

# THE STANDARD RESPONSE PROTOCOL BIZ

Guidance for Implementing The Standard Response Protocol In a Business Environment

## BUSINESS



**HOLD**



**SECURE**



**LOCKDOWN**



**EVACUATE**



**SHELTER**



## **PEACE**

It does not mean to be in a place where there is no noise, trouble, or hard work.

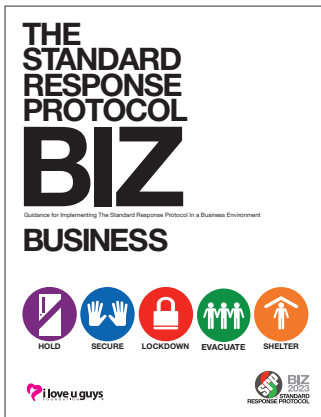
It means to be in the midst of those things and still be calm in your heart.



# STANDARD RESPONSE PROTOCOL

## SRP BIZ CHANGE HISTORY

AUTHOR/CONTRIBUTOR	VERSION	REVISION DATE	REVISION COMMENTARY
Kevin Griger Russ Deffner John-Michael Keyes	2.0	01/08/2015	Version update. See: The Standard Response Protocol - V2 An Overview of What's New in the Standard Response Protocol
John-Michael Keyes	3.0	07/25/2019	Added "Hold in your room or area" as a 5th action. Expanded lifecycle of a Lockout: No one in or out Monitored Entry Controlled Release
Ellen Stoddard-Keyes	3.0	08/25/2020	Replaced the Term of Art "Lockout" with "Secure"
The "I Love U Guys" Foundation	5.0	05/01/2023	Reaffirmation of version, no major edits



### The Standard Response Protocol - BIZ

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In a Business Environment  
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# STANDARD RESPONSE PROTOCOL

## THE "I LOVE U GUYS" FOUNDATION

On September 27th, 2006 a gunman entered Platte Canyon High School in Bailey, Colorado, held seven girls hostage and ultimately shot and killed Emily Keyes. During the time she was held hostage, Emily sent her parents text messages... "I love you guys" and "I love u guys. k?" Emily's kindness, spirit, fierce joy, and the dignity and grace that followed this tragic event define the core of The "I Love U Guys" Foundation.

## MISSION

The "I Love U Guys" Foundation was created to restore and protect the joy of youth through educational programs and positive actions in collaboration with families, schools, communities, organizations and government entities.

## COMMITMENT

There are several things we are committed to. The most important thing we can do is offer our material at no cost to schools, districts, departments, agencies and organizations. The reason we are able to continue to provide this service is due, in part, to the generosity of our donors and Mission Partners (see Partner with Love on the website). The "I Love U Guys" Foundation works very hard to keep our costs down as well as any costs associated with our printed materials. Donor and Mission Partner support allows us to stretch those dollars and services even more. Your gift, no matter the size, helps us achieve our mission. Your help makes a difference to the people and communities in which we live, work and learn.

## THE IMPORTANCE OF YOUR BUSINESS

The safety and security of employees and visitors to your business facilities is of the utmost importance. The SRP provides clear guidance on actions to be taken by all occupants of a facility in the event of a crisis. They were designed to provide consistent, clear, shared language, and a series of actions to be taken by occupants.

The SRP has been adopted by thousands of schools, universities, businesses, law enforcement, and first responders across the United States and Canada. This toolkit should be used in conjunction with current emergency procedures. These resources will provide you with the tools needed to prepare and respond to any emergency.

## TERMS OF USE

Schools, districts, departments, agencies and organizations may use these materials, at no cost, under the following conditions:

1. Materials are not resold
2. Core actions and directives are not modified
  - 2.1. Hold - "In Your Room or Area."
  - 2.2. Secure - "Get Inside, Lock Outside Doors"
  - 2.3. Lockdown - "Locks, Lights, Out of Sight"
  - 2.4. Evacuate - A Location may be specified
  - 2.5. Shelter - State the Hazard and the Safety Strategy
3. The Notification of Intent (NOI) is used when the materials are being evaluated. A sample NOI can be downloaded from the website, and is provided to The "I Love U Guys" Foundation through one of the following:
  - 3.1. Complete the NOI and email it to [srp@iloveguys.org](mailto:srp@iloveguys.org)
  - 3.2. Send an email to [srp@iloveguys.org](mailto:srp@iloveguys.org)
4. The Memorandum of Understanding (MOU) is used when it has been determined that the materials will be used. A sample MOU can be downloaded from the website, and is provided to The "I Love U Guys" Foundation by emailing it to [srp@iloveguys.org](mailto:srp@iloveguys.org)
5. The following modifications to the materials are allowable:
  - 5.1. Localization of Evacuation events
  - 5.2. Localization of Shelter events
  - 5.3. Addition of organization logo

## COMMERCIAL LICENSING

Incorporating the SRP into a commercial product, like software or other publication, requires a commercial license. Please contact The "I Love U Guys" Foundation for more information and costs.

