



## **Emergency Response Protocol: Trip Safety Procedures & Major Event Response**

### **PURPOSE**

The Emergency Response Protocol (ERP) is designed so that SAA volunteers and staff can effectively mitigate, respond to and recover from any emergency that could adversely affect the health and safety of the trip participants. This protocol will advise participants on SAA guidelines for responding to emergencies while actively participating as an SAA volunteer, participant or staff member on an SAA immersion trip.

### **MAJOR INCIDENTS**

- **NATURAL DISASTER**
  - In the event of a natural disaster while you are at the job site or other group activity or event, do not leave your location unless it is necessary for your immediate safety. SAA staff on the ground in New Orleans will notify the ATL(s) once a decision has been made about evacuation or sheltering-in-place.
  - In the event of a natural disaster while en route to a location, immediately find the closest location where you can seek safe shelter. Notify SAA staff of your location. Remain at the location as long as it is safe to do so. If you must move, notify SAA staff when you are leaving your location and again when you arrive at the next location you are seeking shelter.
- **ACTIVE SHOOTER or TERRORIST INCIDENT**
  - Attempt to flee the area immediately if safe to do so. Remain together as a group and make all attempts not to get separated from your team.
  - Move as far from the incident as possible. Once you reach safety, remain where you are and notify SAA staff of your location.

- If you are contacted or directed by emergency responders, follow their instructions and notify SAA staff once you have reached safety.

### **MEDICAL EMERGENCIES**

- If on the jobsite, call 911, notify your Site Supervisor and stabilize the situation. Once the patient(s) are attended to, notify SAA staff.
- Do not leave the jobsite or transport any participant in need of medical attention without notifying SAA staff first. If there is need of immediate transport to a medical facility, 911 should be contacted.
- If a medical situation occurs while off the jobsite, call 911 and stabilize the situation. Once it is safe to do so, contact SAA staff. If there is need of immediate transport to a medical facility, 911 should be contacted.

### **BOURBON STREET**

- Trip specific security/response plans will be provided for Bourbon Street and the "SAA Huddle".

## **COMMUNICATIONS PLAN**

The SAA Crisis Communications plan was developed so that information can be disseminated to appropriate audiences in a timely manner. Each trip will have a team member in New Orleans who is the dedicated Crisis Communications Lead (typically the Regional Program Director or their designate). This person will be the main point of contact for all incidences where communication regarding a specific incident or event is required. It will be the responsibility of the Crisis Communications Lead and the Executive Director to determine when and how the information is disseminated.

It is important to determine the scope of the incident, and which potential audiences will be receiving the information.

- SAA utilizes the *remind app* as the primary mode of communication between volunteers, staff and participants on each trip. This is how information will be transmitted between SAA staff and ATLs on the ground when an event occurs.

- All trip participants, staff and ATLS will be instructed not to talk with media or other non SAA outlets during an incident.
- The Crisis Communications Lead and the Executive Director will distribute information via appropriate social media platforms to specific audiences once the full scope of the event has been determined. The SAA website, [www.shirtsacrossamerica.org](http://www.shirtsacrossamerica.org) will be the primary source for posting information that is being officially distributed by SAA.