

# The Standard Response Protocol



## Parent Information Guide



**LOCKOUT**



**LOCKDOWN**



**EVACUATE**



**SHELTER**



**HOLD**





### Program Development

Beginning August 2019, the Diocese of Orlando will begin incorporating the use of The Standard Response Protocol (SRP) developed by the "I Love You Guys" Foundation in all site emergency plans. The formal adoption of this consistent common language by all entities will help better prepare our students, staff and visitors should a crisis occur. Since its introduction in 2009, the SRP has been adopted by schools, departments and agencies across the United States and Canada. The conformance to FEMA guidance about plain language and the simplicity of implementation has resulted in thousands of schools and law enforcement agencies implementing the program.

On September 27, 2006 a gunman entered Platte Canyon High School, held seven girls hostage and ultimately shot and killed Emily Keyes. During the time she was held hostage, Emily sent her parents a text messages saying "I love you guys". Following this tragic event, Emily's parents started a foundation in her memory called The "I Love U Guys" Foundation. The Foundation reviewed the gaps between common language and expectations of behavior among students, staff and first responders during a crisis. The goal was to develop a easy-to-use recognizable set of symbols and language to respond to emergencies. Research and conversations with real world practitioners resulted in The Standard Response Protocol.

### School Safety

A critical ingredient in the safe school recipe is the uniform classroom response to any incident. Weather events, fires, accidents, intruders and other threats to student safety are scenarios that are planned and trained for by school administration and staff. Historically, schools have taken this scenario-based approach to respond to hazards and threats. It's not uncommon to find a stapled sheaf of papers or even a tabbed binder in a teacher's desk that describes a variety of things that might happen and the specific response to each event.

### SRP Is Action Based

The SRP is based not on individual scenarios but on the response to any given situation. Like the Incident Command System (ICS), SRP demands a specific vocabulary but also allows for great flexibility. The premise is simple - there are five specific actions that can be performed during an incident. When communicating these, the action is labeled with a "Term of Art" and is then followed by a "Directive." Execution of the action is performed by active participants, including students, staff, teachers and first responders.

**Lockout** is followed by the Directive: "Get Inside. Lock Outside Doors" and is the protocol used to safeguard students and staff within the building.

**Lockdown** is followed by "Locks, Lights, Out of Sight" and is the protocol used to secure individual rooms and keep students quiet and in place.

**Evacuate** is always followed by a location and is used to move students and staff from one location to a different location in or out of the building.

**Shelter** is always followed by a type and a method and is the protocol for group and self protection.

**Hold** is followed by the Directive: "Hold, Clear the Halls" and is the protocol for clearing halls of students.

### Response

These specific actions can act as both a verb and a noun. If the action is Lockdown, it would be announced on public address as "Lockdown! Locks, Lights, Out of Sight." and law enforcement will be notified that the school is in a Lockdown. Each response has specific student and staff action. The Evacuate response is always followed by a location: "Evacuate to the Football Field." Responses can also be combined: "Evacuate to Hallway; Shelter for Tornado.

### Recovery

In the event of a crisis requiring campus evacuation, a summary of the **Reunification** process is included.

# Standard Response Protocols

The Standard Response Protocols are intended to provide school administrators with clear and consistent direction for responding to a crisis using plain language. By standardizing the vocabulary, all stakeholders can understand the response and status of the event. For students, this provides continuity of expectations and actions throughout their educational career. For teachers, this becomes a simpler process to train and drill. For first responders, the common vocabulary and protocols establish a greater predictability that persists through the duration of an incident. Parents can easily understand the practices and can reinforce the protocol. Additionally, this protocol enables rapid response determination when an unforeseen event occurs.



Hold



Lockout



Evacuate



Lockdown



Shelter



Reunification

# Hold

In your classroom.  
Clear the Halls.



## **Description**

A Hold in Place is initiated when students and staff need to remain at their current location with limited movement for a short period of time due to a potential or actual emergency situation. During a Hold in Place, students and staff are moved to (or remain in) classrooms. Normal classroom activities continue until the incident concludes. The front office is unlocked and open. Hold in Place is used for short-term incidents, such as an isolated medical emergency or power outage.

## **Public Address**

The public address for Hold is: “Hold in your classroom” and is repeated twice each time the public address is performed.