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## SRP BIZ REVIEW COMMITTEE

The "I Love U Guys" Foundation SRP Review Committee is comprised of safety stakeholders from a variety of perspectives and professions. The charter of the committee is to advise on the merits of any substantive changes to The Standard Response Protocol. This ensures that changes will not be incorporated into the SRP without consideration or deliberation.

The SRP Review Committee communicates on substantive changes to the SRP primarily through electronic means email or teleconference.

The following are the current members of the SRP Review Committee.

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## SPECIAL THANKS

Joleen Reefer - City and County of Broomfield (Joleen coined the phrase, "Locks, Lights, Out of Sight.")

Kent Davies - Emergency Manager, City and County of Broomfield

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## REQUEST FOR COMMENT

The Standard Response Protocol is a synthesis of common practices in use at a number of districts, departments and agencies. The evolution of SRP has included review, comment and suggestion from a number of practitioners. With each version, the SRP is subjected to tactical scrutiny by law enforcement agencies, and operational review and adoption by schools.

Suggestions for modification can be made via email at [srp\\_rfc@iloveguys.org](mailto:srp_rfc@iloveguys.org). Please include contact information, district, department or agency, including daytime phone.

## WARNINGS AND DISCLAIMER

Every effort has been made to make this book as complete and accurate as possible, but no warranty or fitness is implied. The information provided is on an "as is" basis. Please visit our website (<https://iloveguys.org>) for the detailed information.

**“Tactics are  
intel driven.”**

*What we plan is based on what we know.*

**“But the environment  
dictates tactics.”**

*But what we do, is based on where we are.*

**– Deputy Chief A.J. DeAndrea**  
*– Civilian Translation: John-Michael Keyes*





### **ABOUT THIS BOOK**

Since 2015, The Foundation offered optional classroom training that included “Hold in your classroom.” In 2017, The Foundation developed materials for The Standard Response Protocol Extended (SRP-X) that included the Hold action.

With SRP 2021, the Hold action was incorporated into the Standard Response Protocol and the Lock-out action was changed to Secure.

For SRP 2023, there is expanded guidance, the introduction of the “SRP Lockdown Drill,” and new communications guidance.

Although the SRP 2021 version is still valid, The “I Love U Guys” Foundation recommends updating to the newer version as soon as feasible.

As you begin to implement and drill the protocol, keep in mind that environments are different. What that means is that we provide you with some tactics. Things we know. But your school, your agencies, and your environment, will ultimately dictate what you do.





# STANDARD RESPONSE PROTOCOL

**SRP is not a  
replacement... It's an  
enhancement to your  
existing safety plans**

## INTRODUCTION

In 2009, The "I Love U Guys" Foundation introduced the Standard Response Protocol (SRP) to districts, departments and agencies to provide a consistent language and series of actions for students, staff and first responders, during a crisis.

Since then, thousands of schools across the country have implemented the protocol and started to train and exercise with the program.



As law enforcement and schools began to put the SRP into practice, businesses, organizations, municipalities and faith based institutions began asking how to adapt the program for their circumstance. The intent of this document is to provide basic guidance with respect for local conditions and authorities. The only mandate presented is that organizations retain the "Terms of Art" and "Directives" defined by this protocol.

SRP is not a replacement for any safety plan or program. Rather, it is a response enhancement for everything from day-to-day operations to critical incidents, designed to provide consistent, clear, shared language and actions among all occupants, staff and first responders.

As a standard, SRP is being adopted by emergency managers, law enforcement, businesses, organizations, municipalities, schools, districts and emergency medical services across the country. New materials and updates can be found online at <http://iloveguys.org>.

## BEFORE YOU BEGIN

Whether an organization is using the SRP as the starting point for a safety program, or is being added to established and regularly practiced safety plans, adopting the simple language defined in this guide can help evaluate facilities and equip staff with appropriate actions to take in the event of any emergency.

**“SRP is not a replacement... it’s an enhancement to your existing safety plans.”**

While developing a new safety plan, or evaluating an existing one, it is suggested to reach out to other businesses, organizations and institutions in the area to exchange ideas. Collaborating with others on safety planning can be very beneficial, especially if there are shared facilities, parking

lots, or green space as those may be designated as evacuation points for multiple groups which could complicate matters if the space becomes overcrowded.

Making contact with local law enforcement and fire officials is also highly encouraged as they can help ensure safety plans meet codes and will not conflict with existing local emergency services protocol.

## A CRITICAL EYE

Be prepared to look at existing plans with a critical eye as often they can be described as a “Directive” of a certain “Term of Art”; i.e. conducting a fire drill is practicing a specific type of evacuation and the actions performed are similar in all evacuation scenarios. It makes sense to teach and train broader evacuation techniques while testing or practicing a more specific directive, like evacuating to the parking lot due to a fire.

## TIME BARRIERS

Time barriers or measures taken beforehand to ‘harden the structure’ can be an invaluable asset to safety; not only of staff, but also visitors to a facility who expect a friendly and secure environment.

Time barriers are best described as a physical barrier that slows down the entry into or movement through a facility. Additional delay allows trained staff to take further protective action and gives first responders more time to arrive.

A simple example of a time barrier would be making the exterior doors of a facility automatically lock and could include installing a film on glass door panels to prevent them from shattering, delaying an intruder’s attempt to break into the premises.

