



[Organization] Emergency Operations Plan

A strategic operational outline for how [Organization] will prepare for, respond to, and recover from emergencies and disasters.



This template provided as part of the Faithfully Ready Initiative. Information on Faithfully Ready is available at faithfullyready.org



TABLE OF CONTENTS

Contents

Table of Contents.....	2
Purpose & Scope	4
Approval & Implementation	5
Record of Revisions	6
Glossary.....	7
Purpose & Scope	7
Situation Overview	7
Assessment of Existing Operations	8
Table 1.0 Specific Threats and Hazards	9
Day-to-Day Disturbances.....	9
Natural Disasters.....	10
Technological	11
Human-Caused	11
Concept of Operations	12
Roles & Responsibilities	12
Organization Leadership Team.....	12
Staff:	13
Emergency Management Team:	14
Response Protocols	17
Normal Operations (Day-to-Day Activities).....	18
Impending Severe Weather.....	18
Heightened State of Security/Preventative Lockdown Protocol	18
Heightened State of Security Requiring Evacuation Protocol	19
Actual Crisis Response Protocol.....	20
Return to Normal Operations	21
Evacuation Protocol	21
Communications.....	23
Information Collection	23
Information Dissemination.....	25



Media Policy & Procedures25

Direction, Control, and Coordination26

Administration, Finance and Logistics30

Plan Review and Maintenance31

Exercising the Plan32

Authorities and References34

Appendix 1: RELOCATION SITES/STAGING AREAS35

 Emergency Relocation Sites.....35

 Family Reunification Staging Area.....35

APPENDIX 2: CRITICAL INFORMATION APPENDIX37

Appendix 3: Response Protocols.....38

 Emergency Management Team Response Protocol.....38

 Emergency Management Team Members:38

 Safety Response Team Members:38

 Building Coordinator:38

 Incident Coordinator:.....38

 Media Spokesperson38

Appendix 4: Communications.....40

 Communications Plan.....40

 Emergency Telephone Numbers.....41

 Other Important Numbers41

Appendix 5: External Affairs44

 Delegation of Authority44

 Strategies for Information Dissemination44

 Essential Elements of Information45

 Establishing a Media Briefing Area46

 Media Releases/Alerts.....47

 Media Alert Template47

 Sample Media Alert.....48

 Media Release Template49

 Sample Media Release50

 Media Contact Roster51



PURPOSE & SCOPE

The purpose of this “Emergency Operations Plan” (EOP) is to outline the processes, roles, and responsibilities that each individual associated with [Organization Name] has in responding to emergency and disaster situations.

This plan applies to all employees, elected leadership, and volunteers operating under the auspices of [Organization].

This plan also applies to all facilities associated with [Organization Name], unless otherwise noted.



APPROVAL & IMPLEMENTATION

This Emergency Operations Plan for [Organization] supersedes and rescinds all previous version and becomes effective upon approval and signature of the [governing congregational leadership].

This plan establishes the roles and responsibilities for congregation members, leaders and staff as it relates to the preparation for, response to, and recovery from emergencies and disasters. While the plan is intended to serve as a strategic guide, the process of planning should be supplemented by education, training and exercises.

This plan is organized as a Basic Plan, which details the strategic goals of the [Organization] leadership, and is supported by functional Annexes, which delineate the responsibilities of individual departments/ministries/groups within the congregation to take certain actions to preserve life and property following an emergency.

This plan has been developed in accordance with guidance provided in:

- The [for faith communities in the City of Houston: [City of Houston Emergency Management Plan](#) (available at houstonoem.org)/ for those in unincorporated Harris County: [Harris County Emergency Management Plan](#)]
- The State of Texas Emergency Operations Plan
- FEMA Guide: “[Comprehensive Preparedness Guide 101](#),” Version 2
- FEMA Guide: “[Developing High Quality Emergency Operations Plans for Houses of Worship](#)”
- [Denominational Body Disaster Guidance (where applicable)]

[Organization Name]

[Organization Leader Signature]

[Organization Leader Name]

[Organization Leader Title]

[Emergency Plan Team Lead Signature]

[Emergency Plan Team Lead Name]

[Emergency Plan Team Lead Title]

_____/_____/_____

Date



GLOSSARY

Business Operating Hours	Hours of operation that coincide with the administrative daily business of [Organization]. These are usually during the middle of the day in the work week.
Emergency Operations Plan (EOP)	A plan which lays out the strategic objectives for managing an emergency in an organization.
Storm Spotter	A storm spotter (or “spotter”) is a person who is trained to look for the effects of severe weather and report their impact back to the leadership team. The National Weather Service offers “SKYWARN” training for the general public that includes information on how to become a trained spotter.

PURPOSE & SCOPE

The purpose of this plan is to outline the process for how [Organization Name] will prepare for, respond to, and recover from emergency or disaster incidents. This document will cover:

- Safety Assessments for congregational facilities
- Unique needs of the congregation’s population
- The Congregational facilities’ vulnerability to specific hazards
- Various effects that hazards have on congregational facilities
- Roles and responsibilities of congregational leadership, staff and layperson
- Procedures for responding to specific threats
- Mechanisms for collaborating and coordinating information
- Interfacing with local on-scene command and emergency operations centers

SITUATION OVERVIEW

Houses of worship, like [Organization Name], are typically places that provide their members with comfort and inspiration. Most of the congregants who attend (places of worship-i.e., church, mosques, synagogues, temples, etc.) expect to find peace and solace.

Unfortunately, disasters and emergencies can strike any place at any time. They can be natural, such as hurricanes, floods, strong winds, and severe thunderstorms; they can be technological, like hazardous chemical accidents or wildfires; and intentional, such as terrorist or active shooter attacks.

An emergency or disaster could have devastating long lasting impacts on [Organization Name] and the Houston area. Impacts could include: injury or loss of life, negative emotional impact on



congregants, damage or loss of the facility, damage or loss of equipment or furnishings, loss of personal property, loss of revenue or loss of donations.

To mitigate the potential impacts on [Organization Name] as well as the Houston area, the [Organization leadership team] developed this plan as a guide for how to address disaster or emergency situations that may impact the facility, the congregants, the leadership or the surrounding community.

Assessment of Existing Operations

To develop an efficient and effective emergency response plan, [name of Organization leadership team] began by reviewing the:

- a) [Organization Name] facility safety assessment checklist (Figure 1.0),
- b) the Organization facility and congregation snapshot form (Figure 2.0) and
- c) the potential threats (Table 1.0) that are most likely to impact the facility, the congregation and the community at large.

The Facility Safety Assessment (Figure 1.0 – located on the Faithfully Ready website (faithfullyready.org) under “Tools”) provided the [name of Organization leadership team] with a thorough understanding of the facility and congregation strengths and weaknesses.

The Organization Facility and Congregation Snapshot (Figure 2.0 – also located on the Faithfully Ready website under “Tools”) gave the [name of Organization leadership team] the opportunity to accurately account for all [Organization Name] congregants and facility activities.

The [Organization Name] Specific Threat and Hazards Table (Table 1.0 – located on page 14 of this plan) provided the [Organization leadership team] with a comprehensive overview of all potential threats and hazards that could impact the [Organization Name] and the surrounding community.



