

**FAMILIES ANONYMOUS, INC.
CONVENTION EMERGENCY
PREPAREDNESS AND SAMPLE
EMERGENCY RESPONSE PLAN
PPG-16**



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Introduction

The Families Anonymous World Service Convention and Annual Business Meeting is an important gathering of members. In the interest of helping to ensure the safety and welfare of all attendees, it is important for each Convention Planning Committee (CPC) to know the following procedures in the unlikely event of an emergency.

Each of the venues that are used for conventions and meetings likely have a thorough plan of their own. The World Service Board (WSB), in adopting the FA Convention Policy, recognized and established a requirement for the development of a Convention Emergency Response Plan (ERP). These plans are not stand-alone. They must be coordinated with existing plans that each of the venues use for conventions and meetings and be specific for your convention. The FA WSB requires that you submit your ERP to the WSB Convention Liaison, no less than 30 days prior to the convention check-in date.

The ERP that you develop must be specific in referencing where convention attendees and staff will need to go and what actions they will need to take in response to various types of potential emergencies. The following are areas that must be addressed in the plan:

Staffing

You are required to have at least one on-site Emergency Coordinator who can implement your ERP and who can be reached by cell phone at all times (24/7) during the convention. It is your responsibility to train your on-site Emergency Coordinator on your convention's ERP. The on-site Emergency Coordinator should be trained to handle a variety of emergencies and should carry a copy of your convention's ERP at all times.¹

In the event of an emergency, the on-site Emergency Coordinator will be the primary contact between the venue and the convention. They should be prepared to communicate information to venue staff about the needs and condition of convention attendees, as well as relaying information to convention attendees from the venue staff.

It is highly recommended that the CPC designate a deputy on-site Emergency Coordinator to serve as a backup in the event the primary is incapacitated or unable to perform the required duties during the emergency.

Emergency Assembly Point (EAP)

Emergencies tend to be chaotic and disorienting. People frequently become agitated when they are unable to locate family members or their group. For these reasons, as well as being able to communicate important instructions, it is vital that the CPC designate an EAP where attendees are to gather. This location must be identified in the plan and should be located in a safe location away from the building. The on-site Emergency Coordinator is responsible for accounting for attendees at the EAP and reporting that information back to the venue's emergency response coordinator.

Convention programs must include instructions to attendees about the location of the EAP and basic procedures to follow in the event of an emergency.

¹ In the alternative, they may have a copy available for quick retrieval.

Emergency Communications

Cell phone communications can often be disrupted by large scale emergencies. Text messaging and use of social media have shown to be effective in reaching large numbers of members without needing to send individual text messages. Another option is to create a “group” and send a “group text”. Text (SMS) messages require less resources and often are more easily sent than voice communications.

The use of FRS radios, or similar for convention staff may also be effective. Response groups can be assigned to various frequencies.

Evacuation Maps

Contact your venue’s emergency coordinator for an evacuation map. A copy of the map and the location of the EAP are important items to be included in the convention’s program. This ensures that each attendee has a copy, knows how to safely evacuate the building, and where to assemble for accountability.

Rosters

The on-site Emergency Coordinator needs to have a current roster of all attendees at all times. This is essential in accounting for participants at the convention. It is also important that the roster include any walk-in registrants, guests or keynote speakers. The roster should contain the attendees’ name, room number, cell phone number, and home address. Attendees with special needs, such as mobility issues, medical conditions, special dietary needs, should also be noted.

Emergency Kit

It is highly recommended that the on-site Emergency Coordinator and other responder staff, have an emergency kit that supports your ERP. The kit should include a flashlight, extra batteries, a first aid kit, water, whistle, and clearly identifiable garment (such as a vest, cap, or arm band).

Hospital(s)

It is important that the ERP include a list of the local hospitals along with a direct phone number for the Emergency Department or hospital emergency management liaison (EC). In the event of a mass casualty incident, attendees might be distributed to various facilities for treatment.

Relocation and Evacuation

In the event the emergency is of such magnitude that it prevents returning to normal function, it may become necessary to evacuate the facility and relocate. It is important that attendees be sure to take any personal belongings, especially medications they need. The on-site EC, after meeting with the CPC and WSB, will communicate with the members advising them of the relocation and evacuation plan. This may include the need to cancel the balance of activities.

Convention Contact Information and Resources

The Convention’s ERP must include all contact information for the CPC, WSB, Venue, and local resources. The list should include cell phone numbers for those on and off site. You should also provide a local and out of area phone number that attendees can call in the event of an emergency. The out of area phone number should be coordinated with the WSB Convention Liaison.