Finally, the most powerful time barrier in an active assailant event is a locked door, and limited access to the interior of the building. Access control systems could include tailgate detection and integration with a camera system for monitoring. Lockdown or panic alarms may be linked with a local 911 center.

Examination of prior incidents in places of business and municipal facilities shows that many workplaces have open environments with few offices, which makes it challenging to evade an assailant. Places such as these should discuss options-based training such as “Avoid, Deny, Defend.”

In a few of the cases where no audible alert was announced, people pulled fire alarms, which is discouraged because it further confuses a chaotic situation and often disables elevators.

The after-action report of the 2019 mass shooting at the Virginia Beach municipal facility provides an in-depth analysis of all aspects of the incident regarding time barriers and recommended considerations.

Other information on workplace violence can be found at this link: <https://alerrt.org/research-projects>.



# STANDARD RESPONSE PROTOCOL

## ESTABLISHING THE SAFETY TEAM

It is a common saying that ‘safety is everyone’s responsibility’, however, someone must take the lead to establish a robust safety plan.

Some organizations have security or other designated staff who would handle developing and implementing a safety plan and the SRP.

If there is no staff assigned this responsibility, most organizations recruit or appoint one person to be ultimately responsible for the safety and security of the facility and the people within.

**The SRP, along with the existing emergency procedures, is a basic reference to assist employees in preparing for, reacting to, and in some cases taking a leadership role in the event of an emergency.**

Additional members can be identified by the safety lead or by recruiting volunteers from within the organization. The Safety Team should be kept to a small, workable size: between 4-7 members.

This will allow input from various levels of the organization and still keep the group manageable

for the team lead. For your Safety Team to truly be effective, it is important to have buy-in from the highest level of your organization.

Being prepared for any emergency includes you and your co-workers being proactive in making plans to assist fellow employees and other building occupants, to include visitors with disabilities and/or individuals with language barriers. The SRP, along with your existing emergency procedures, is a basic reference to assist employees in preparing for, reacting to, and in some cases taking a leadership role in the event of an emergency.

## COMMUNICATION

While every business most likely has an Emergency Operations Plan (EOP), many won’t contain a plan for communicating both internally and externally during a crisis situation.

In any type of event, clear and well-planned communication is essential. Depending on the type of incident, you might have only minutes to prepare a statement and communicate it to the appropriate people.

Primarily, give the staff and building occupants as much information as possible so they can make informed decisions about their actions. If little is known about the situation, tell them that.

Communication with responding agencies is critical as well. Take a look at the resources in your area and create relationships with them as you plan your communication strategy.

## CONTENT

Not every situation needs immediate text messages and emails, so it’s important to determine what is warranted and when. Unexpectedly early business closure requires mass phone calls and text messages to ensure that information is received quickly.

An initial message can be as simple as stating that something has happened, and telling stakeholders where to find updates.

## PREPARATION

A tabletop exercise is a start; basically it’s a brainstorming session. Your Communication Team can talk through possible scenarios and formulate messaging accordingly. They must think about what immediate information is necessary, how to follow up, and who they will need to speak with or follow to receive trusted updates.

By planning this in advance, they’ll have a list to reference when something happens.

## THE STANDARD RESPONSE PROTOCOL

A critical ingredient in personal safety is a standard response to any incident. Weather events, fire, accidents, intruders and other threats to personal safety are scenarios that organizations plan and train for.

Historically, businesses and institutions 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 desk that describes a variety of things that might happen and the specific response to each event.

### SRP IS ACTION BASED

The Standard Response Protocol is based not on individual scenarios but on the response to any given scenario. 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 actions, 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 and first responders.



1. **Hold** is followed by “In Your Room, Office or Area. Clear the Halls” and is used when the hallways need to be kept clear of occupants and staff.
2. **Secure** is followed by the Directive: “Get Inside, Lock Outside Doors” and is the protocol used to safeguard people within the building.
3. **Lockdown** is followed by “Locks, Lights, Out of Sight” and is the protocol used to secure individual rooms and keep people quiet and in place.
4. **Evacuate** may be followed by a location, and is used to move people from one location to a different location in or out of the building.
5. **Shelter** is always followed by the hazard and a safety strategy and is the protocol for group and self protection.

## BOTH A NOUN AND A VERB

Each specific action can act as both a noun and a verb. If the action is Lockdown, it would be announced on public address as “Lockdown! Locks, Lights, Out of Sight.” Communication to local Law Enforcement Agency would then be “We are under Lockdown.”

Each response has specific action. The Evacuate response is always followed by a location: “Evacuate to the lobby.” Responses can also be combined. “Evacuate to Hallway. Shelter for Tornado. Drop, Cover and Hold.”

### BENEFITS

The benefits of the SRP become quickly apparent. By standardizing the vocabulary, all stakeholders can understand the response and status of the event. This common language is being taught to millions of students in the US and Canada. As these students enter the workforce or are in non-school environments, having the same language and expectations provides a more conditioned response. Additionally, this protocol enables rapid response determination when an unforeseen event occurs.