TABLE 1.0 SPECIFIC THREATS AND HAZARDS

Day-to-Day Disturbances	Natural	Technological	Human-Caused
Most likely to happen during regular operating hours (i.e. Sunday Services)	Resulting from acts of nature	Involves accidents or the failures of systems and structures	Caused by the intentional actions of an adversary
<ul style="list-style-type: none"> • Fires • Internal Power Outages • Unintentional Equipment Failure • Medical Emergencies • Unintentional Emergencies that suddenly make the facility uninhabitable 	<ul style="list-style-type: none"> • Flooding • Severe Weather • Severe Winter Weather • Hurricanes • Tornadoes • Wildfires • Wind • Sinkholes • Drought 	<ul style="list-style-type: none"> • Hazardous Materials Release • Utilities Failure • Transportation Incidents • Structural Collapse • Radiological Release • Dam Failure • Explosions or accidental releases from industrial plants 	<ul style="list-style-type: none"> • Missing Child (Kidnapping) • Domestic Violence • Organized Terrorism Attack • Civil Disturbance • Cyber Attack • Active Shooter • Chemical Agent Attack • Biological Attack

TIP: Use the “Guide for conducting a Hazard/Vulnerability Analysis” document found under “tools” at faithfullyready.com for a list of websites and tools to help you determine your risk.

After assessing facility safety, reviewing the facility/congregation snapshot and identifying potential threats, the [Organization leadership team] completed the situation overview by conducting a more in depth analysis of each potential threat subject area: day-to-day operation emergencies, natural disasters, technological disasters and human-caused disasters.

Day-to-Day Disturbances

Day-to-day operational disturbances for the [insert name of Organization] consist of situations that could occur on a frequent basis and have the potential to render the primary facility uninhabitable. Examples include sudden power outages, congregant

health challenges, sudden equipment failure and fires. The [*Organization leadership team*] developed the following policies for addressing the impacts of these potential emergencies. The following policies outline the [*insert name of Organization*] protocol for facility closings and functions during non-operational hours:

- **Organization Closings:** In the event that [*Organization*] must be closed due to an emergency or disaster, the [*Organization leadership team*] will issue the notice of the closing.
 - If [*insert name of Organization*] is expected to be closed prior to normal business operating hours, staff should listen to local radio and television broadcasts for updates. However, notifications will also be made via [*insert communication channel (i.e. a phone tree, e-mail, social media, etc.)*] to notify all staff that the facility is closed.
 - If the facility is closed during normal business operating hours, an announcement will be made to the staff via [*select your communication channel (i.e. a hotline telephone message, email, text message, etc)*].
 - If a facility closure is expected to coincide with scheduled services or functions, the [*Organization leadership team*] will notify the congregants via [*insert communication channel (i.e. social media, email, phone, text message, phone tree etc.)*]
- **Functions During Non-Operational Hours:** Some functions occur before and/or after normal operating hours of the [*insert name of Organization*]. These events typically involve fewer individuals, however, safety of the facility and of the participants is still important to the [*Organization leadership team*]. All applicable safety procedures as outlined during normal operating hours are effective during non-operational hours.

TIP: *Some houses of worship do not have daily activities on a regular basis and many may not even have a regular staff on a day to day basis. However, people will most likely visit the facility at some point during the week illustrating a strong reason to have a plan for events that may occur at the Organization during non-operational hours. [Daily activities are events or functions that occur at some point during the week. Many times, there are different activities planned from day to day. Staff is identified as anyone who executes duties for the Organization regularly regarding the administration and running of the Organization, whether they are paid or volunteer].*

Natural Disasters

Natural Disasters/Hazards those which are a threat of a naturally occurring event that will have a negative effect on people. The [*insert name of Organization*] is at risk for a variety of natural hazards including: [*insert list of potential natural hazards, see list in Table 1– located on Page 9 of this plan*]. Natural hazards cannot be prevented, but their consequences can be managed to reduce impact on affected areas.

Natural hazards have a variable scope and scale, which make them complex to prepare for. Knowing your risk will help you prioritize the types of natural hazards you should prepare for.

Note: This EOP Template includes a Natural Hazards Annex Template (see the Faithfully Ready website (faithfullyready.org) under “Tools”) which addresses planning for specific types of natural hazards: thunderstorms and lightning, tornadoes, floods and flash floods, winter storms, wildfires, hurricanes and earthquakes.

Technological

Technological disasters occur when there are accidents or failures of systems and structures. Examples include: intentional or unintentional breakdown in technological equipment used during normal operations, hazardous material releases, widespread, long-lasting utilities failure, transportation incidents, structural collapse, radiological releases, dam failure, explosions or accidental releases from industrial plants.

Based on the size of the [insert Organization name] and the results of the facility assessment, the [insert name of Organization] is potentially at risk for the following technological disasters: [insert list here].

TIP: It is important to remember that all houses of worships are susceptible to emergencies and disasters that can occur on different scales. An example would be a power outage that is experienced within a community for a long period time resulting from a natural hazard like a tornado, versus one that is concentrated within the Organization facility due to local power company issues. Each type of outage would present challenges to the leadership team and should be addressed to ensure the Organization facility is habitable and can continue to be used for services.

Human-Caused

Human caused disasters are caused by the intentional actions of an adversary. The [insert Organization name] is at risk for a variety of human caused disasters including: [insert list of potential human-caused disasters].

Note: This EOP Template includes a Human-Caused Disasters Annex Template (see Faithfully Ready website under “Tools”) which addresses specifics regarding planning for human-caused disaster threats like bomb threats, hostage barricades, missing children(kidnapping), intruders (suspicious person), weapon on campus, active shooter, sexual assault, civil disturbance, injury, illness, suicide and death.

CONCEPT OF OPERATIONS

Once the [Organization leadership team] finished the situation overview, the next step was to outline operational procedures. The [Organization leadership team] began developing the operations protocol by breaking down the responsibility of each player in the emergency response process. This section of the plan covers roles and responsibilities, response protocols and plan activation.

TIP: Most times, several people are involved in emergency preparedness as well as the execution of an emergency operations plan. A well thought-out and rehearsed disaster plan is an excellent starting point for raising the consciousness of the congregation and staff about the reality of life-threatening hazards, while also training them on lifesaving techniques.

Roles & Responsibilities

Identification of roles and responsibilities proved to be a critical step in plan development for the [Organization leadership team].

This section will cover the different team and individual roles of the various players on the [Organization emergency planning team]. It will cover all applicable responsibilities for the [insert name of Organization name], including the [insert roles-Organization leadership team, staff (paid or volunteer), ushers, deacons, the emergency management team lead (the incident coordinator), the medical response liaison (or team), the safety response liaison (or team), the crisis counseling liaison (or team), the media liaison (or team), parent liaison (or team), the finance liaison (or team) and the building/facility coordinator].

The [Organization leadership team] recognizes that roles and responsibilities will be based on the scale of the emergency or disaster. A smaller, more internalized emergency will most likely be handled by the leadership team and the regular staff members (paid or volunteer), while a larger event necessitating the need for coordination with external stakeholders will most likely require the emergency management team lead to coordinate response efforts.

ORGANIZATION LEADERSHIP TEAM: The Organization Leadership Team consists of the [name of head of the establishment] as well as the designated leaders of [insert name of Organization].

These leaders include: [list out leadership positions/titles identified- {e.g. associate ministers, deacons, worship leaders, bible study leaders}].

[Name of head of the establishment] has designated the following [insert position name or person] to act as the on-site emergency coordinator. In addition, the [name of head of the establishment] has appointed [crisis counseling liaison] to coordinate crisis

counseling activities (this role is explained in detail below). The [*Organization leadership team*] is responsible for:

- Training a small group of staff and/or Organization leaders in basic emergency action. This includes taking rosters with them if they must be evacuated.
- Keeping parents and response agencies informed of emergency plans and revisions.
- Assigning roles of the emergency management team.
- Utilizing present communication capabilities and integrating future capabilities into the emergency plan.
- Identifying a specific place evacuation location on campus/off campus for congregants and visitors required to leave the building.
- Executing periodic safety checks.
- Inviting emergency personnel to visit the place of worship on a regular basis to alleviate anxiety of membership following a crisis.
- Designating a staff member to be at the hospital to collect information about injuries and to report the information back to the Organization
- Designating a staff member to notify family members of the injured.
- Designating someone to assist with identifying the injured and the fatalities.
- Designating someone to speak to media following an emergency.
- Designating sufficient personnel to handle phones.
- Developing a strategy for post-crisis orientation for staff and congregation. The post-crisis orientation will allow staff and congregation to debrief and get a grip on what occurred with the event.
- Having a roster giving the names of members who are off campus at [*insert name of Organization*] related activities.
- Convening the emergency management team consisting of the individuals who will be leaders in an emergency.
- Reviewing plans for on-campus and off-campus emergencies.
- Making notifications to the community about cancellation and re-start of services in the Organization.
- Conducting drills and making emergency operations plan revisions based on drills.

