

Emergencies and Crisis Management

*Jesus proclaims
that the Good News of the Kingdom of God is near, notwithstanding
the problems, tensions, conflicts and difficulties of the world.
The Gospel seed makes fertile the history of mankind
and promises a rich harvest.*

*Christians, in the most diverse social situations,
perceive the world with the same eyes
with which Jesus contemplated the society of his time.
The disciple of Jesus Christ
deeply shares the joys and hope,
the sadness and anxieties of people today.
He gazes upon human history and participates in it,
not only from the standpoint of reason
but also from that of faith.*

(GDC 15 – 16)

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Definition of “Crisis”

In the context of the physical well-being of all who are participating in the parish Religious Education Program, a crisis is a sudden, unforeseen occurrence that destabilizes the normal situation, involves danger to persons, and requires immediate action to protect the children, youth and staff. The question is not *will* a crisis occur in a Religious Education Program but *when* will it occur. A crisis for the Religious Education community can be but is not limited to:

- accident and illness
- explosion or fire
- bomb threat or bio-hazard threat
- natural disaster, e.g. ,tornado
- an unauthorized person in the Religious Education building
- potentially dangerous person(s) in the wider area where program is taking place
- child abuse or neglect involving children or youth in the program
- incidence of sexual molestation
- charges of molestation against someone in the program
- the suicide of a person connected to the program in some way
- violence or violent death of a person connected to the program in some way

Crisis Procedures

It is the role of the Director* to take actions which will protect against a crisis, lessen its effects, or even save lives.

To this end, the Director must prepare all staff for the eventuality of a crisis and ensure that all Catechists know exactly what to do in an emergency. These instructions are given orally by the Director and should also be written in the Catechist Handbook.

- For the sake of brevity only the word “parent” will be used throughout the Guidelines but the intent is to refer to the child’s primary caretaker, whether parent or guardian.

For the sake of brevity, the title “Director” is used throughout and refers to the Catechetical Administrator of the Religious Education Program, whether Director or Coordinator.

Accidents and Illness

In the case of a relatively minor accident that occurs to a child/youth while attending the Religious Education Program, the following steps are taken:

- The Catechist reports the accident immediately to the Director;
- If bleeding is involved, the blood-borne pathogen procedures are followed
- The Director notifies the parent. If the parent cannot be reached, the Director follows the instructions for emergencies specified by the parent on the *Child Information Record* (c.f. *Program Requirements Chapter, Sample Forms*)
- The Director completes the *Student Accident Report* and keeps it on file whether or not there appear to be injuries. A copy of the report should also be faxed to the Archdiocesan Insurance Division: Catholic Mutual Group at 212 826 8379.

In case of a serious accident or illness that occurs to a child/youth while attending the Religious Education Program, the following steps are taken:

- The Catechist reports the accident immediately to the Director;
- 911 or the local policy/emergency rescue squad is called immediately;
- The Director notifies the Pastor

The Director notifies the designated parent; if the parent cannot be reached, the Director follows the instructions specified by the parent on the *Child Information Record* (*Program Requirements Chapter, Sample Forms*)

- As soon as possible, the Director notifies the Archdiocesan Insurance Division - Catholic Mutual Group (212-371-1000, Ext. 3020) - so that they will be prepared in the event that an accident/illness gives rise to a claim.
- The Director, by the next business day, completes the *Student Accident Report*, keeps a copy in a separate file entitled "Accident Reports" (NOT in the child's personal file), and faxes a copy to Catholic Mutual Group at 212 826 8379. The Director does not give a copy to the parent – this report is for internal use only.
- The Director completes the *Notification of Injury Form, Part 1*. Part 2 of the form is completed by the parent.

- The parent, after completing Part 2, sends the original form to AIG, P.O. Box 26008, Overland Park, KS 66225. This Insurance claim should be accompanied by the medical bills not covered by the family's health insurance. The Director should advise the parent to keep a copy of whatever they send to AIG for their personal records. It is up to the parent whether or not they opt to use the *Notification of Injury Form*.
Note: the *Notification of Injury* form is the only form given to the parent by the Director.
- It is advisable for the Director to get back from the parent a copy of the *Notification of Injury Form* with Part 2 completed. If this is done, a copy is faxed to the Catholic Mutual Group (212 826 8379) and a copy kept in the Parish Program's Student Accident File.