The protocol also allows for a more predictable series of actions as an event unfolds. An intruder event may start as a Lockdown, but as the intruder is isolated, first responders might transition parts of the building to an Evacuation.

### SECURE VS LOCKDOWN

The differentiation between Secure and Lockdown is a critical element in SRP. Increasing security recovers all occupants from outside the building, secures the building perimeter and locks or monitors all entry doors. This would be implemented when there is a threat or hazard outside of the building. Criminal activity, dangerous events in the community, or even civil unrest would be examples of a Secure response. While the Secure response encourages greater staff situational awareness, it allows for operational continuance with little interruption or distraction.

Lockdown is a room-based protocol that requires locking the interior doors, turning off the lights and placing occupants out of sight of any corridor windows. Occupant action during Lockdown is to remain quiet. It does not mandate locking perimeter doors. There are several reasons for not locking perimeter doors during a Lockdown. Risk is increased to occupants or staff in exposed areas attempting to lock outside doors. Locking outside doors inhibits entry of first responders and increases risk as responders attempt to breach doors.



# STANDARD RESPONSE PROTOCOL

## PROTOCOL DETAILS SUMMARY

This section of the guidance defines conditions, actions, responsibilities and other aspects of preparing and incorporating The Standard Response Protocol within a safety plan.



## PREREQUISITES NIMS AND ICS

In order to coordinate the use of the SRP in safety plans, it is highly recommended that key individuals within the organization and those with a role in emergency operations, complete the following courses through FEMA.



# FEMA

- 1. IS 100.c:** Introduction to the Incident Command System
- 2. IS 700.a:** National Incident Management System (NIMS) An Introduction

These courses are available online, at no cost using the web at <http://training.fema.gov>. Anticipate 1 to 3 hours per course to successfully achieve certification. The courses are offered at no charge.

(Note: The "I Love U Guys" Foundation is not affiliated with FEMA.)

## PUBLIC ADDRESS PROTOCOL

In buildings with a public address system, public address is repeated twice each time the public address is performed.

The following represents the Public Address for The Standard Response Protocol:

- Hold! In your room, office or area. Clear the halls.
- Secure! Get Inside. Lock outside doors
- Lockdown! Locks, Lights, out of Sight
- Evacuate! Report to Rally Point
- Shelter! State the Hazard and Safety Strategy

The protocol suggests placement of the public address poster near all reasonable public address systems.

## EMPLOYEE NOTIFICATION SYSTEM

Businesses usually have an employee notification system that is a responsive mass alert system for emergency messages. Text messages, email alerts, and phone calls are all part of the channels that can be activated during emergencies to keep employees informed of situations that impact them. It is imperative that employees ensure their contact information is up to date to receive notifications.

## POSTERS

Part of an organization's commitment to SRP is displaying posters in appropriate locations throughout the building.

The Foundation recognizes that this commitment may impact printing budgets and consequently asks that organizations commit to a time frame when poster installation can be completed.

Downloadable templates are available for production of the posters at <http://iloveguys.org> at no charge.

## ORGANIZATION SAFETY PROGRAM

Organizations incorporating the SRP must have, or be working to develop, written safety plans and ongoing safety programs as identified in the safety plan.

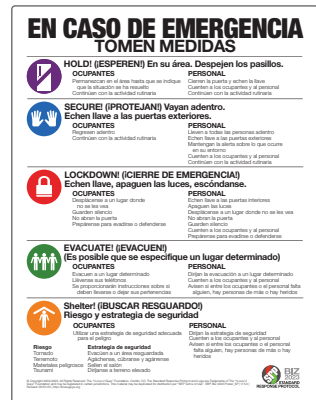
## SITE SURVEY AND MITIGATION

Implementing the SRP involves some planning and perhaps some mitigating actions.

For example, one method of preparing for Secure would be to group and number outside doors so that in a Secure event, staff with Primary Secure Responsibility would have a known number of doors to attend to. Additionally, local first responders may already have a preference and identification practice for lettering and/or numbering exterior doors.

## TRAINING RESOURCES

The Foundation can provide on site training and has worked with a number of organizations in providing train the trainer sessions.



# IN AN EMERGENCY TAKE ACTION



## **HOLD! In your room, office or area. Clear the halls.**

### **OCCUPANTS**

Clear the hallways and remain in room or area until the “All Clear” is announced  
Do business as usual

### **STAFF**

Close and lock door  
Account for occupants and staff  
Do business as usual



## **SECURE! Get inside. Lock outside doors.**

### **OCCUPANTS**

Return inside  
Do business as usual

### **STAFF**

Bring everyone indoors  
Lock outside doors  
Increase situational awareness  
Account for occupants and staff  
Do business as usual



## **LOCKDOWN! Locks, lights, out of sight.**

### **OCCUPANTS**

Move away from sight  
Maintain silence  
Do not open the door  
Prepare to evade or defend

### **STAFF**

Lock interior doors  
Turn out the lights  
Move away from sight  
Do not open the door  
Maintain silence  
Account for occupants and staff  
Prepare to evade or defend



## **EVACUATE! (A location may be specified)**

### **OCCUPANTS**

Evacuate to specified location  
Bring your phone  
Instructions may be provided about retaining or leaving belongings