STAFF: The staff at [*insert name of Organization*] consists of [*list out the different types of staff-paid staff, volunteer coordinators, ushers, deacons, etc.*]. Staff participation during a day-to-day emergency response will be coordinated through the [*Organization leadership team*]. Staff will be responsible for:

- Participating in the development of the EOP and being familiar with all aspects of the plan.
- Executing duties as outlined in the EOP.
- Keeping the emergency management team lead informed of day-to-day emergency incidents.
- Being familiar with all avenues of exit at each building.
- If exiting a classroom or building, securing the classroom.
- Accounting for all congregants under their supervision during the crisis. Reporting to the [*Organization leadership team*] any missing or injured members.
- Following a prearranged plan of transportation and supervision to appropriate shelters.
- Teaching emergency/disaster awareness and preparedness by incorporating these materials into existing curriculum.

TIP: Figures 3.0 and 4.0 (see the Direction, Control and Coordination Section of the Plan, also found in the reference appendix) provide examples of different emergency coordination structures that can be used to respond to emergency incidents. Figure 3.0 is an example of a structure for the type of emergencies that may occur on a normal day. Figure 4.0 is an example of an organizational structure that could be used for a larger scale emergency response that may include stakeholders outside of the Organization. **TIP:** Due to the uncertainty of volunteer availability, Organization leadership teams should consider identifying individuals who can serve as back-up team members to support emergency support efforts. In addition, it is highly likely that some members of the day-to-day emergency response coordination structure will also be part of the large-scale emergency/disaster response organizational structure.

EMERGENCY MANAGEMENT TEAM: In addition to the Organization leadership team and the staff designated to support the house of leadership team, [*insert name of Organization name*] has also developed an emergency management team which consists of specific positions activated during an emergency response effort that warrants additional coordination that is beyond the capacity of the Organization leadership team and the support staff. The [*insert name of Organization*] emergency management team consists of the following positions [*insert position titles- emergency management team lead, incident coordinator, the medical response liaison, the safety response liaison, the crisis counseling liaison, the media coordinator, the parent coordinator, the finance manager and the building coordinator*].

**See the Faithfully Ready website under “Tools” to obtain the Emergency Management Team and Medical Response Team editable forms.

When activated, the emergency management team responsibilities include:

Emergency Management Team Lead (Incident Coordinator)

- Serves as Incident Coordinator
- Briefs [*Organization leadership team*] on incident specifics and response operations.
- Immediately identifies themselves as the emergency management team lead to the appropriate public safety personnel responding to the incident.
- Remains in close proximity to the incident location (at the facility or as close as possible).
- Coordinates the emergency response effort.
- Ensures that necessary notifications are made.
- Acts as a liaison between the [*insert name of Organization*] and public safety personnel.
- Coordinates with all response participants including local fire, police, medical response personnel, etc.
- Ensures that all team members are assigned duties and understand all emergency procedures.
- Works with emergency response team members to evaluate the emergency.
- Ensures proper emergency communication.
- Delegates needed emergency actions.
- If requested is prepared to assist county or city emergency responders involved to aid in crowd control and building evacuation.

Building Coordinator (Facility Coordinator)

- Knows the floor plans of each building and the emergency evacuation procedures for any emergency – medical, fire, tornado, etc.
- Provides status reports and briefings to the emergency management team lead.
- Coordinates with the emergency management team lead and the local emergency agency/agencies on evacuations and other emergency actions.
 - Serves as a lead on emergency planning activities and works closely with the emergency management team lead on emergency response coordination.
- Assists with recruiting emergency management team members.
- Schedules trainings for the emergency management team.
- Communicates ongoing and evolving emergency response plans.

Medical Response Liaison (or team)

- Provides emergency first aid and assistance in line with their training until medical assistance arrives.
- Immediately identifies themselves as the medical response liaison to any personnel responding to the incident.
- Assists in triage activities.
- Conducts a primary assessment of the medical emergencies and reports this assessment to appropriate personnel.

Safety Response Liaison (or team)

- Building evacuations – responsible for reporting to the incident coordinator that their assigned section has been cleared during an evacuation.
- Immediately identifies themselves as the safety response liaison to any personnel responding to the incident.
- Helps to implement and announce lock down/shelter in place procedures
- Performs other intervention procedures as the situation dictates
- Works in coordination with the building maintenance/trustees to minimize hazards.
- If available, maintains hand-held radios to coordinate with emergency management team lead and other team members as deemed appropriate.

Crisis Counseling Liaison (or team)

- Assesses the need for onsite mental health support.
- Determines if there is a need for outside agency assistance.
- Provides onsite intervention/counseling.
- Manages the well-being of those from the Organization that are responding to the incident, congregants, and staff and reports it to the [*insert name of head of the establishment*].

Media Liaison (or coordination team)

- Works with the [*insert Organization leadership team name*] to develop strategies for addressing media inquiries.
- Meets the media and communicates a consistent message to be delivered to the community.
- Coordinates and advises on the preparation of news statement and arranges interviews.

Parent Liaison (or coordination team)

- Serves as a liaison between parents and the [*insert name of the Organization leadership team*]
- Coordinates response to parents who may arrive at the Organization with inquiries about the incident and the well-being of the children involved.
- Advises parents of the situation and advises them whether their child was involved in the emergency.
- After the emergency has been cleared, assists those who wish to take their child home.

Finance Liaison (or team)

- Tracks resources that may be needed to help Organization and/or congregants respond and recover from the event
- Tracks the source (who the resource came from) and use of resources (who used/are using the resources)
- Acquires ownership of resources
- Compensates the owners of private property used by the Organization
- Maintains recording keeping for possible reimbursement by insurance agencies or a government entity.

Response Protocols

This section outlines [*insert name of Organization*] specific emergency response protocols including: [*insert applicable response protocols for Organization- emergency procedures, evacuation protocol, family reunification protocol, media protocol, communication equipment protocol*].

Emergency Procedures: Emergency Procedures explain how the [*insert name of Organization*] will respond during [*insert applicable emergency procedures -normal operations, operations during impending severe weather, operations during a heightened state of security/preventative lockdown, operations during a heightened state of security that requires evacuations, operations during an actual crisis response protocol and procedures for returning to normal operations*]. The [*Organization leadership team*] will be the main authority to initiate building lockdown or evacuations. The [*Organization leadership team*] will designate several key personnel who are authorized to make such decisions. All designees will be made aware of their responsibility and the scope of their authority to act. This section outlines procedures to be performed by the designated individuals when deemed appropriate. Designated individuals will be relieved of such responsibility upon the arrival of the [*Organization leadership team*] or local emergency responders.



NORMAL OPERATIONS (DAY-TO-DAY ACTIVITIES)

Examples of when [*Organization leadership team*] will conduct normal day-to-day activities include: instructional activities, trips and classes.

Procedure:

- Continue normal safety measures such as inquiring about suspicious persons, ensuring exits and entrances are secure, etc.
- Explain evacuation procedures to congregation; teach about safety.