Student Accident Insurance

By being registered in the Parish Religious Education Program, all children/youth have student accident insurance coverage. A "covered activity" is a function authorized by the Religious Education Program:

- in which the covered person participates, attends or performs duties;
- that is organized by, or under, the auspices of the Religious Education Program;
- for which adult supervision is provided by the Religious Education Program.

Under this policy, accident coverage, which is in excess of the parent's health coverage, is provided by National Union Fire Insurance Company of NY through AIG Management. If the parents are uninsured, this coverage would be primary.

Accident of a person not covered by Student Accident Insurance

In case of an accident occurring to any person not covered by the Student Accident Insurance (e.g. family member of a child/youth, visitor, parish volunteer) the Director completes the Accident Report for Parishioners, Volunteers, etc., keeps the original and faxes a copy to Catholic Mutual Group (212 826 8379). Do not give a copy to the injured party. This Report is for internal use only.

Liability Insurance

The Archdiocese of New York maintains liability coverage for negligent acts resulting in bodily injury or property damage. The Director, the Catechist, and other volunteers are covered as long as they are acting within the scope of responsibilities assigned to them by the parish and as long as the act was neither intentional nor criminal.

If bodily injury or property damage should occur, notify the Pastor immediately. He will contact Risk Management Planning Group (RMPG) (888-767-4492). Failure to give notice could be a basis for a carrier to deny coverage.

Severe Allergic Reactions

For procedures to be followed in case of a child/youth with severe allergic reactions who uses an Epi-Pen, see the *Program Requirements Chapter*, the sections on *Medical Concerns* and the *Sample Forms*.

Child/Youth Accident Report

Religious Education Program Name: _____

Parish Address: _____

Name of Injured Child/Youth: _____ Grade: _____ Sex: _____

Date of Birth _____ Social Security # _____ Telephone: _____

Home Address: _____ Zip Code: _____

Date of Accident _____ Time of Accident: _____ Was Photo Taken (yes/no) _____

Place Where Accident Occurred: _____

Nature of Injury/Damage _____

Description of Accident: _____

Was Director/Coordinator notified? (yes/no) _____

Name of Catechist/Supervisor in charge when accident occurred: _____

Was the Catechist/Supervisor present at the scene of the accident? _____

Immediate Action Taken:

Was Parent notified? (yes/no) _____ Time notified _____ How _____

By whom was Parent notified? _____

Child/youth taken home? _____ By Whom? _____

Name of Doctor called? _____ By Whom? _____

Instructions given by Doctor: _____

Call made to 911? (yes/no) _____ To local police? (yes/no) _____

First Aid given (yes/no)? _____ By whom? _____

Type of First Aid Administered _____

Child/youth transported by ambulance (yes/no) _____ Ambulance Service _____

Where was child/youth transported? _____

Witnesses of accident:

1. Name: _____

Address: _____

2. Name: _____

Address: _____

3. Name: _____

Address: _____

Signature: Director/Coordinator _____

Signature: Pastor: _____ **Date:** _____

Fax Report to Catholic Mutual Group, Archdiocese of New York, by next business day: 212-826-8379.

**NATIONAL UNION FIRE
INSURANCE COMPANY
MAIL CLAIM FORM TO:
AIG, EDUCATIONAL MARKETS
MAIL CENTER
P.O. BOX 26008
OVERLAND PARK, KS 66225
(800) 257-6250
www.studentinsurance.com**

NOTIFICATION OF INJURY

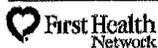
Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, and any person who knowingly makes or knowingly assists, abets, solicits or conspires with another to make a false report of the theft, destruction, damage or conversion of any motor vehicle to a law enforcement agency, the department of motor vehicles or an insurance company commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the value of the subject motor vehicle or stated claim for each violation.