### **STAFF**

Lead evacuation to specified location  
Account for occupants and staff  
Notify if missing, extra or injured people



## **SHELTER! Hazard and safety strategy.**

### **OCCUPANTS**

Use appropriate safety strategy for the hazard

### **Hazard**

Tornado  
Hazmat  
Earthquake  
Tsunami

### **Safety Strategy**

Evacuate to shelter area  
Seal the room  
Drop, cover and hold  
Get to high ground

### **STAFF**

Lead safety strategy  
Account for occupants and staff  
Notify if missing, extra or injured people

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# HOLD

## In Your Room or Area

### **HOLD**

There may be situations that require occupants to remain in their room, office or area. For example, a medical emergency may demand keeping occupants out of an area or halls until it is resolved. There may be a need for people who are not in a closed areas to proceed to an area where they can be supervised and remain safe.

### **NOTIFICATION**

The Notification for Hold is: "Hold in your room or area. Clear the Halls." Be aware if there is a need to add directives for any occupants that are not in a room, or some other location where they should remain until the Hold is lifted.

"Hold in your room or area. Clear the Halls.  
Hold in your room or area. Clear the Halls."

### **NOTIFICATION - RELEASE**

Hold can be released by announcement or notification.

"The Hold is released. All Clear.  
The Hold is released. All Clear."

### **INCIDENT COMMAND SYSTEM**

The Incident Command System should be initiated.

### **ACTIONS**

Occupants and staff are to remain in their room or area until the all clear is announced.

Occupants and staff in common areas, like meeting rooms or waiting areas, may be asked to remain in those areas, or to move to adjoining areas.

Occupants and staff outside of the building should remain outside unless directed otherwise.

It is suggested that prior to closing the door, staff should rapidly sweep the hallway for nearby staff and occupants. Additionally, staff should account for occupants, note the time, and conduct business as usual.

### **RESPONSIBILITY**

Typically a supervisor is responsible for initiating a Hold. There may be instances where a staff member recommends it based on what is happening in their area.

### **PREPARATION**

Staff and management training.

### **DRILLS**

Hold should be drilled at least once a year.

### **CONTINGENCIES**

Occupants are trained that if they are not in a room, they may be asked to identify the nearest room and join that room for the duration of the Hold.

### **EXAMPLES OF HOLD CONDITIONS**

The following are some examples of when an organization or emergency dispatch might call for a Hold.

- A medical incident that requires attention
- Unfinished maintenance work during a busy time or in a populated area
- An angry client





# SECURE

## Get Inside, Lock Outside Doors

### SECURE

Secure is called when there is a threat or hazard outside of the building. Whether it's due to violence or criminal activity in the immediate neighborhood, or other threats outside of the building, Secure uses the safety of the physical facility to act as protection.

### NOTIFICATION

The notification for Secure is: "Secure! Get Inside. Lock Outside Doors."

### NOTIFICATION - RELEASE

Secure can be released by announcement or notification.

"Secure is released. All Clear.  
Secure is released. All Clear."

### ACTIONS

The Secure Protocol requires bringing people into the building and locking or closely monitoring outside access points. When possible, daily operations would continue uninterrupted.

There may be occasions when occupants expect to be able to leave the building. Depending on the condition, this may have to be prevented. During the training period, it should be emphasized to staff that they and other occupants may be inconvenienced by these directives, but their cooperation is important to ensure their safety.

### SECURE EVOLUTION

There may be instances when a secure event might evolve from "No entry or exit" to "Monitored Entry" or "Controlled Release."

### MONITORED ENTRY

Circumstances where a threat is perceived but not directly evident may warrant a Monitored Entry. During a Monitored Entry, people may be allowed to enter the building.

### CONTROLLED RELEASE

Circumstances where a threat is perceived but not directly evident may warrant a Controlled Release. During a Controlled Release occupants may be allowed to leave using heightened situational awareness.

### INCIDENT COMMAND SYSTEM

The Incident Command System should be initiated.

### REPORTER

Secure is typically reported by emergency dispatch to a predetermined contact person within the organization, who then informs management and invokes the notification.

It may also be reported to the contact by staff or occupants if a threat is directly observed outside the building.

### RESPONSIBILITY

Depending on the facility, staff may be required to monitor or lock the doors and windows. Staff members assigned "Primary Responsibility" for a "Secure Zone" should be identified in advance and should actively drill the protocol. These may include doorways, windows, loading docks, and fire escape ladder access points.

The assigned staff is designated as having "Secure Duty."

There should also be assigned a person with "Secondary Responsibility" for Secure Duty in the event the person with Primary Responsibility is absent or unable to perform the protocol.

Supervisors should attempt to determine if all staff has been accounted for.

### PREPARATION

Some facilities may have outside perimeters in addition to building perimeters, such as gates and fences. There may be conditions where the outside perimeter would or would not be affected by Secure.

Individual Secure Duty Checklists should be created for each person assigned with either Primary or Secondary Secure Duty.

Preparation includes identification of staff with Primary and Secondary responsibility and assignment of these duties.