SAMPLE FA WORLD SERVICE CONVENTION EMERGENCY RESPONSE PLAN

IMPORTANT PHONE NUMBERS

Police, Fire, EMS (Life threatening emergencies only)	911	General Emergency Number from any non-venue phone
Medical Surgical Hospital – Emergency Department	908-555-1212	Emergency Department Contact or Hospital Emergency Management Contact
The Best Hotel Security	973-555-1212	Hotel Security Direct Dial Number
	Extension – 999	Inter-facility contact extension
On-site Emergency Coordinator	908-111-1234	Cell Phone
Deputy On-site EC	908-222-3456	Cell Phone
CPC Chair	732-111-9876	Cell Phone
WSB Chair	856-321-9977	Cell Phone
Senior WSB Officer at Convention	617-223-7654	Cell Phone (Only if Chair not attending)
WSB Convention Liaison	565-754-4589	Cell Phone (if attending)
FA WSO	847-594-5877	Office Phone Number

HOMELAND SECURITY – EMERGENCY ALERT NETWORK

LOCAL TV & RADIO STATIONS –

- WINS – 1010 AM radio
- WABC – TV Channel 7
- WNBC – 97.6 FM radio

FA WORLD SERVICE CONVENTION 20XX ERP

GENERAL INFORMATION:

FA World Service Convention – 20XX

Convention Dates: 5/25 – 5/27/20xx

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Emergency Assembly Point (EAP)

On-site – Parking Area Number 1 – located on the east side of building

Off-site – Old North Church – Across Main Street from Hotel

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Contact Information:

On-site Emergency Coordinator – Joan F.

Cell Phone: (908) 111-1234

On-site Deputy Emergency Coordinator – Roger D.

Cell Phone: (908) 222-3456

CPC Chair – Carol W.

Cell Phone: (732) 111-9876

WSB Chair – George R.

Cell Phone (804) 255-6311

WSO Emergency Contact – Angel R.

Office Phone: (847) 294-5877

Cell Phone: (847) 555-4444

Home Phone: (847) 555-9944

Hotel Front Desk / Convention Liaison

Office Phone: (653) 555-5555

Cell Phone: (653) 555-3255

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PROGRAM SCHEDULE:

Friday

5:00 – 7:00 pm Registration
7:00 – 9:30 pm Group FA Meeting (Serenity Conference Room)

Saturday

8:00 – 9:30 am Breakfast (Peace Ballroom)
9:30 – 10:15 am Seminar 1 Sessions (3rd Floor Conference Rooms)
10:30 – 11:15 am Seminar 2 Sessions (3rd Floor Conference Rooms)
11:30 am – 12:30 pm Lunch (Peace Ballroom)
12:30-1:30 pm Annual Business Meeting (Peace Ballroom)
1:45 – 2:30 pm Seminar 3 Sessions (3rd Floor Conference Rooms)
2:45 – 3:30 pm Seminar 4 Sessions (3rd Floor Conference Rooms)
3:45 – 4:45 pm WSB Meeting (Serenity Meeting Room)
4:45 – 7:00 pm Free Time
7:00 – 10:00 pm Dinner & Evening Reception (Peace Ballroom)

Sunday

8:00 – 9:00 am	Breakfast (Peace Ballroom)
9:00 – 11:00	Spiritual Speaker & Closing (Peace Ballroom)

CPC Staff Responsibilities:

Joan F. – Communications, Coordination and EAPs. Accounts for all attendees at the EAP. Coordinates all communications between venue staff, local emergency management coordinator and convention attendees.

Roger D. – Assists Joan F. – Responsible for Communication between CPC and WSO during emergency. Accounts for participants with special needs. Assigns specific staff to handle attendees with special needs (mobility, etc.)

James S. – CPC PI – Coordinates all press releases and handles communications with the media.

Carol W. – CPC Chair – Ensures response staff has necessary supplies and materials. Schedules pre-event training. Conducts after action session and assigns staff for after-action report to the WSB.

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TRAINING FOR ON-SITE CONVENTION COMMITTEE -

The CPC Chair (or Vice-Chair) and the Convention EC are responsible for conducting emergency response training for all convention committee members prior to the beginning of check-in. The following are critical areas of training and are based upon site hazard assessment found in Appendix 1.