## **Process**

Students and teachers are to remain in their classroom, even if there is a scheduled class change, until the all clear is announced. Class will continue as usual with the exception of having the halls cleared. Students will remain in their current class until the Hold has been lifted.

## **Student Responsibilities**

Students are to remain in their classrooms and continue with class as normal. Students will not be allowed to leave class for any reason until the Hold has been lifted. If a student is not in a classroom, at lunch, or in some other location, the student should report to the nearest classroom. Students will remain in Hold until all clear is announced.

## **Parent Responsibilities**

When the campus goes into Hold, parents will be notified via text, email and/or call. Parents will not be able to check students out of school as long as the Hold is still in place.

# Evacuate

To the announced location.

## Description

An Evacuation is initiated when there are conditions inside the school building that could be unsafe. Students and staff evacuate the buildings to an outside location and assemble at predetermined locations. An off-site evacuation may be necessary depending on the incident. Information on student reunification will be sent out by the automated phone system.

## Public Address

The public address for Evacuate is: "Evacuate! To a Location" and is repeated twice each time the public address is performed. For instance, "Evacuate! To the Flag Pole. Evacuate! To the Flag Pole."

## Process

If teachers and students are told to Evacuate, teachers will lead their students through the evacuation process in an orderly fashion. Each classroom will be assigned a primary route out of the building, as well as a designated gathering location.

If an Evacuation is led by law enforcement, students may be instructed to form a single file line and hold hands front and back or may be asked to put their hands on their heads while evacuating. Other directions may be invoked during an evacuation and student should be prepared to follow specific instructions given by staff or first responders.



## Student Responsibilities

Students are to remain with their teacher and classmates throughout the evacuation process. Students may be asked to bring their phones, but leave the rest of their belongings in the classroom. The teacher may have to change the exit route of the class, so it is very important that students listen to and follow directions. If a student is separated from his/her class during an evacuation, once to the evacuation location the student is to identify him/herself to the first teacher he/she sees and remain with that teacher until the all clear is announced.

## Parent Responsibilities

When students and staff are required to Evacuate, parents will be notified via text, email and/or call. Parents will not be able to check students out of school. Depending on the situation, students and staff will be allowed to re-enter the building and continue through the remainder of the day or the campus will utilize the Reunification process for parent pick-up.

# Shelter

## Hazard and safety strategy.

### Description:

A Shelter in Place is initiated when students and staff need to be inside the building for safety. During Shelter in Place, students and staff are moved to (or remain in) classrooms. Normal classroom activities continue until the incident concludes. The front office is unlocked and open for anyone seeking shelter. Shelter in Place is used to provide protection against the outdoor environment, such as weather.

### Public Address:

The public addresses for shelter should include the hazard and the safety strategy. The public address is repeated twice each time the public address is performed. The public addresses for shelter should include the hazard and the safety strategy. For example: \_Shelter - Move inside due to lightning.

### Process:

Using the Shelter directive and stating the hazard, allows for understanding of the threat and the associated protective actions. Most often, shelter directive is utilized for tornadoes or severe weather, in which case the directive would include where students and staff should shelter and be ready to take a protective posture. Sheltering for a Hazmat spill or release is very different. In the case of a Hazmat situation, students and staff would be directed to close their windows, shut down their heating and air conditioning units, and seal windows and doors to preserve the good inside air while restricting the entry of any contaminated outside air. Listening to specific directives is critical to a successful emergency response.



### Student Responsibilities:

Students are to remain with their teacher and classmates throughout the Shelter process. Depending on the situation, students may be asked to continue their normal activities within the classroom, or they may be moved to an alternate safer location. Students will remain in Shelter process until all clear is announced.

### Parent Responsibilities

When students and staff are required to Shelter, parents will be notified via text, email and/or call. Parents will not be able to check students out of school as long as the Shelter is in place.

# Lockout

Get inside. Lock outside doors.



## **Description:**

A Lockout is initiated when there may be a danger outside of the buildings or off campus. Students and staff are moved to (or remain in) classrooms and perimeter doors remain locked and monitored. Classroom instruction continues as normal, and necessary movement can occur within a building. Lockout uses the security of the physical facility to act as protection. Law enforcement will notify administration when the “All Clear” can be given.

## **Public Address**

The public address for Lockout is: “Lockout! Get Inside. Lock outside doors” and is repeated twice each time the public address is performed.