### DRILLS

Secure drills should be performed once a year. At least one of these drills should be performed while outdoor or normal activities are in progress.

### CONTINGENCIES

There may be physical attributes to the facility that mandate special handling of a Secure. An example would be a modular building. It may be best for occupants in modular buildings to Evacuate to the main building rather than going to Secure in the modular building.

If, during a Secure event, a hazard manifests inside the building - i.e.: fire, flood, hazmat, then situational decisions must be made. It may be necessary to Evacuate to a different location than would typically be indicated, according to circumstances.

### EXAMPLES OF SECURE CONDITIONS

The following are some examples of when an organization or emergency dispatch might call for a Secure.

- Dangerous animal on grounds
- Criminal activity in area
- Threat of domestic violence
- Civil disobedience



# LOCKDOWN

## Locks, Lights, Out of Sight

### LOCKDOWN

Lockdown is called when there is a threat or hazard inside of the building. From domestic disputes to intruders to an active assailant, Lockdown uses room security to protect occupants from threat.

### NOTIFICATION

The notification for Lockdown is: "Lockdown! Locks, Lights, Out of Sight!"

### ACTIONS

The Lockdown Protocol demands locking individual doors or other access points, moving room occupants out of line of sight of the corridor windows and having room occupants maintain silence.

There is no call to action to lock the building's outside access points, since sending staff to lock outside doors exposes them to unnecessary risk and inhibits first responders entry into the building.

Staff training reinforces the practice of not opening the door once in Lockdown. No indication of occupancy should be revealed until first responders open the door.

### INCIDENT COMMAND SYSTEM

The Incident Command System should be initiated.

### REPORTER

Lockdown is typically reported by occupants or staff to the safety team lead. The team lead then invokes the public address and informs the management.

It may also be reported to the safety team lead by local emergency dispatch.

### RESPONSIBILITY

Staff is responsible for implementing Lockdown. The staff member should lock all doors and access points and facilitate moving occupants out of sight.

Silent or whispered attendance should be taken to determine everyone is accounted for.

### PREPARATION

Since most offices do not have many interior doors that lock, identify in advance the areas that can be locked, and mark them as safe zones.

Staff should be trained, and occupants instructed, to not open a door or leave a safe zone until a first responder unlocks it.

Clearly identify and train staff on exits and identify places they can go, and who to call, if they must self-evacuate from the building.

Occupants and staff should be advised that a Lockdown may persist for several hours and during an incident, silence is essential.

### DRILLS

Lockdown drills should be performed twice a year. If possible one of these drills should be performed with local law enforcement personnel participation. At a minimum, to comply with SRP, law enforcement participation in the drill should occur no less than once every three years. Drills should also be conducted with staff not already 'pre-placed' in their designated lockdown area. Drills should simulate an interruption to normal day-to-day activities.

### CONTINGENCIES

Occupants and staff who are outside of rooms during a Lockdown may be faced with the need to get out of sight without the benefit of an empty or open room.

In this situation, occupants and staff must be trained to hide or even Evacuate themselves away from the building.

If during a Lockdown an intruder is actively attempting to enter a room that staff and occupants are in, or an additional hazard manifests inside the building - i.e.: Fire, flood or hazmat; then situational decisions must be made. Evacuation to a non-usual location or by non-usual means (climbing out a window) may be required, or as a last resort preparing to defend the room and yourself may be necessary.

### EXAMPLES OF LOCKDOWN CONDITIONS

The following are some examples of when an emergency dispatch might call for a Lockdown.

- Dangerous animal within building
- Intruder
- Domestic violence threat
- Active threat

### RED CARD/GREEN CARD

Some safety plans suggest sliding a red or green card under a door to indicate the status of people in the room. The SRP suggests this practice not be used until first responders have arrived, identified themselves and requested occupant's status.

Please see the section on Red Card/Green Card in the Evacuation section for recommended use.





# EVACUATE

## Report to Rally Point

### EVACUATE

Evacuate is called when there is a need to move occupants from one location to another.

### NOTIFICATION

The public address for Evacuate is: "Evacuate! Report to Rally Point." Type is added when special actions need to be taken during evacuation.

### ACTIONS

The Evacuate Protocol demands occupants and staff move in an orderly fashion. In a tactical response, occupants and staff should be prepared to follow specific instructions given by first responders.

First responders may ask occupants and staff to place their hands on their heads or use different evacuation methods, i.e. run, crawl, cover mouth and nose, etc.

### INCIDENT COMMAND SYSTEM

The Incident Command System should be initiated.

### RESPONSIBILITY

A safety team member or first responder is responsible for initiating an evacuation.

### REPORTER

Evacuate is typically reported by the safety team lead but could be reported by staff, occupants or first responders.

### EVACUATION ASSEMBLY

The Evacuation Assembly refers to gathering at the Evacuation Rally Point. Staff are instructed to take names and account for any missing or extra staff or occupants after arrival at the Evacuation Assembly Point.

### DRILLS

Evacuation drills should be performed twice a year. Fire drills constitute a valid evacuation drill. (Note: Fire Codes often mandate more frequent fire drills.)