Reference Number
FOR OFFICE USE
Policy Number
Coverage Code

FORM MUST BE COMPLETED IN FULL & MAILED TO OUR OFFICE WITHIN 90 DAYS FROM THE DATE OF THE ACCIDENT

PART I - ACCIDENT REPORT						
1A. Name of School			1B. Name of School District/Diocese/Association			
2A. Name of Student (Last)		(First)	(Middle Initial)	2B. Social Security No.	2C. Grade	2D. Birthdate
2E. Sex						
3. Nature of Injury (Please describe fully indicating what part of body was injured - e.g. broken arm, sprained ankle, etc.)						
4. Describe how accident occurred. (Please provide all details.) MUST BE A BODILY INJURY DUE TO AN ACCIDENT.						
5A. Was the accident school-related? <input type="checkbox"/> Yes <input type="checkbox"/> No			5B. Is the accident covered under a catastrophic policy? <input type="checkbox"/> Yes <input type="checkbox"/> No			
6A. Did Accident Occur:			6B. a) Date of Accident		6C. Name of Activity	
a) while the claimant was supervised?			b) Time		6D. Name and Title of Supervisor	
b) during sponsored activity?			c) Place			
c) during programmed hours?						
d) on activity premises?						
e) while traveling directly and uninterruptedly to or from home premises and school for regular school sessions or school sponsored and supervised activities?						
7A. _____			7B. _____		7C. _____	
Signature of School Officer			Title		Date	

PART II - TO BE COMPLETED BY PARENT/GUARDIAN OR CLAIMANT (IF ADULT)			
1A. Name of Father/Guardian or Claimant (if adult) <input type="checkbox"/> None	1B. Social Security No.	1C. Address/City/State/Zip	1D. Phone Number
2A. Name of Mother/Guardian or Spouse (if adult) <input type="checkbox"/> None	2B. Social Security No.	2C. Address/City/State/Zip	2D. Phone Number
3A. Name of Father/Guardian's or Claimant's (if adult) Employer <input type="checkbox"/> None		3B. Address/City/State/Zip of Employer	3C. Phone Number
4A. Name of Mother/Guardian's or Spouse's (if adult) Employer <input type="checkbox"/> None		4B. Address/City/State/Zip of Employer	4C. Phone Number
5A. List all Insurance Company(ies) under which the claimant is insured <input type="checkbox"/> None		5B. Policy Number(s)	5C.
_____		_____	<input type="checkbox"/> Medicaid <input type="checkbox"/> Individual <input type="checkbox"/> Group <input type="checkbox"/> Govt.
_____		_____	<input type="checkbox"/> Medicaid <input type="checkbox"/> Individual <input type="checkbox"/> Group <input type="checkbox"/> Govt.
_____		_____	<input type="checkbox"/> Medicaid <input type="checkbox"/> Individual <input type="checkbox"/> Group <input type="checkbox"/> Govt.
_____		_____	<input type="checkbox"/> Medicaid <input type="checkbox"/> Individual <input type="checkbox"/> Group <input type="checkbox"/> Govt.
Affidavit: I verify that the above information regarding insurance is accurate and complete. I understand that the intentional furnishing of incorrect information via the U.S. Mail may be fraudulent and violate federal laws as well as state laws.			
_____			_____
Signature of Parent/Guardian or Claimant (if adult)			Date
Authorization: I hereby authorize any physician or hospital who has treated or attended to the above claimant to furnish the insurance company or its representative any information requested. A photocopy of this authorization is to be considered valid.			
_____			_____
Signature of Insured (Parent or Guardian if claimant is under 18)			Date



SEE CLAIM INSTRUCTIONS ON THE BACK OF THIS FORM

NU K-12 NY

Claim Instructions

Treatment must commence within 90 days from the date of the accident.

1. In case of an accident, notify the Religious Education authorities/organization immediately.
2. Notify ALL treatment facilities (physician's office, hospital, etc.) of this insurance coverage so that any invoices and/or Explanation of Benefits (EOB) can be sent directly from the medical facility to The Maksin Group.
3. Have Part I and Part II completed on the Notification of Injury form. Do not leave any blank spaces or write "N/A" in any blank space. If either parent or guardian is uninvolved, deceased, unemployed, self-employed or disabled, please state so. If you are employed, but do not have insurance, please state "NO INSURANCE" and provide us with a statement from your employer that the claimant has no insurance. Otherwise, our office will submit an insurance questionnaire to your employer to be used as verification of no dependent coverage.
4. Attach any itemized bills to the claim form, along with any corresponding Explanation of Benefits (EOB) for each itemized bill. An itemized bill includes treatment rendered, the dates of the treatment, diagnosis codes, physician's or hospital's name, address and tax ID. number. Balance Due bills are not acceptable. Be sure to attach any receipts for bills paid out-of-pocket. Otherwise, benefits will be paid to the provider of service.