## **Process:**

The Lockout Protocol demands bringing students into a secure building and locking all outside access points. When possible, classroom activities would continued un-interrupted. Classes that were held outside, such as gym class, would return to the building and if possible continue class inside the building. There may be occasions when students expect to be able to leave the building - end of classes, job commitment, etc. Depending on the condition, this may have to be delayed until the area is safe. During the training period, it should be emphasized to students, as well as their parents, that they may be inconvenienced by these directives, but their cooperation is important to ensure their safety.

## **Student Responsibilities:**

Students will be directed back into the building and return to their classrooms. The campus will then function normally. Students will still be able to change classes if the school has interior hallways, but must remain indoors. If classes open to the exterior, student will not change classes. Students will remain in Lockout until all clear is announced.

## **Parent Responsibilities**

When the campus enters Lockout, parents will be notified via text, email and/or call. No one will be allowed to come enter or leave any of the classrooms or buildings. Parents will not be able to check students out of school.

# Lockdown

## Locks, Lights, Out of Sight.



### **Description:**

A Lockdown is initiated when there may be an immediate threat or hazard on the school campus. Students and staff are moved to (or remain in) classrooms, instructed to sit away from sight-line of the doors or windows, and doors and windows are locked and covered. Classroom activities cease until the incident concludes. The office will be closed, and phones will not be answered. No one will be allowed to enter or exit the building. If a Lockdown is called, it is because there is an immediate threat or hazard inside the school building. A Lockdown may last several hours and involve heavy law enforcement activity on campus.

### **Public Address**

The public address for Lockdown is: "Lockdown! Locks, Lights, Out of Sight!" and is repeated twice each time the public address is performed.

### **Process:**

Lockdown Protocol requires locking individual classroom doors, offices and other secure areas, moving room occupants out of line of sight of corridor windows and having room occupants maintain silence. Classroom doors should not be opened for anyone once in Lockdown.

### **Student Responsibilities:**

If there is not a safe exit, students will be secured in classrooms by campus personnel. While in Lockdown, students will need to remain silent and off of their cellphones. Cellphones should all be silenced. Doors are to remain locked and not opened for anyone. Students are not to try to exit once police have arrived. The police will take them to a safe location. Students who are outside of classrooms when a Lockdown is announced, should get into the first classroom with a teacher or that can be secured. In the event a student or staff cannot get into a room before doors are locked, they should be instructed about other options. In this situation students may need to hide or even evacuate themselves away from the building or area. In this instance, once in a safe location, they should immediately text their parents to report they are safe.

### **Parent Responsibilities**

Patience is necessary by all. Parents will be notified by school communications via text, call and/or email as information is made available, and it is safe to do so. Once the campus is clear, Reunification will begin.



# Reunification



## **Description:**

Parent-Student Reunification is a process where parents will be asked to pick up their children from school or an alternate location in a formalized, controlled release. The goal of reunification is that all students remain safe while in the school's care until they are reunited with families. Students will be released ONLY to parents/guardians or other adults who are listed as emergency contacts and who present a picture ID. Please make sure all emergency contacts are updated and accurate. We appreciate your patience during this process to ensure your child's safety

## **Process:**

The Reunification will either take place at the school in large assembly areas, such as the gym or church or at alternate off-site location. The "Check In" area will be split up based on the student's last name. Parents will be given a reunification card and asked to fill it out completely. If the parent is getting multiple students, a reunification card for each student must be filled out. Once the parent's identification has been verified, he/she will be directed to the "Reunification" area. A staff member will then take the bottom portion of the reunification card to the "Student Assembly Area" to gather the student and bring the student to the parent.