IMPENDING SEVERE WEATHER

Examples of situations where impending severe weather protocol may be initiated by the [*Organization leadership team*] include: thunderstorm watch and warnings, tornado watch and warnings, hail storms, high winds, winter weather events, flashfloods, etc.

Procedure:

- Review the emergency procedures and have them posted in all rooms.
- Monitor weather bulletins including weather radios, TV and/or radio news broadcasts.
- Keep staff and congregants informed concerning the weather situation.
- Activate “spotters” when appropriate. (see glossary for definition of spotter)

HEIGHTENED STATE OF SECURITY/PREVENTATIVE LOCKDOWN PROTOCOL

Examples of situations where heightened state of security/preventative lockdown protocol may be initiated: bomb threats, weapons on campus, a major crime or police chase near the Organization, and civil disturbances that pose a threat to members and staff.

Procedure:

- The [*Organization leadership team*] will inform all Organization staff and congregants that the heightened state of security/preventative lockdown protocol is being implemented by use of the PA system. Personnel in areas without intercom/phone/radio capability will be notified in person by a runner from the [*Organization leadership team*]. Staff should be briefed through a designee in person or via a written memorandum regarding the situation.
- If a bomb threat has been verified, or a suspicious package has been identified, all wireless communication should be terminated immediately in the vicinity of the suspected package. The slightest radio signal emitted from

- a cell phone can detonate a bomb, which is the reason for this recommendation.
- Children who may be separated from parents at the time of threat should be reunited with them as quickly as possible.
 - If congregants are not in a room at the time the warning is announced, they should proceed to their assigned meeting room. Organization leaders (including small group leaders) will lock their room doors once the hallways near their rooms are clear of congregants. If leaders observe imminent danger near their room, they should immediately secure their room and notify a [*Organization name*] staff member of the danger.
 - If no imminent danger has been detected, leaders should brief members that the Organization has been placed on a heightened security status as a precaution and that no imminent danger has been detected. Congregants should be given instructions as appropriate as to what they should do during the lockdown protocol. Organization staff not assigned to room duties should follow the Organization's procedures for limiting access to their workplace. They should also report any suspicious activity to the main office immediately.
 - While the lockdown protocol is in effect, leaders should only open room doors for Organization staff members unless clearance is obtained from the [*Organization leadership team*].

HEIGHTENED STATE OF SECURITY REQUIRING EVACUATION PROTOCOL

Examples of situations where heightened state of security requiring evacuation protocol may be initiated: a bomb threat has been deemed as credible, release of chemicals that adversely affect the health and safety of members or staff; and any other event that requires the evacuation of the building.

Procedure:

- The [*Organization leadership team*] will inform all [*insert name of Organization*] staff that the evacuation protocol is being implemented by use of the PA system. Personnel in areas without intercom/phone/radio capability will be notified in person or via a written message regarding the situation.
- Congregants should be given instructions as appropriate as to what they should do during this protocol. [*Insert name of Organization*] staff not assigned to room duties should follow the [*insert name of Organization's*] procedures for evacuating the building. They should also report any suspicious activity to the [*Organization leadership team*] immediately.
- All members and staff shall evacuate the building immediately and proceed to their pre-determined assembly areas outside and away from the building.



- Once at their assembly areas, leaders should report the status of their members to the [*Organization leadership team*] and/or appropriate staff member.
- Staff shall carry a current member roster and emergency contact information with them anytime the building is evacuated to their assembly areas.
- Children not with their families will not be allowed to leave their assembly areas unless the leader obtains authorization from the [*Organization leadership team*].
- If activities are occurring outside, those outside should be warned and informed not to come back inside of the building.
- Following an evacuation due to a credible bomb threat, no one will enter the building until it has been cleared by law enforcement.

ACTUAL CRISIS RESPONSE PROTOCOL

Examples of situations where actual crisis response protocol may be initiated: shots being fired on or immediately adjacent to the campus, violence on campus, an explosion near but not on the campus, a hostage situation or armed barricaded subject on or immediately adjacent to the campus, natural disasters, hazardous materials incidents, or threats involving weapons of mass destruction which indicate immediate danger, and a civil disturbance that is out of control.

Procedure:

- [*Head of the establishment*] or his/her designee will announce that the actual crisis response protocol is in effect. Runners may be sent, if it is safe to do so, to ensure that personnel in outside areas are notified.
- Leaders should brief congregants that the Organization has been placed on a heightened security status as a response to an apparent crisis. They should advise congregants to remain quiet until more can be learned about the situation. Leaders should then begin calmly and quietly reviewing emergency evacuation procedures with members to prepare them for possible evacuation.
- Leaders will immediately lock their rooms and advise congregants to move away from doors and windows, and sit on the floor.
- If they are not in a room at the time the protocol is announced, congregants should proceed to their assigned room. If it appears unsafe to proceed to their room, congregants should proceed to the nearest room. Leaders will lock their doors once the hallways near their room are clear of congregants. If leaders observe imminent danger near their room, they should immediately secure their room and notify [*Organization leadership team*] and/or the



- appropriate [*insert name of Organization*] staff member of the danger as well as 9-1-1.
- [*Insert name of Organization*] staff not assigned to room duties should follow their assigned emergency duties.
 - Personnel who are engaged in outdoor activities when the protocol is announced will need to make a prompt determination as to whether it is safer to attempt to enter the building, to take shelter, or to leave the campus to seek shelter in the safest place available. If the decision is made to leave the campus, congregants present should move as quickly as possible. A list of all who are evacuated should be made by the staff member or leader present as soon as it is safe to do so.
 - Congregants should not be instructed to leave the room unless the leader receives instructions from the [*Organization leadership team*] or emergency responders.
 - Leaders should not open the door to any rooms unless they are instructed to do so by a staff member that they recognize by sight or voice. Emergency response personnel may enter the room by using a master key; otherwise the door will not be opened.

RETURN TO NORMAL OPERATIONS

Once danger has passed, the [*Organization leadership team*] may be able to return the facility to normal operations.

Procedure: The return to normal protocol should be used when-

- There is no indication that an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the Organization to continue.
- The [*Organization leadership team*] will announce that the Return to Normal Operations is in effect via [*identify mode- i.e. public address system, word of mouth posting on entrances/exits*].
- The [*Organization leadership team*] will make a brief announcement to inform the congregation and staff of the reason the other protocols were utilized.

EVACUATION PROTOCOL

When it is necessary to evacuate the building, either a fire alarm, or heightened state of security requiring evacuation protocol using the public address system will signal the evacuation. Evacuation reasons could include: bomb threat, explosion, chemical spill, and any other event that requires the evacuation of the building. This section outlines the different evacuation preparedness, response and family reunification.

1) Preparedness

Before an Evacuation

- Maps showing the evacuation routes for all locations in the building are posted in each room in the building.
- A master copy of the evacuation plan is in the [*head of the establishment's*] office and is carried with the [*Organization leadership team*] during all evacuations.
- Staff and congregation will be oriented to their specific duties, requirements and responsibilities should an off-campus evacuation become necessary.
- The public address system will be the primary means of notifying building occupants, when possible. In the event the public address system fails the announcement of an evacuation will be made by a bullhorn, or by other effective means of communication.
- Consider not removing any bags from the facility during an evacuation due to a bomb threat.
- Evacuation drills take place on an annual basis.

2) Response

During an Evacuation

- Leaders should bring their rosters with them, if applicable.
- Leaders will ensure that all congregants are out of their rooms and adjoining restrooms and workrooms.
- Groups will proceed to their designated assembly areas. Once there, leaders will make note of members who are not present and furnish those names to Organization staff members as soon as possible.
- The first member out will be instructed to hold open the exit door(s) until all persons in the group have evacuated. This procedure is to be continued until the building is clear.
- Leaders will close, but not lock doors, before they follow their congregants out of the building.
- Leaders will remain with their group until the [*Organization leadership team*] sounds an "all clear" signal.
- Staff members will gather lists of unaccounted persons from staff members to provide to the [*Organization leadership team*] and emergency response personnel.