Please Note: Both an itemized bill and EOB (if applicable) must be submitted for claims to be considered for accident medical expense benefits.

5. Mail the Notification of Injury form. along with any other applicable correspondence , to our office within 90 days from the date of the accident. Do not leave this form with the Religious Education Director, hospital, physician, etc. Our address is Maksin Management Corp, P.O. Box 2648, Camden, NJ 08101-2648. If you need further assistance, feel free to contact Customer Service at 1-800-257-6250 (phone)/1-856-486-4376 (fax). We will be happy to assist you.

If your medical coverage is under an HMO, PPO or similar plan, you must follow their requirements for obtaining benefits. Otherwise, our benefits may be reduced, where applicable, as stated in the policy provisions. This restriction does not apply in every state.

Catholic Mutual Group
1011 First Avenue, 19th Floor
New York, NY 10022
TEL: 212-371-1011 Ext 3020 – Fax: 212-826-8379

Accident Report for Parishioners, Volunteers, etc.

PARISH/AGENCY/INSTITUTION _____ ID # _____

ADDRESS _____ CITY _____

STATE _____ ZIP _____ PHONE _____

FAX # _____ DATE OF REPORT _____

PERSON REPORTING ACCIDENT _____ POSITION _____

DATE OF ACCIDENT _____ TIME _____

LOCATION OF ACCIDENT _____ WERE PHOTOS TAKEN (Yes/No) _____

IS THE PARTY INVOLVED A
PARISHIONER/VOLUNTEER/OTHER _____

PARTY INVOLVED-NAME _____ DATE OF BIRTH _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

HOME PHONE _____ CELL _____ WORK _____

INJURY/DAMAGE _____ TRANSPORTED BY AMBULANCE (Yes/No) _____

AMBULANCE SERVICE _____ HOSPITAL _____

BRIEFLY DESCRIBE ACCIDENT _____

WITNESSES (Please include address and phone number)

1. _____

2. _____

3. _____

ADDITIONAL INFORMATION/REMARKS _____

Blood-borne Pathogens

Blood-borne pathogens present social as well as medical problems and require sensitive and Christian responses. The following are guidelines for dealing with persons who suffer from HIV, AIDS, HBV, or for that matter, any physiological, mental, or emotional condition.

Everyone, including people with HIV or AIDS, is protected against discrimination. Children with HIV or AIDS shall not be excluded by reason of the infection with HIV unless the following conditions are evident as determined by the child's physician and parents, together with the Director of Religious Education:

- the child is not toilet-trained or is incontinent;
- the child is unable to control drooling;
- the child is unusually physically aggressive, with a documented history of biting or harming others.

All medical information relating to HIV infection of students is confidential and only people with a legal right to know may be granted access to it.

Religious Education Programs must have a well-planned way of responding to injuries in order to safeguard the health of the helping-adult while caring for the injured child/youth. This plan of action should be based on the assumption that any person could be a carrier of a blood-borne pathogen or other communicable disease.

Therefore, the Director follows the written instructions entitled *Blood-borne Pathogens Instruction Sheet for Catechist* with whatever adaptation are necessary for the parish situation. These instructions are based on the *Exposure Control Plan* and the standard issued by the *Occupational Safety and Health Administration (OSHA)*.

Each Catechist and program volunteer must be trained in the plan. Every Catechist should be provided with the kit described in the *Blood-borne Pathogens Instruction Sheet*.

The *Blood-borne Pathogens Instruction Sheet* should make provision for clean-up of blood/body fluid to be done by a person trained for this specific custodial responsibility.

Blood-borne Pathogens Instruction Sheet for Catechists

When a Catechist or volunteer needs to intervene and implement “universal precautions,” the person does so from an informed, voluntary response under the “Good Samaritan Act” and uses prudent public health protective procedures.

Instructions for the Catechist:

Bring the Catechist’s Biohazard Kit to each Religious Education session.

Treat all blood and body fluids as if they were potentially infectious.

