](#).

Participation in Briefing for Diocesan Delegation Leaders

NFCYM conducts daily briefings with diocesan delegation leaders starting on Wednesday of the event. At this meeting, NFCYM invites emergency officials to participate in the Thursday briefing to go over the Basic Safety Information handout (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 NCCY Emergency and Crisis Response Manual.

List for Establishing Lead Agent in Crisis Situation Investigations/Follow-Up Actions

Situation	Lead Agency	Contact Person	Contact's Phone Number
Abduction			
Angry Parent/Employee/Intruder			
Assault			
Bomb Threat			
Chemical Threat			
Death			
Fire			
Gas Leak			
Hostage			
Natural Disasters			
Poisoning			
Rape/Sexual Abuse			
Serious Illness			
Suicide or Suicide Attempt			
Terrorist Attack			
Violent Behavior			
Weapons			
Weather Emergencies			

Appendix E: A Model for Diocesan Plans to Count Heads in a Crisis

Appendix E A Model for Diocesan Plans to Count Heads in a Crisis

While the following suggestion may not work for delegations of all sizes, NFCYM offers it as a model for dioceses to use in developing their method for accounting of all participants in their delegation. This suggestion is published in the NCYC preparation newsletter sent regularly to all diocesan NCYC leaders.

Counting Heads in a Crisis Situation

Before Departing for NCYC

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

The teams can include diocesan or parish 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, emergency contact name, and emergency contact's phone number.

Determine the location of an emergency check-in point during a crisis at the event site, and/or at an alternate site, if the event 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 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.

To help alleviate a deluge of calls coming to the event 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 contact persons/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: Diocese 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

Appendix F Summoning Assistance in an Emergency or Crisis

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

Convention Complex Communications Systems

Convention complexes 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

The NFCYM has also developed a communications system that employs 150+ two-way radios, cellular phones, and pagers. This equipment is distributed to NFCYM officials, staff, key contractors, and volunteers, as well as to the security contractors, 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 complex 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 the NFCYM that the Central Operations Office can contact 911 within moments, if necessary.)

The Role of the Central Operations Office

Again, due to the sheer size convention complexes, 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 and how to 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 Person

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

It is the responsibility of diocesan delegation leaders or other diocesan representatives to call participants' emergency contacts when instructed to do so by emergency officials. Diocesan 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 supports the diocesan leader in his/her efforts. The NFCYM executive director or other staff should only call an emergency contact if the diocesan leader or other diocesan representative cannot be located or is unable to do so.

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

Participant is Alive

(Review the entire outline before placing the call.)

The caller

1. Identifies herself, her position with diocese, and states that she is calling from the NCYC event.
2. Asks if the emergency contact person is present.
3. If someone other than the emergency contact person answers the phone, repeats 1 and 2 when the emergency contact person is available.
4. Tells the emergency contact person the name of the individual who was involved in the emergency and that the person is en route by ambulance to the hospital (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 person the location and telephone number of the hospital emergency room.
6. Tells the emergency contact person who is accompanying the participant.
7. Encourages the emergency contact person to call the hospital emergency room directly for information from the source.
8. Tells the emergency contact person that she is saddened that this has happened, and praying for the full recovery of the participant.

(Continues on next page)

9. Tells the emergency contact person that she will call him/her back at a specific time, e.g., in approximately two hours, or when more information is available.

10. Tells the emergency contact person how he can reach her.

NOTES: If the caller is from the NFCYM, he/she tells the emergency contact person that the diocesan delegation 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 person, the diocesan delegation 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 person to render assistance.

Participant is Confirmed Deceased

This call should be placed **only** if the participant's death has been confirmed by the treating hospital. (Review the entire outline before placing the call.)

The caller

1. Identifies herself, her position with diocese, and states that she is calling from the NCYC event.
2. Asks if the emergency contact person is present.
3. If someone other than the emergency contact person answers the phone, repeats 1 and 2 when the emergency contact person is available.
4. States that she is sorry to tell the emergency contact person 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 person and says that prayers will be offered for the participant and family.
6. Tells the emergency contact person that she will call him/her back at a specific time, e.g., in approximately two hours, or when more information is available.
7. Tells the emergency contact person how he can reach her.

NOTES: If the caller is from the NFCYM, he/she tells the emergency contact person that the diocesan delegation 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 person to call her as soon as possible and leaves a number at which she can be reached.

After the call to the emergency contact person, the diocesan delegation 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 person to render assistance.

Appendix H: Crafting Communications Following a Crisis

Appendix H Crafting Communications Following a Crisis

In any communications, whether by telephone or public appearance, 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 official spokesperson or NFCYM executive director, 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 parents or others, including media, calling the Crisis Operations Center, and/or to diocesan 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.
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 an announcement made about a time and room where the event will continue.
7. If the emergency has not been resolved and the event 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 event 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. Post a written copy of the communication.

Decline to take questions from media or others until more complete information is available. When a written copy of the communication is posted, 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 spokesperson or executive director 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 contact persons/ family of persons attending the event 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 contact persons 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 spokesperson or executive director. He/she should give the same response to all callers in accordance with the guidelines given above. The spokesperson and executive director 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 event, and these procedures govern how further information becomes available for use by the CRT in subsequent communications.

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