Family Reunification Protocol After An Evacuation



- Parents who are not with their children at the time of an evacuation will be notified by runners, when it is safe, of where they can be reunited with their children.
- Designated personnel, along with law enforcement, will check the identification of those entering the reunification area and provide them with name tags.
- Designated personnel, assisted by law enforcement, coordinate the signing out of those in the reunification site. Anyone picking up a child, under the age of 18, must be a verified person on the minor's check out card authorized to pick up the child.
- A mental health professional or counselor should be assigned to calm those waiting at the reunification site and distribute information sheets on traumatic stress reactions.
- Reunited families should be encouraged to leave the reunification site promptly.
- Those who have not been picked up from the reunification site by a certain time will be taken to a secure area until a family member comes to pick them up. [Insert Organization's name] media liaison and parent liaison will relay the message to the Organization community of the new pick up site where family members can pick up their loved ones.

Communications

Besides conducting the [insert name of Organization] facility safety assessment, completing the demographics form, assessing potential threats, identifying roles, responsibilities and emergency procedures, the [Organization leadership team] also reviewed methods of communication with internal and external stakeholders. This was a key step in the planning process for the [Organization leadership team]. This section discusses information collection (including emergency alerts and warnings), information dissemination, communication equipment usage and protocol for dealing with the media during emergencies and disasters.

INFORMATION COLLECTION

During an emergency or disaster incident, the [Organization leadership team] expects to collect information in a variety of ways including: [list out information collection methods, i.e. congregant reports, media alerts, NOAA Weather Radio Alerts, messages from other houses of worship, etc.]. Below are methods [insert name of Organization] will use for collecting information from various sources during all phases of an emergency:

- Identify the type of information that will be helpful in the successful implementation of the activities that occur before, during and after an emergency
- Scan information sources like: weather reports, law enforcement alerts, National Oceanic and Atmospheric Administration (NOAA) radio alerts, crime reports, websites and hotlines for mental health agencies, emergency management



agencies, and relief agencies assisting in all aspects of emergency response and recovery.

- Information sources include:
 - City of Houston – houstontx.gov/emergency
 - National Weather Service Houston – weather.gov/Houston
 - Harris County Flood Warning System – harriscountyfws.org
 - Emergency Alert System Radio/TV: 88.7FM and 740AM
- Be prepared to provide answers to the various questions for each of the identified types of information:
 - What is the source of the information?
 - Who analyzes and uses the information?
(ex: head of the Organization? Emergency management team leader?)
 - How is the information collected and shared? (ex: Is the media coordinator collecting and then sharing to local media outlets? Is the information coming from a NOAA radio or local news broadcast?)
 - What is the format for providing the information to those who will use it?
(ex: Email blasts, if power is still on? Solely using local media outlets?)
 - When should the information be collected and shared?
(ex: as soon as the information can be received? After the event occurs?)

TIP: The National Oceanic and Atmospheric Administration radio is also known as the NOAA Weather radio. NOAA is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. National Weather Radio broadcasts official weather service warnings, watches, forecasts, and other hazard information 24 hours a day, 7 days a week.

INFORMATION DISSEMINATION

In order to establish effective communication during an emergency incident, [*insert name of Organization*] will collect all information relevant to the persons and events involved in the emergency and disseminate appropriate information to all parties involved. Information will be shared with parents, families, law enforcement agencies, medical service agencies, print and electronic media representatives and the general community.

By effectively managing communication, [*insert name of Organization*] intends to provide necessary services to its members and staff, and to the families of those persons affected by the emergency or disaster situation. It is expected that effective collection and dissemination of information will minimize problems caused by unfounded rumors.

MEDIA POLICY & PROCEDURES

To address inquiries from the media, [*insert name of Organization*] will follow the following media relations procedures:

- [*Organization media liaison*] or designated staff member will be responsible for working with the media. All media requests will be directed through the [*Organization leadership team or the emergency management team lead*].
- Establish a Media Briefing Area in concert with first responders to allow for the privacy of disaster victims and easy access to interview subjects.
- As soon after an emergency as is reasonably possible, the [*Organization leadership team*] will meet to establish relevant position statements on topics about which the media have questions.
- Screen interview requests for children under the age of 18 and ensure parent permission for interviewing has been attained.
- A list of local media will be kept on hand so the community can quickly be informed of the event that has taken place. Examples include: radio stations, television stations, and newspapers.

TIP: *The communication equipment needs vary between each Organization. Since houses of worship are different sizes, there will be different communication needs and requirements. The following items are recommended for consideration:*

- *At least two telephone lines with published numbers.*
- *A computer with internet connection and/or wireless hotspot.*
- *A subscription to a web-based email distribution system pre-loaded with contacts for congregants, partners, and the media.*
- *Walkie-talkies for all staff members.*
- *A bullhorn that recharges its batteries when not in use.*



- *Intercom systems with member-initiated call capabilities from each classroom.*
- *An emergency communication kit that will contain an abundant supply of batteries (all appropriate sizes), a list of all Organization and family telephone numbers and email addresses.*
- *A current backup copy of all computer files (on an external hard drive that can be loaded immediately into a portable computer).*

DIRECTION, CONTROL, AND COORDINATION

This section describes [*insert name of Organization's*] framework for all direction, control and coordination activities. It explains who provides overall direction control and coordination of the incident and which congregants are responsible for supporting the [*Organization leadership team*]. This section:

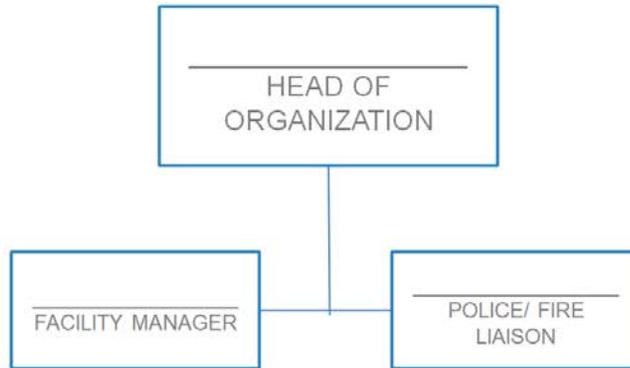
1. Describes the chain of command used by [*insert name of Organization*].
2. Describes the relationship between the Organization's plan and the broader community's emergency management system (**see Figure 5.0**).

TIP: *Figures 3.0 and 4.0 provide examples of different organizational structures that can be used in response to emergency incidents. Figure 3.0 is an example of a structure for the type of emergencies that may occur on a normal day within the Organization. Figure 4.0 is an example of an organizational structure that could be used for larger scale emergency response that may include stakeholders outside of the Organization (i.e. local public safety personnel). Figure 5.0: Disaster Incident Coordination Chart outlines the process for managing an incident that would require coordination of multiple departments through a local emergency management agency.*