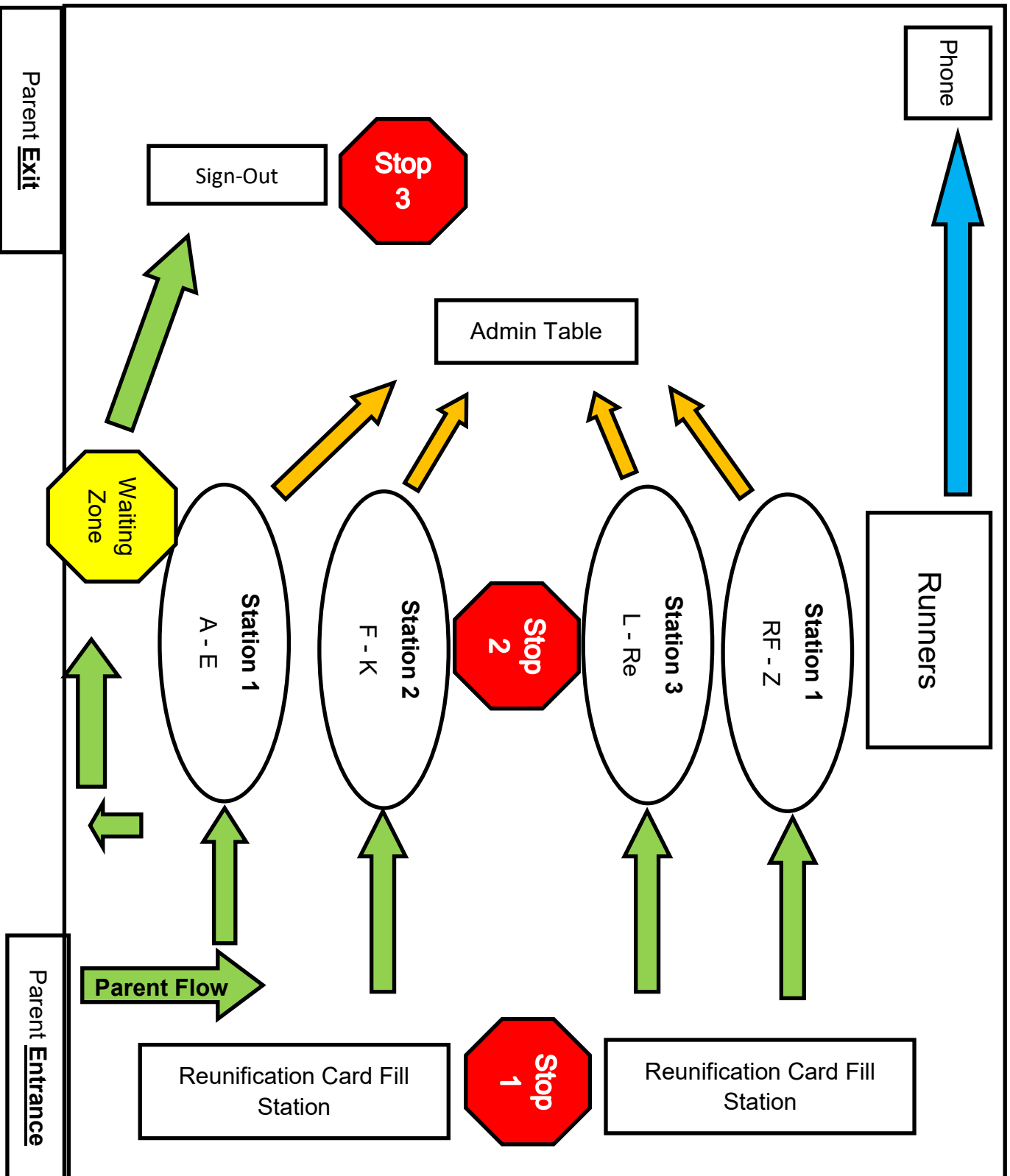
## **Student Responsibilities:**

In the event of a Reunification, students will be asked to remain orderly and follow the directions of the school personnel. Students may be asked to text a message to their parents but will be asked to refrain from any other uses of their phones. Keeping cellular network usage to a minimum will be important, as it will jam the cell signal in the area.

## **Parent Responsibilities**

If a Reunification is required, parents will be notified via text, email and/or call. In some cases, students may be asked to notify parents through text messages. Parents are asked to bring identification, be patient, and attentive. Parents should park where indicated, and not abandon vehicles, and follow specific instructions provided by local law enforcement. Parents will start at the "Check In" area and then move to the "Reunification" area. In some cases, parents might be invited to an alternative location for further information.

# Parent Reunification Center - Location TBA



1. STOP 1 - Parents fill out Reunification card (1 per student).
2. STOP 2 - Parents report to station 1, 2, 3, or 4 to verify eligibility to sign-out student.

3. If there is a concern, parents will be directed to the Admin table.
4. WAITING ZONE - Once verified, parents will wait for their student.
5. STOP 3 - When student arrives, parents will sign-out their student.