### CONTINGENCIES

Occupants who become separated during an Evacuation should be instructed to join the group at the Rally Point and identify themselves to a staff member upon arrival.

Special needs Evacuation plans should be developed and drilled, including medication and pharmaceutical needs.

### POLICE LED EVACUATION

In a Lockdown event where law enforcement is clearing the building and escorting occupants and staff out, it is important to have provided instruction, in advance, on what to expect.

There may or may not be any notification to occupants and staff that law enforcement is performing these actions.

As officers enter the room, occupants and staff must keep their hands visible and empty. It is unlikely that occupants or staff may be able to bring backpacks or purses with them during a Police Led Evacuation.

Prepare occupants and staff that during a Police Led Evacuation, officers may be loud, direct and commanding. Occupants and staff may also be searched both in the room or area and again at any assembly area.

There is a new conversation occurring with law enforcement regarding their role in post event recovery. This is a growing area and warrants conversations between organizations and agencies about how to keep occupants safe and reduce trauma that might be associated with a Police Led Evacuation.

### PREPARATION

Staff and management training.

### RED/GREEN/MED CARD

After accounting for occupants and staff, the Red/Green/Med Card system is employed by the safety team or first responders to quickly, visually identify the status of the staff and occupants.

**Green Card (OK)** - All staff and occupants accounted for. No immediate help is necessary

**Red Card (Help)** - Extra or missing persons, or vital information must be exchanged

**Red and White Cross (Medical Help)** - Immediate medical attention is needed



### USING THE RED/GREEN/MED CARD

At the Rally Point, account for staff and occupants. If you need immediate medical assistance, fold sheet to Medical Help. If no missing or extra staff or occupants and everything else is OK, fold sheet to OK/Green. If you have missing or extra staff, occupants, or other non medical assistance needs, fold sheet to Help/Red.



# SHELTER

## State the Hazard and Safety Strategy

### SHELTER

Shelter is called when the need for personal protection is necessary. Training should also include spontaneous events such as tornado, earthquake or hazmat.

### NOTIFICATION

The notification for shelter should include the hazard and the safety strategy.

### SAFETY STRATEGIES MAY INCLUDE:

- Evacuate to shelter area
- Seal the room
- Drop, cover and hold
- Get to high ground

### SEVERE WEATHER STRATEGIES MAY INCLUDE:

- Stay away from windows
- Leave exterior offices and doors closed
- If trapped in an external office, seek protection under a desk
- Go to a secure interior location (stairwells, elevator lobby, restrooms)
- Remain in safe area until all danger has passed
- Follow directions of safety team member

### ACTIONS

Prior versions of the SRP referenced materials that were current on the FEMA website. As this FEMA guidance evolved, the FEMA information presented in SRP Operational Guidance became outdated.

It is strongly advised to remain current on both FEMA guidance regarding Shelter actions as well as local emergency management guidance.

### INCIDENT COMMAND SYSTEM

The Incident Command System should be initiated.

### RESPONSIBILITY

Each individual is responsible for sheltering. If there are special needs that prevent individual responsibility, administration should plan on how to best provide sheltering assistance. As an employee, it is important that you know what to do. Being prepared for any emergency includes you and your co-workers being proactive in making plans to assist fellow employees and other building occupants, to include visitors with disabilities and/or individuals with language barriers.

### REPORTER

Shelter is typically called by the safety team lead but may be called by occupants, staff or first responders.

### PREPARATION

Identification and marking of facility Shelter Points.

### DRILLS

Shelter Safety Strategies should be drilled once a year.

### SHELTER - STATE THE HAZARD AND SAFETY STRATEGY VS. "SHELTER-IN-PLACE"

Oddly, one of the most often heard concerns about the SRP is the abandoning of "Shelter-in-place." The reason for this was simple. "Shelter-in-place" is contextual. Occupants and staff are somehow "supposed" to know which "Shelter-in-place" action to take.

During the initial development of the SRP, local, state and federal resources cited over a dozen different actions associated with "Shelter-in-place." Everything from hazmat to tornado to active violence to holding in a room were "Shelter-in-place" events.

### PLAIN LANGUAGE ACT

With FEMA recommending plain, natural language, the Foundation introduced the Shelter directive and suggested that rather than saying "In Place" as the action, identification of the hazard and the safety strategy would be more in keeping with the plain language commitment.

Shelter is one of the points where the SRP integrates tightly with an organization's safety plans. Local hazards are very real and very important. If "Shelter-in-place" is part of emergency planner tradition and culture, it shouldn't be a stumbling block in implementing the SRP.

The goal of the SRP is that there is a shared, plain, natural language between occupants, staff and first responders. Evaluate how pervasive "Shelter-in-place" is throughout the affected populations.

### CUSTOMIZATION

The office poster is sufficient for generic Shelter guidance. The Foundation recognizes that localized hazards may need to be added to the poster. Original, digital artwork can be provided to organizations that have signed a "Notice of Intent" or a "Memorandum of Understanding" with The "I Love U Guys" Foundation.

Please note: Currently, original artwork is only provided in Mac OS X, and original source files may include QuarkX-Press, Pages 10.x for Mac OS X. Currently, artwork is not available for Microsoft® Word except for the Public Address Poster. See FAQs.