Figure 3.0: (Example) Daily Emergency Coordination Structure

[House of Worship] Daily Emergency Response Organization Chart

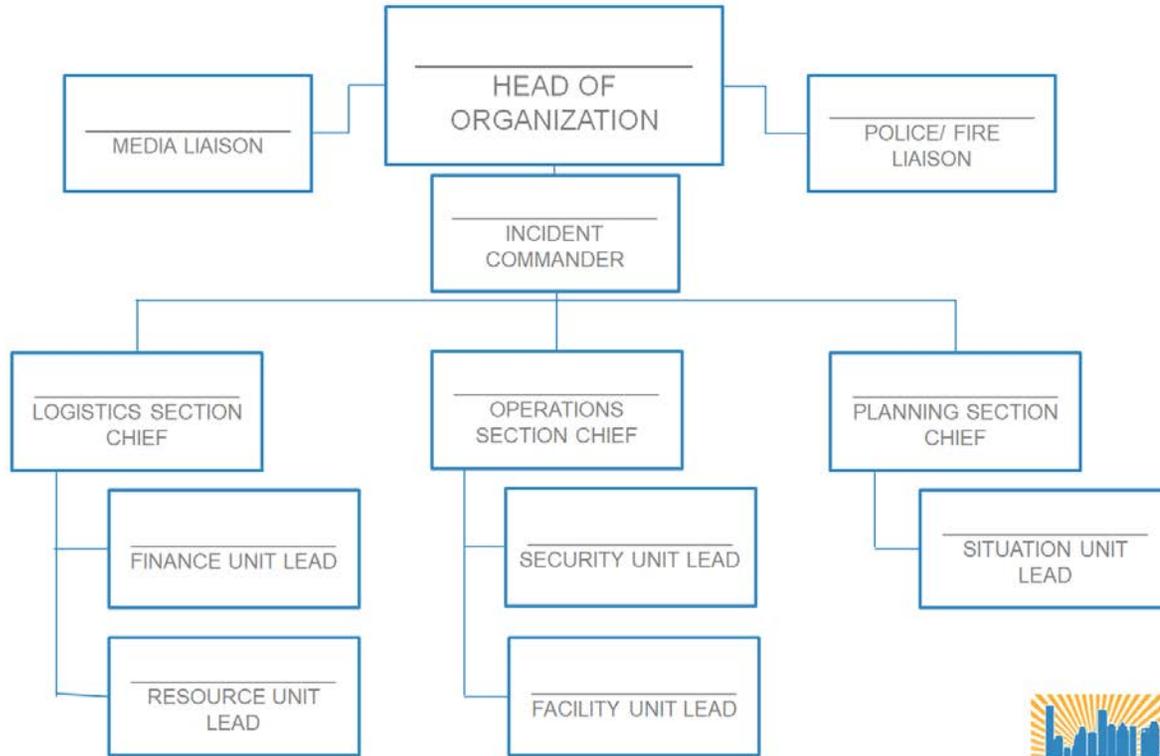


TIP: For a “fill in the blank” template, visit faithfullyready.org and find it as a PowerPoint file under “tools”



Figure 4.0: (Example) Large-Scale Emergency Coordination Structure

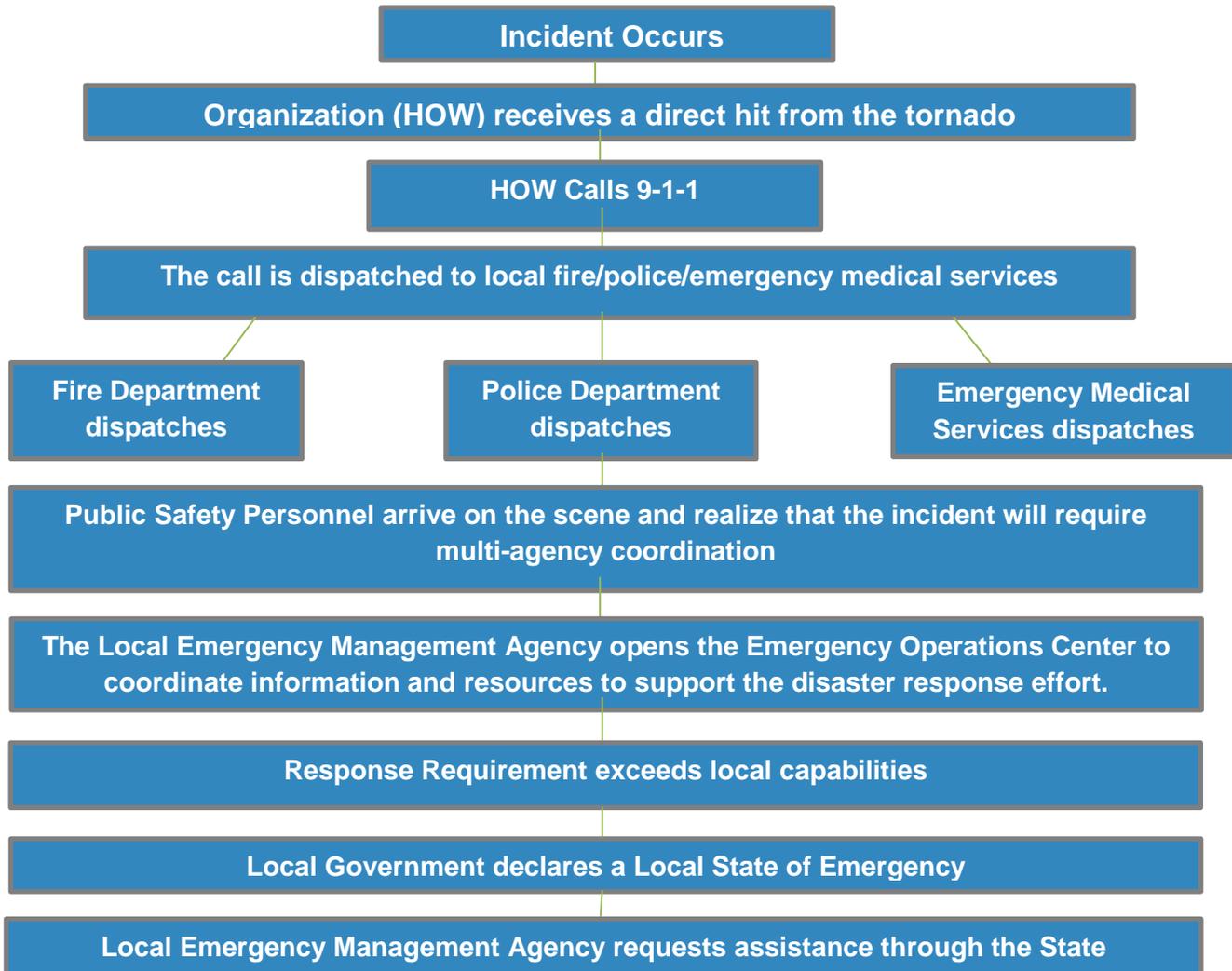
[House of Worship] Serious Emergency Response Organization Chart



TIP: For a “fill in the blank” template, visit faithfullyready.org and find it as a PowerPoint file under “tools”



Figure 5.0: (Example) Tornado Disaster Coordination Chart (see Reference Appendix for full chart)



ADMINISTRATION, FINANCE AND LOGISTICS

In the event of an emergency or disaster incident at [*insert Organization name*], the [*Organization leadership team lead*] will be responsible for identifying additional resources to meet the needs. This section covers general support requirements and the availability of services and support for all types of incidents, as well as general policies for managing resources. This section also identifies and references policies and procedures that exist outside of this plan. This section outlines each action regarding the administration and management of an emergency or disaster at [*insert name of Organization*]:

- The [*finance liaison*] will be the individual who will be in charge of administrative responsibilities and requirements that will be used to provide accountability for finances and resources that are used.
- The [*insert name of Organization*] will use [*indicate method for tracking key activities, i.e. word, excel, a scanner etc.*] as the method by which accurate logs of key activities will be maintained. (Examples of activities to maintain include when a lockdown, evacuation, reunification, protocol goes into effect, when a message goes out to the community about the event that occurred, when the last child is picked up from the reunification site)
- [*Insert Organization name*] will use [*indicate method for maintaining vital records, i.e. database, QuickBooks access, hard copies stored in predetermined location etc.*] as the method for maintaining vital records.
- [*Insert name of Organization*] will use the following sources [*insert type of sources here, i.e. interruption insurance, tithes and offerings, emergency fund, etc.*] for replacement of assets.
- [*Insert Organization name*] will use the following methods [*insert type of sources here,*] for keeping financial records: tracking resource needs; tracking the source and use of resources; acquiring ownership of resources; and compensating the owners of private property used by the Organization.