# STANDARD REUNIFICATION METHOD

## STUDENT/PARENT REUNIFICATION

Circumstances may occur at the school that require parents to pick up their students in a formalized, controlled release. This process is called a Reunification and may be necessary due to weather, a power outage, hazmat or if a crisis occurs at the school. The Standard Reunification Method is a protocol that makes this process more predictable and less chaotic for all involved.

Because a reunification is not a typical end of school day event, a reunification may occur at a different location than the school a student attends. If this location is another school, then those students may be subject to a controlled release as well.

## NOTIFICATION

Parents may be notified in a number of ways. The school or district may use its broadcast phone or text message system. In some cases, students may be asked to send a text message to their parents. A reunification text message from a student may look something like this: *“The school has closed, please pick me up at 3:25 at the main entrance. Bring your ID.”*

## PARENT/GUARDIAN EXPECTATIONS

If a parent or guardian is notified that a reunification is needed, there are some expectations that parents or guardians should be aware of. First, bring identification. That will streamline things during reunification. Second, be patient. Reunification is a process that protects both the safety of the student and provides for an accountable change of custody from the school to a recognized custodial parent or guardian.

## WHAT IF A PARENT CAN'T PICK-UP THEIR STUDENT?

When a parent can't immediately go to the reunification site, students will only be released to individuals previously identified as a student's emergency contact. Otherwise, the school will hold students until parents can pick up their student.

## WHAT IF THE STUDENT DROVE TO SCHOOL?

There may be instances where a student may not be allowed to remove a vehicle from the parking lot. In this case, parents are advised to recover the student. In some circumstances, high school students may be released on their own.



### Reunification Information (PLEASE PRINT CLEARLY) Have photo identification out and ready to show school district personnel.

Student Name .....

Student Grade ..... Student Cell Phone Number .....

Name of person picking up student .....

Signature .....

Phone number of person picking up student .....

Relationship to student being picked up .....

Photo identification matches name of person picking up student? Y or N

**Parent completes:**

Print Student Name Again .....

Student Grade ..... **School personnel completes upon release of student**

Student Birthday ..... TIME INITIALS OTHER

## HOW IT WORKS

For students, the school asks that students be orderly and quiet while waiting. Students may be asked to text a message to their parents or guardians. Students are also asked not to send other text messages either in or out of the school or reunification area. Keeping the cellular network usage at a minimum may be important during a reunification.

## REUNIFICATION CARDS

For parents, there are a couple of steps. If a parent is driving to the school, greater awareness of traffic and emergency vehicles is advised. Parents should park where indicated and not abandon vehicles. Parents are asked to go to the Reunification “Check In” area and form lines based on the first letter of their student's last name. While in line, parents are asked to fill out a reunification card. This card is perforated and will be separated during the process. Some of the same information is repeated on both the top and separated bottom of the card. Parents are asked to complete all parts of the card.

In the case of multiple students being reunified, a separate card for each student needs to be completed.

## BRING ID TO CHECK IN

During check in, identification and custody rights are confirmed. The card is separated and the bottom half given back to the parent.

From the “Check In” area parents are directed to the “Reunification” area. There, a runner will take the bottom half of the card and take it to the Student Assembly Area to recover the student or students.

Parents should be aware that in some cases, they may be invited into the building for further information.

## INTERVIEWS AND COUNSELING

In some cases, parents may be advised that a law enforcement investigation is underway and may be advised that interviews are necessary. In extreme cases, parents may be pulled aside for emergency or medical information.

## What can you do to be prepared?

Communication is vital in any type of emergency. Make certain that your children's emergency contact information is accurate and up-to-date. Please report any telephone number, email, and home address changes to the main office at your children's schools. In an emergency, the school will contact parents.

We strongly encourage parents NOT to come to the school during an emergency unless directed to do so. While parents' natural instinct in an emergency is to go to the school to safeguard their children, please understand that doing so may significantly reduce the school's ability to respond to the situation. In addition, going to the school may interfere with police or other emergency workers whose sole purpose is to assure the safety and well-being of students and staff.

The light of God surrounds me;  
the love of God enfolds me;  
The power of God protects me.  
The presence of God watches over me;  
Wherever I am, God is.

Prayer for Protection - James Dillet Freeman (1941)



## Diocese of Orlando

"You are the light of the world. Your light must shine before others, that they may see your good deeds and glorify our heavenly Father."