If an accident involving a blood spill occurs, encourage the individual to tend to his/her own injury. Direct or help the individual involved with a blood/body fluid incident to care for him/herself having minimal contact with you.

e.g. If a child has a bloody nose, hand the child the tissues and instruct him to pinch his nose;

If a child has a cut, hand the child clean paper towels and direct him to hold the towel firmly over the cut.

When you need to intervene and provide assistance that requires contact, always place a barrier between yourself and the individual. (e.g. rubber gloves)

When providing assistance:

- wear disposable vinyl gloves;
- use disposable towels/tissues for each injury;
- place any blood-stained materials in a sealable plastic bag;
- remove gloves following the proper procedures;
- wash hands thoroughly with anti-bacterial soap using proper hand washing procedures;
- keep other children away from area of body fluid spill. Cover it with paper towels.

As soon as possible notify the Director who will call a custodial person for immediate clean-up. If no one comes to clean up, the 10% bleach solution in the Catechist Biohazard kit can be used as a temporary disinfectant.

Contents of Catechist Biohazard Kits

- disposable vinyl gloves
- band-aids of various sizes and types
- paper towels
- alcohol towelettes
- plastic bags with ties
- 10% bleach solution
- gauze pads
- absorbent powder/emergency clean-up powder
- *the Blood-borne Pathogens Instruction Sheet for Catechist*

Norms for Crisis Preparedness

A brief, clear statement of emergency procedures such as fire, weather and bomb threats is included in the catechist and the parent handbooks.

A diagram of emergency exit routes is on display in every room where Religious Education sessions are held. The diagram is appropriately adapted to each location.

Fire Drills are held regularly according to established procedures.

Lock-down drills, shelter-in-place drills and evacuation procedures are regularly practiced.

A record of each fire drill, lock-down drill and shelter-in-place drill, whether a practice situation or a real crisis, is kept on file.

All Catechists, Catechist Assistants, and Catechist Substitutes are trained in emergency procedures.

Fire Drills

At least once a semester, in early fall and in the spring, fire drills are held for each session of the Religious Education Program. The drill should make use, insofar as possible, of the procedures known to the children from their public school drills.

The route to be used in evacuating the children from the building is posted in the rooms where the session is regularly held and also is included in the catechist handbook. Fire Department personnel should assist the Director in determining the safest evacuation routes. Each Catechist should be aware of a secondary evacuation route should it be necessary.

Each Catechist and child/youth should know ahead of time the site to which the children/youth are evacuated in case of fire or other emergency.

Instructions given to Catechists include the following:

- insure that all children are out of the room and then lead them to the assigned place of safety;
- have the last person out of the room close the door;
- bring the attendance register and use it to verify that all those in your charge are safely out of the building;

A staff member is appointed whose responsibility is to check the bathrooms and evacuate any children in those rooms. For each disabled child in the program, a staff member is appointed to assist that student. This is always an adult other than the Catechist.

The Director's immediate responsibility is to see that the facility has been completely evacuated.

The date on which the drill occurred and the number of seconds/minutes that it took to evacuate the building must be recorded and kept on file in the Director's office.

Give to the local police and fire officials the floor plan of the Religious Education sessions and indicate on it any pertinent information about children with disabilities.

Shelter- in- Place Drills

A Shelter-in-Place procedure should be implemented in an event such as chemical spill, gas leak outside the building, a severe weather emergency.

The basic elements of the Shelter-in-Place Procedure are as follows. These are acted upon within the context of the Religious Education Program's *Crisis Management Plan*.

- Director, Catechists and other staff get everyone inside the Religious Education building.
- Director calls 911 immediately.
- Director calls Pastor.
- Director and Catechists move all children to the safest areas within the Religious Education building, away from windows and doors. Every attempt must be made to avoid large areas such as gymnasiums.
- Director and Catechists close and lock all doors and windows
- Each Catechist verifies attendance and insures that every child is accounted for. If a child is missing, the Catechist notifies the Director immediately by means of a cell phone or similar device.

The Director locates the child and insures his/her safety.

- Director has staff member (e.g. custodian) turn off HVAC (Heating, Ventilation, Air Conditioning)
- Catechist remains in place with the children/youth and waits for the instructions from the Director on how to proceed.