- 1) **Evacuation to EAP** – All responsible emergency response and CPC members must have in their possession or be able to quickly retrieve, without risking personal safety, the following:
 - a. **Current Updated Roster of all attendees.**
 - b. Emergency contact information for all attendees.
 - c. Copy of the ERP
 - d. Emergency response kit.
 - e. Personal ID
- 2) **Fire Prevention** –
 - a. Note location of alarms, familiarity with evacuation maps, fire extinguishers and how to use them.
 - b. Leave fire doors closed at all times.
 - c. Ensure corridors, room exits and aisles remain free from obstruction.
 - d. All presenters only use grounded outlets and plugs. Limit use of extension cords and multiple outlets.
 - e. Smoking only in designated areas.
- 3) **Fire Response** –
 - a. Activate nearest alarm.
 - b. Call 9-1-1 & Hotel Security
 - c. Feel doors for heat. If cool, exit carefully. If hot, do not open the door. If no other exit, remain where you are.
 - d. If you see smoke, crouch near the floor as you exit.
 - e. If you see fire, confine it by closing doors and windows.

- f. Use fire extinguishers on small fires, if safe to do so. Pull the pin, aim at bottom of fire, squeeze trigger, sweep back and forth across fire base.
 - g. Evacuation via stairs – DO NOT USE ELEVATORS.
 - h. Proceed to EAP.
- 4) **Tornado Preparedness-**
- a. Be aware of National Weather Service warnings – these are available, free apps on smart phones.
 - b. Know how and where to take cover during a tornado. Seek shelter in designated tornado shelters or interior rooms.
 - c. Stay away from windows.
 - d. Secure loose objects away from participants.
- 5) **Tornado Response –**
- a. Take cover immediately. Do not panic or run.
 - b. Be aware of potential secondary hazards e.g. gas leaks, electrical hazards, broken pipes, weakened structures.
 - c. Evacuate building or shelter after all clear has sounded.
 - d. Do not use elevators
 - e. Help those in need.
 - f. Listen to instructions from the EC or Police, Fire or EMS personnel.
- 6) **Explosion Response –**
- a. Take shelter under a sturdy table, desk or against an interior wall. Cover your head and vital organs.
 - b. Exit building immediately
 - c. Do not use elevators.
 - d. Check for hazards such as fire, gas leaks, electrical.
 - e. Take emergency pack.
- 7) **Medical Emergencies**
- a. Call 911
 - b. Administer CPR and first aid if trained.
 - c. Do not move seriously injured persons unless there is danger from fire or building collapse.
- 8) **Infectious Disease – (including food borne illness)**
- a. Use common sense. Avoid spreading germs by washing hands and using hand sanitizer.
 - b. Do not share utensils, food, beverage bottles.
 - c. Infectious disease can be spread through air conditioning / ventilation systems, water, food, or through person/person contact.
 - d. Be aware of common systems and any odd smells, mists or discoloration of plants.
 - e. Listen to warnings from public health officials.
 - f. Per instructions from the EC, seek medical attention if the group has been exposed to an outbreak

SITE MAPS –

**** INSERT FLOOR PLANS HERE**

**** INSERT EVACUATION MAPS HERE**

**** INSERT EAP MAPS HERE**

ATTENDEE INFORMATION –

**** INSERT LIST OF ATTENDEES WITH ROOM ASSIGNMENT HERE**

**** INSERT ATTENDEE CONTACT INFORMATION HERE**

**** INSERT FORM FOR TRACKING ATTENDEES HERE**

(e.g. "returned home on own", "transported to General Hospital", "transported to shelter at high school", "deceased")

Appendix 1 – Vulnerability Assessment Tool

Calculating Risks & Their Potential Impact on the Convention – Table of Risks

RISK TYPE	FREQ. LAST	FREQ. LAST	FREQ. LAST	POP. IMPACT	POP. IMPACT	POP. IMPACT	PROP IMPACT	PROP IMPACT	PROP IMPACT
	5 YRS	10 YRS	20 YRS	HIGH	MEDIUM	LOW	HIGH	MEDIUM	LOW
A/C FAILURE									
AIR CRAFT ACCIDENT									
AVALANCHE									
CIVIL DISOBED. / STRIKE									
EARTHQUAKE									
FLOOD									
HAIL									
HAZMAT									
HURRICANE									
LIGHTNING									
NATIONAL EMERGENCY									
RADIO-LOGICAL EVENT									
THUNDER-STORM									
TORNADO									
URBAN FIRE - CONFLAGRATION									
WILD FIRE									
TERRORISM / WMD									
ARSON									
TRANSPORTATION STRIKE									
INFECTIOUS DISEASE									
SUSTAINED POWER OUTAGE									

ACRONYMS & ABBREVIATIONS USED IN THIS POLICY

ABM – Annual Business Meeting

CPC – Convention Planning Committee – The group charged with planning and executing the convention

EAP – Emergency Assembly Point

EC – Onsite Emergency Coordinator

ERP – Emergency Response Plan

FA – Families Anonymous

WSB – The FA World Service Board of Directors

WSO – The FA World Service Office