PLAN REVIEW AND MAINTENANCE

The [*Organization leadership team*] shall approve this plan and review the facility safety assessment, the demographics form and emergency plan [*insert how often, quarterly, annually*] and present for formal approval to the [*head of the establishment*].

Each major element of the plan: Purpose & Scope; Situation Overview, Concept of Operations, Communications, Direction, Control and Coordination and Administration, Finance and Logistics, the [*Organization leadership team*] will be presented to [*insert who the EOP will be presented to, i.e. key team members, stakeholders, congregation, etc.*].

EXERCISING THE PLAN

The [*Organization leadership team*] will practice this plan [*insert how frequently the plan will be exercised, quarterly, annually, every two years*] to ensure all stakeholders are aware of the plan and understand their role. The [*Organization leadership team*] may choose from several different types of exercises to practice the facility emergency operations plan. Below are descriptions of the different types of exercises, the [*Organization leadership team name*] may choose to conduct:

- **Tabletop exercises** are small group discussions that walk through a scenario and the courses of action a Organization will need to take before, during, and after an incident. This activity helps assess the plan and resources and facilitates an understanding of emergency management and planning concepts.
- During **drills**, local emergency management officials, community partners, and relevant Organization personnel use the actual Organization grounds and buildings to practice responding to a scenario.
- **Functional exercises** are similar to drills, but involve multiple partners. Participants react to realistic simulated events (ex: a bomb threat, or an intruder with a gun), and implement the plan and procedures using the Incident Command System (see the glossary).
- **Full-scale exercises** are the most time-consuming activity in the exercise continuum and are multiagency, multi-jurisdiction efforts in which resources are deployed. This type of exercise tests collaboration among the agencies and participants, public information systems, communications systems, and equipment. An emergency operations center is established (usually by the local emergency management agency) and the Incident Command System is activated.

[*Insert name of Organization*] will make a decision about how many and which types of exercises to conduct after consideration of the costs and benefits. [*Insert name of Organization*] will also consider having representative(s) participate in larger community exercises to ensure that efforts are synchronized with the entire community's efforts.

The [*Organization leadership team*] will take the following steps to conduct the exercises effectively:

- ✓ Include local emergency management officials and community partners
- ✓ Communicate information in advance to avoid confusion and concern
- ✓ Exercise under different and non-ideal conditions (ex: time of day, weather)
- ✓ Debrief and develop an after-action report that evaluates results; identifies gaps or shortfalls; and document lessons learned



- ✓ Discuss how the plan and procedures will be modified, if needed, and specify who has the responsibility for modifying the plan.



AUTHORITIES AND REFERENCES

Many authorities guided the development of this Organization Emergency Operations plan. This section provides the legal basis for emergency operations and includes:

- Lists of laws
 - Section 418, Government Code “Texas Disaster Act”
- Ordinances
 - Chapter 13, City of Houston Code of Ordinances
- Executive Orders [*insert sources used*]
- Regulations [*insert sources used*]
- Formal agreements relevant to emergencies in the community [*insert sources used*]
- Organization Policies/Procedures
- Congregational Policies/Procedures:



APPENDIX 1: RELOCATION SITES/STAGING AREAS

Emergency Relocation Sites

Primary Site:	Secondary Site

Individuals responsible for the Emergency Relocation Sites:

Individual's Name	Responsible For

Family Reunification Staging Area

In the event of an emergency, all concerned parents, guardians, relatives, and loved ones will be directed to the Family Reunification Area.

A. Primary Site:	Secondary Site

Individuals responsible for the Family Reunification Staging Sites:

Individual's Name	Responsible For

B. Media Staging Area



All media will be required to report to and remain in the Media Staging Area. They will not be permitted into other areas and/or to roam freely through the facility.

Primary Site:	Secondary Site
----------------------	-----------------------

Individuals responsible for the Media Staging Sites:

Individual's Name	Responsible For



APPENDIX 2: CRITICAL INFORMATION APPENDIX

Complete the "Facility Safety Assessment Checklist" and append as Appendix 2 to this plan.



APPENDIX 3: RESPONSE PROTOCOLS

Emergency Management Team Response Protocol

EMERGENCY MANAGEMENT TEAM MEMBERS:

In the event an incident occurs at the [House of Worship Name] facility, the Emergency Management Team shall:

- 1) Work to stabilize the incident
- 2) Assess the need for outside resources
- 3) Activate the Emergency Operations Plan
- 4) Provide Coordination of Incident Response with local officials (if applicable)

SAFETY RESPONSE TEAM MEMBERS:

In the event an incident occurs at the [House of Worship Name] facility, the Safety Response Team shall:

- 1) Work to stabilize the incident
- 2) Perform an initial safety assessment of the facility
- 3) Assess injuries and impacts
- 4) Facilitate the evacuation of the facility (if ordered)

BUILDING COORDINATOR:

In the event an incident occurs at the [House of Worship Name] facility, the Building Coordinator shall:

- 1) Work to stabilize the incident
- 2) Initiate the shut off of utilities to the affected areas (if applicable)

INCIDENT COORDINATOR:

In the event an incident occurs at the [House of Worship Name] facility, the Incident Coordinator shall:

- 1) Work to stabilize the incident
- 2) Manage the [House of Worship Name] resources in support of the emergency operation.
- 3) Oversee all aspects of emergency response for the [house of worship]
- 4) Work in coordination with emergency response agencies

MEDIA SPOKESPERSON

- 1) Establish a News Media Staging Area:



- 2) Develop talking points based on the Essential Elements of Information Found in Appendix 5: External Relations

- 3) Determine means and medium of communication
 - a. Primary Means: (Telephone, internet, etc.)
 - a. Internally:
 - b. Publicly:
 - b. Alternate Means: (Telephone, internet, etc.)



APPENDIX 4: COMMUNICATIONS

Communications Plan

In the event that an emergency or disaster arises, this communication plan will be activated to inform all parties associated with [*insert house of worship name here*], according to diagram below.

The [*house of worship leadership team*] will contact and/or gather with the media liaison and leaders of the house of worship to develop one consistent message about the event. Community stakeholders will then be included to discuss the next steps in the process of handling the situation and disseminate the information that needs to reach the community.

These leaders will then communicate to the congregants of the house of worship and the community to inform them on how the situation is being handled and any warnings or precautions as well as instructions that the congregants and rest of the community need to be aware of.

*Community stakeholders include local emergency management agency, first responders (police, fire, emergency medical technicians), local media, other faith-based organizations

- Tip: Consider using an automated messaging service to communicate with congregants about the disaster event at hand.
- Examples of other pre-determined forms of communication are: email, facebook, twitter, and house of worship website





EMERGENCY TELEPHONE NUMBERS

EMERGENCIES

- **Dial 9-1-1**

NON-EMERGENCY

- *Houston Police Department: 713.884.3131*
- *Houston Fire Department:*

OTHER IMPORTANT NUMBERS

(Provide names and contact numbers for both daytime/business hours as well as night time/24 hr. emergency contact)

Building Maintenance/Trustees:

Name	Title	Daytime Phone	Nighttime/24 Hour Phone

Head of Establishment:

Name	Title	Daytime Phone	Nighttime/24 Hour Phone

Associate Heads of Establishment (if applicable):

Name	Title	Daytime Phone	Nighttime/24 Hour Phone



Other Emergency Contacts:

Name	Title	Daytime Phone	Nighttime/24 Hour Phone



APPENDIX 5: EXTERNAL AFFAIRS

Delegation of Authority

The [House of Worship Leader(s)] has identified the following individuals as authorized to speak to the public and media on behalf of the [House of Worship Name], and the leadership team.