Lock-Down Drills

A Lock-Down should be implemented in the event there is an internal physical threat to the building and its occupants. i.e. an intruder, or an external physical threat to the building and its occupants. i.e. a dangerous person near the building, police activity near the building.

The basic elements of the Lock-Down are as follows. These are acted upon within the context of the Religious Education Program's *Crisis Management Plan*.

- Director utilizes the public address system to inform the staff that the school is going into lockdown mode. The message over the public address system should be clear, for example "This is a lock down."

If the site does not have a public address system, plan for an alternate means to immediately inform all staff .

- Director calls 911 immediately.
- Director calls Pastor.
- Catechist closes blinds on windows and doors to prevent anyone seeing into room.
- Children are placed so as not to be visible or a target from outside the room.
- Each Catechist verifies attendance and insures that each child is accounted for. If a child is missing, the Catechist notifies the Director immediately by cell phone or a similar device. The Director locates the child and insures his/her safety.
- The Police will conduct a building sweep to locate the intruder.
- All wait for Director to give further instructions. These instructions will be relayed to the Director by the police and communicated to Catechists by means of the method previously agreed upon in the *Crisis Management Plan*.

Crisis Management Plan

Every Parish Religious Education Program must have a *Crisis Management Plan* in place. A copy of this plan is kept in the Religious Education Office and in the Parish Office. A third copy is kept in a place separate from the building which houses the program e.g.. parish church or parish rectory. A copy of this plan should also be sent to the Regional Catechetical Director to be kept on file.

A *Crisis Management Plan* can reduce the onset of panic, one of the chief dangers in a crisis, by assigning responsibilities and offering a blueprint for action. It enables children and adults to cope with serious conditions and traumatic events. No plan can address the full-range of crises which a program might face, but, with common sense, a master plan can be created that is flexible enough to provide guidance for any crisis.

It is the Director's responsibility to determine the nature of the individual crisis and to request the assistance necessary according to the Crisis Management Plan which has been approved and signed by the Pastor.

Purpose and Philosophy

The *Crisis Management Plan* includes the following:

- a plan of crisis intervention,
- clearly defined roles and responsibilities,
- clearly defined action steps,
- clearly defined communication channels and rumor control,
- preparations for dealing with media, when appropriate,
- a yearly review and updating of the plan.

Crisis Management Worksheets and Final Crisis Management Plan

The packet of worksheets includes:

- Directions for Designing the *Crisis Management Plan*
- Selection of Crisis Management Team
- Crisis Response Timetable
- Guide for Public Announcements
- Crisis Management Plan Checklist
- Sample Letter / Telephone Message for Parents
- Post-Crisis Report

The worksheets are designed to help the Director identify the various aspects involved in responding to a situation which has a serious impact on the Religious Education Program and threatens the children and the Catechetical staff. The worksheets lead the Director through forming a Crisis Management Team and developing a Crisis Management Plan for each session.

The packet is designed to be used in conjunction with other resources such as members of local law enforcement agencies, Archdiocesan Catechetical Office, local public school districts.

If there is already a *Crisis Management Plan* in place in the program, this packet can help the Director to update it.

Directions for Designing the Crisis Management Plan

- Consult the Pastor to insure his approval of all aspects of the plan and to determine the role he will have as part the Plan.
- Form the Crisis Management team. This team is made up of people who will be present on the scene, e.g. Catechists, hall monitors, Catechist Assistants, custodians.
- As a team, list all possible incidents which would qualify as “crisis”.
- List what must be done first to assure the safety of children and staff e.g. secure building, evacuate children, lockdown rooms, limit access.
- Review overall security procedures for building entrances, building itself, parking lot and grounds.
- Plan how the Crisis Management team will maintain contact with one another, with staff, with emergency personnel, with Pastor.
- Plan how parents will be notified.
- List all who need to be alerted in order to provide assistance e.g., emergency personnel, local authorities, Regional Catechetical Office, Archdiocesan Catechetical Office,
- Review Crisis Management Checklist and adapt for your own program.
- Establish a safety code for staff as well as children.
- Submit plan to local law enforcement and safety officials for their review and guidance.
- Design follow-up mechanisms for each crisis.
E.g., an armed intruder will necessitate follow-up discussion on increasing safety as well as long-term counseling; the sudden death of a catechist will need a means to memorialize that person as well as assistance in grieving.
- Develop a training program for staff including custodians, office staff, volunteers.

Selection of Crisis Management Team (Worksheet)

Each Religious Education Program should have a Crisis Management Team in place to plan responses to the various emergencies a program may face. The team, usually headed by the Director of Religious Education, implements actions which will lessen the effects of the disaster, save lives, minimize panic.

In forming a Crisis Management Team, it is important to select administrators and staff who are able to function as a team, respond to emergencies, perform specific tasks as determined by the Director\Coordinator, and be generally available to respond to an event.

1. The Team	Name	Telephone	Cell Phone
Crisis Team Coordinator	_____	_____	_____
Recorder (information gatherer)	_____	_____	_____
911\Emergency Liaison	_____	_____	_____
Liaison with faculty staff	_____	_____	_____
Liaison with parents	_____	_____	_____
Liaison with students	_____	_____	_____
Media Liaison:	_____ the Pastor	_____	_____
Nurse Health Rep	_____	_____	_____

2. What will be the Pastor's Role (in addition to ultimate Parish authority and media spokesperson)? _____

3. Definition of the Types of Crisis Which Will Convene the Team:

4. Define Immediate Response Specific to Each Team Member

5. **Crisis Command Station** both within the site and off site.

The site should be accessible to team members, have a telephone line(s), allow communication with classroom and other sites, have a computer.

On site of Religious Education Center
Location: _____ Telephone _____

Non-Center Location: _____ Telephone _____

Essential Telephone Numbers of Extended Team:

Pastor _____

Police _____

Fire _____

Catechetical Office _____

Regional Director _____

Ambulance _____

Counselors _____

6. Staff & Administrators with Special Skills

(CPR, volunteer fire persons, crisis counselors)

Person

Skill

Location

Person	Skill	Location
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

7. Team Training

When will it occur? _____

Who will conduct it? _____

Where will it occur? _____

8. Faculty Training in Emergency Procedures

When will it occur? _____

Who will conduct it? _____

Where will it occur? _____

Crisis Response Time Table

Initiate First 30 Minutes Response (The first 30 minutes are key)

- Assess Crisis.
- Notify Pastor
- If Crisis happens outside program hours, notify staff by telephone
- Convene Team.
- Determine Action – if necessary, evacuate building.

Post Crisis Actions

- Complete Crisis Management Report.
- Prepare necessary notices\announcements
Using the Crisis Management Report as a guide, determine who should be informed and prepare the needed materials.
- Determine group(s) most impacted.
- Activate Follow-up for those groups.
- Activate Follow-up for Religious Education Program.
- Debrief Crisis Management Team based on the response and results.

Guide for Public Announcements (Worksheet)

Guide for Responding to the Media:

Is this incident likely to attract media?	YES	NO
If so, has the Catechetical Office been notified to alert the N.Y. Archdiocesan Communications Office?	YES	NO
Have staff/parents/children been notified to refer media to the spokesperson?	YES	NO

Announcing Incident to the Parish Personnel

Who will be told? _____

Memo?	YES	NO
Who will write it?	_____	
When should it be distributed?	_____	
How should it be distributed?	_____	

Meeting?	YES	NO
How should it be announced?	_____	
When should it be held?	_____	
Where should it be held?	_____	
Who will preside?	_____	

Telephone?	YES	NO
Who will write the message?	_____	
When should it be done?	_____	
Who will call?	_____	

Announcing Incident to Parents & Children:

Will incident be announced to all children	YES	NO
Will incident be announced to all parents?	YES	NO
Written announcement? If so, when?	_____	
Verbal announcement? If so, when?	_____	
Who will deliver it?	_____	

Crisis Management Plan Checklist (Worksheet)

- Is Crisis Management Team in place and trained?
Is there designated staff specifically trained to handle crisis events?
- Is *Crisis Management Plan* written and approved and signed by Pastor?
When was it last reviewed?
- Is Pastor's role clear and articulated in writing?
- Has someone been assigned to complete the Crisis Report form?
- Does the Crisis Management team have all emergency numbers available?
- Do the Directors, Coordinators and specified team members have cell phones?
Do they have the cell numbers of all other team members?
- Has the staff been trained in Crisis Response?
- Do parents know the Religious Education crisis response procedure?
- Have sites been designated for children in the event of evacuation?
- Are there members of the staff with first aid training?
- In the event of a crisis, who is responsible for checking attendance lists to ensure that all children are accounted for?
-
- Has local law enforcement been involved in creating the response plan?
- Are there local emergency resources other than fire and police departments that the program can tap if needed?
- Are floor plans for the building(s) readily available and prominently posted?
- Does a plan exist for follow-up?