Primary: [Name] [Title]

Secondary: [Name] [Title]

Strategies for Information Dissemination

You have a variety of options available to you to disseminate information:

- **Press Release:** Issuing a press release and emailing that to your local media will provide them with the information they need to broadcast your message. Use the “Essential Elements of Information” below to draft your media release.
- **Media Briefing:** If an incident occurs on-site, work with your local law enforcement/first response agencies to establish a media briefing area and provide regular updates to the media about the situation.
- **Website Post:** Websites are great to use to continually update information for congregants and the public. Make sure you have access to your House of Worship’s website at a moment’s notice
- **Social Media:** Many people now turn to Twitter, Facebook, Instagram, etc. to receive information during emergencies. Make sure your House of Worship is using these channels and has a policy for providing your media spokesperson with access to them to post updates.
- **Email Lists:** Use commercially-available email software to push messages out to your community. Services like Mailchimp can offer limited packages for free.
- **Phone Tree:** Some communities (especially those with elderly congregants, or people with limited access to internet) prefer to use traditional phone trees. Set one up to get the message to your congregation if services are going to be suspended during an incident.

Essential Elements of Information

Capture the basic information of the incident, and be prepared to provide it to the media.

WHEN:

- When did the incident occur?
- What was occurring when the incident occurred?

WHAT:

- What occurred?
Do not feel you have to have all the information – only state what you know)

HOW:

- How did this incident occur?
If you know the cause of the incident, you can state it. If you are unsure, don't comment

WHO:

- How many people were inside the facility at the time? How many are adults/children?
- Are there any injuries?
- Are there any fatalities?
Never confirm the presence of fatalities until families of the deceased have been notified. Defer to local EMS/Law Enforcement on these questions.



WHERE:

- Where is your facility located?
- Where in your facility did the incident occur, or did it impact the entire facility?

ADDITIONAL INFO:

- How has this impacted your normal operations?
- If children are at your facility (such as a day school, etc.) What should parents do?
- When do you expect to be at full capacity?

MORE INFO:

- When do you expect an update?
If this is a high-profile incident, defer to the local first response agencies on timing of updates
- Where can people go to get information about the situation?
Refer them to the [House of Worship] website, social media, telephone number etc.

Establishing a Media Briefing Area

If your facility is affected by an emergency, you should establish a media briefing area to ensure the media have a place to receive information. This also helps keep them in a specified area, which limits their access to emergency victims who may not want to be interviewed.

When choosing a news media area, if possible, it's best to choose an area of your campus:

- With traffic access, in and out,
- Away from the main entrance and exit to your house of worship.
- Choose a spot with a clear line of sight to the southwest sky for satellite trucks and relatively close proximity to restrooms and water fountains.



- If your news media area is inside, select a quiet office or other area with sufficient cellular service for telephone and internet access.

Notify the media of the establishment of a media briefing by issuing a “Media Alert” which is an un-published press release used for media planning only.

Media Releases/Alerts

There are two major types of media products to use.

- **Media Releases** are used to convey long-form information to the media to help them craft their stories about the incident. The more information you provide, generally the more information they will use, which allows you to have significant input over the media’s message.
- **Media Alerts** are used to notify the media of certain events, such as press briefings, opportunities to photograph/video, and availability of HOW personnel for media interviews. The content of these is generally unpublished and used for planning purposes.

MEDIA ALERT TEMPLATE

<h1>MEDIA ALERT</h1>		 [HOW Name] [HOW Address] [HOW Website]
Date: [Date]		FOR NEWS PLANNING PURPOSES ONLY
WHO:		
WHAT:		
WHEN:		
WHERE:		
Contact:		
[Media Spokesperson]		
[Title]		
[Email address]		
[Phone number]		



SAMPLE MEDIA ALERT

MEDIA ALERT



New Hope Worship Center
1000 Houston Way
Houston, Texas 77002
newhope.org

Date: January 1, 2016

**FOR NEWS PLANNING
PURPOSES ONLY**

- WHO:** Rev. Harrison Wells, Pastor
Rev. Barry Allen, Director, Disaster Services,
Congregational Convention
- WHAT:** Update on ongoing disaster-related recovery
operations at New Hope Worship Center
- WHEN:** Friday, January 1st
1:00pm
- WHERE:** New Hope Worship Center Chapel
1000 Houston Way, Houston, TX 77002
Room 120 (First Floor, NE Corner)
- Parking: Media may park along Houston Way on
the North side of the building

Contact:

- [Media Spokesperson]
- [Title]
- [Email address]
- [Phone number]



SAMPLE MEDIA RELEASE

MEDIA RELEASE



New Hope Worship Center
1000 Houston Way
Houston, Texas 77002
newhope.org

Date: January 1, 2016

FOR IMMEDIATE RELEASE

CHURCH PROVIDES FREE MEALS TO THE TORNADO-AFFECTED COMMUNITY

Even after sustaining damage, New Hope Worship Center provides services to local residents and responders.

HOUSTON – As a result of the tornado which impacted Houston’s east End, the New Hope Worship Center is mobilizing community volunteers to assist in the immediate clean up and disaster recovery for impacted residents.

In partnership with Congregation Disaster Services, New Hope will be providing meals to affected residents, today, January 1st, 2016 at the following times:Lunch: 11:00am – 1:00pm, Dinner: 4:00pm – 7:00pm.

Thursday’s tornado partially damaged the New Hope gymnasium which was being used by the New Hope Academy varsity basketball team at the time. There were no injuries, as players and staff had sought shelter prior to impact.

“We have been a part of this community since 1834,” said Rev. Harrison Wells, “It’s in times of trouble when our community needs us the most, so we are willing to do what we can to serve them as they rebuild.”

Sunday services will not be held in the damaged gymnasium as usual, and congregants are being asked to follow the church on Twitter (@NHWCHouston) and Facebook (facebook.com/NHWCHouston) as well as the church’s website for details.

[these are standard for “end of message” – leave these at the bottom of your content]

Contact:

- [Media Spokesperson]
- [Title]
- [Email address]
- [Phone number]



MEDIA CONTACT ROSTER

Name	Type	Phone	Email	Website
Houston Chronicle	Print/Online	713.362.7594	citydesk@chron.com	Chron.com
102.9 FM – KLTN (Regional Mexican)	Radio	713.961.1029	N/A	houston1029.univision.com
700AM – KSEV (Conservative Talk)	Radio	281.588.4800	N/A	ksevradio.com
740 AM – KTRH (NewsTalk)	Radio	281.214.0440	news@ktrh.com	Ktrh.com
88.7 FM – KUHF (NPR)	Radio	713.748.8888	news@houstonpublicmedia.org	Houstonpublicmedia.org
89.3 FM – KSBJ (Christian)	Radio	713.644.5725	djonair@ksbj.org	Ksbj.org
950AM – KPRC (News/Talk)	Radio	713.212.5772	N/A	kprcam.com
11 – KHOU (CBS)	TV	713.526.1111	assignments@khou.com	khou.com
13 – KTRK (ABC)	TV	713.663.4600	ktrk.news.releases@abc.com	abc13.com
2 – KPRC (NBC)	TV	713.778.4950	desk@kprc.com	Click2houston.com
26 – KRIV (FOX)	TV	713.479.2801	newsdesk@fox26.com	Fox26.com
45 – KXLN (Univision)	TV	713.965.2700	Univision45@univision.net	Univision.com/houston
47 – KTMD (Telemundo)	TV	713.243.7700	ktmd_newsdesk@telemundo.com	Telemundohouston.com