A copy of this plan should be sent to the Regional Catechetical Director (due October 1). Copies should be kept in the home of the Crisis Management Team Coordinator, on file in the parish Religious Education Office and on file in the Parish Office.

PARISH RELIGIOUS EDUCATION CRISIS MANAGEMENT PLAN (Year: _____)

Parish Name & Parish #:	Vicariate:	Telephone:	Fax:
Director/Coordinator:	Home Phone:	Private Line:	Cell Phone:
Pastor:	Rectory Phone:	Private Line:	Rectory Fax:
Regional Catechetical Director:	Office Phone:	Home Phone:	Cell Phone:

CRISIS RESOURCES

Police / Fire / EMS	Poison Control	Hospitals	ADAPP
911	1-800-222-1222		Frances Maturo/Christine Cavallucci
			1-718-904-1335
Safety Audit (date)	Emergency Drill (date)	Staff in-service (date)	CPR training (date)

CHILDREN & VOLUNTEER RECORDS (BACKUP LOCATIONS)

Medical Emergency Forms	Permanent Record Cards	Master Phone List

CRISIS CODE

Where to find the Crisis Code (e.g., catechist folder, catechist handbook) & Actions triggered by use of the Code:

Who is authorized to announce the Code?

ON SITE LOCATION ~ DETAILS

In the event children must leave their classroom, the location to where they may be safely moved:

CRISIS TEAM MEMBERS

SESSION DAY & TIME:

Member Name	Location	Cell phone	Special skills / Assignment
			Team Coordinator
			First Aid / CPR

COMMUNICATION

Who will post message on web site/answering machine?	
Who will prepare a statement for parents?	
When & how will staff be informed?	
Who will prepare a press statement?	The Pastor
Who will be the contact with the Regional/Archdiocesan Catechetical Office?	

EVACUATION PLAN

	Primary Evacuation Site	Secondary Evacuation Site
Location:		
Telephone (# at evacuation site):		
Site contact person:		
How will children reach evacuation site?		
How will children be returned to program site?		

SIGNATURES

Director's / Coordinator's Signature:	Date:
Pastor's Signature:	Date:

Sample Parent Letter/Telephone Message For Parents

Dear Parents,

Today the Religious Education Office received a call indicating that a bomb had been placed within the building. The building was evacuated and the police notified. When they arrived, the police and fire departments checked the buildings and found nothing. Therefore, the Religious Education sessions resumed as scheduled.

Our first concern at all times is the safety and well-being of your children. Any threat to the safety of our children and staff is taken seriously as it was today. We are grateful to the students and staff for their cooperation in evacuating the buildings and maintaining proper behavior during the time they were not able to return to the building.

We will continue to do our best to assure a safe environment for your children at all times in the Religious Education Program. Should you have any questions, please call me.

Sincerely,
Religious Education Director

Sample Telephone Message for Use in Crisis

(Note: Provide accurate, simple facts to describe the crisis)

(Note: If there were children/youth removed from the building because of injury, those parents must be contacted immediately and individually.)

Yes, (event) occurred today at (Religious Education Program name). The children were evacuated from the building while the police and fire officials conducted an evaluation. Nothing was found. Children returned to the building and sessions have resumed.

Post Crisis Report

Incident _____ Date _____

Staff Involved: _____

Children/Youth Involved _____

Details Known: _____

Crisis Team Leader and Members involved:

Authorities Notified/Consulted/ Results

Name

Time

Archdiocesan Catechetical Office _____
Consultation Results:

Regional Catechetical Director _____
Consultation Results:

Police Contact: _____ Telephone _____

Hospital Contact: _____ Telephone _____

Family Contact: _____ Telephone _____

Other Contacts: _____ Telephone _____