# DRILLS

## vs. Exercises

### DRILLS vs. EXERCISES

Media coverage in 2019 exploring issues with “Lockdown Drills” potentially causing trauma has resulted in the need for clarification. Much of the coverage attributed the word “Drill” to what was actually a “Functional Exercise.”

Some of this confusion may be a result of actual FEMA guidance. (Reproduced to the right.)

### SRP EVOLUTION

In developing the Standard Response Protocol, The “I Love U Guys” Foundation took the following approach:

- Hazard Identification
- Develop Safety Strategy
- Instruct
- Practice
- Drill
- Exercise

### HAZARD IDENTIFICATION

The first priority of the SRP was to introduce common, plain language responses to various events. Assessment of various responses in 2009 revealed there was no common language between students, staff, parents, and first responders. The core areas examined were:

- Something happening outside the building
- Something happening inside of the building
- How to get out of the building
- Natural or man-made hazards
- Keeping the halls clear

### DEVELOP SAFETY STRATEGY

Given those conditions, the Standard Response Protocol was developed, piloted and released initially for schools but now for other types of organizations.

### INSTRUCTION

The next step in the process is providing instruction and training on each of the response protocols. The Foundation has developed materials for training the SRP.

### PRACTICE

Once training has been delivered, practice is recommended prior to any drill. This may involve staff practicing an exit route in advance of any Evacuation drill; or identifying a Safe Zone within a room and practice moving occupants to the Safe Zone, prior to a Lockdown drill.

### DRILL

A drill is used to create the “muscle memory” associated with a practiced action. There is no simulation of an event, simply performing the action. muscle memory is crucial in responding to and surviving a crisis situation.

### EXERCISE

An exercise simulates an actual event to test the capacity of personnel and equipment.

### FEMA GUIDANCE - IS-362.A

FEMA guidance on training, drilling and exercising, from the course IS-362.a “*Multihazard Emergency Planning for Schools.*”



### TRAINING

- **Briefings:** Short meetings that provide information about a specific topic (e.g., new evacuation sites, tips on how to use the student information system to find student contact information, new district contact information).
- **Seminars/classroom training:** Used to introduce new programs, policies, or procedures. Provide information to students and staff on roles and responsibilities. This may also include training presented outside of the school (e.g., first aid, CERT).
- **Workshops:** Resemble a seminar but are employed to build specific products, such as a draft plan or policy.

### DRILLS

Drills are operations-based exercises that usually test a single specific operation or function within a single entity. Conducted in a realistic environment, drills are often used to test new policies or equipment, practice current skills, or prepare for larger scale exercises.

### FUNCTIONAL EXERCISE

A functional exercise is the simulation of an emergency event that:

- Involves various levels of school, school district, and emergency management personnel.
- Involves trained personnel “acting out” their actual roles.
- Evaluates both the internal capabilities and responses of the school, school district, and emergency management officials.
- Evaluates the coordination activities between the school, school district, and emergency management personnel.

### FULL-SCALE EXERCISE

- A full-scale exercise is a multiagency, multijurisdictional, multidiscipline operations-based exercise involving functional (e.g., Joint Field Office, emergency operations center) and “boots on the ground” response (e.g., firefighters decontaminating mock victims).



<https://emilms.fema.gov/IS362a/> (Circa 2019.06.12)



# FAQs

## FREQUENTLY ASKED QUESTIONS

### INTRODUCTION

Since introducing the Standard Response Protocol in 2009, thousands of schools, districts, colleges, departments, agencies and organizations have scrutinized, evaluated and ultimately implemented the program. During the process some questions seem to come up often.

### SERIOUSLY, WHAT DOES IT REALLY COST?

Since its introduction in 2009, public K12 schools, districts, departments and agencies were free to use The "I Love U Guys" Foundation programs at no cost.

In 2015, the Foundation expanded availability, and now offers the programs to any public or private organization at no charge. Simply download the materials and begin the process.

### I SEE YOU OFFER TRAINING. DO WE NEED TO BUY TRAINING IN ORDER TO USE THE PROGRAMS?

No. We've attempted to put enough material online so that businesses, organizations and law enforcement can successfully implement Foundation programs. There are a number of businesses, schools, colleges and organizations across the US and Canada that have implemented the programs using internal resources.

That said, part of our sustainability model relies not just on charitable giving, but in providing training. If your organization is interested in Foundation training, please contact us for rates and terms.

Also note where your workforce comes from. If your local school district is using the SRP and the students who graduate from there will come to work for you, then recognize that they are already familiar with the SRP.

### WHAT IS THE DIFFERENCE BETWEEN SECURE AND LOCKDOWN AGAIN?

The term "Secure" is used when there is a potential threat that can be mitigated by bringing everyone inside. It should be announced with the directive "Secure the Perimeter" which signals staff to lock exterior doors and while it calls for heightened situational awareness, allows for indoor activities to continue.

The term "Lockdown" means there is an active or imminent threat inside or nearby requiring immediate protective action. It is followed by the directive "Locks, Lights, Out of Sight" and requires locking office doors, turning out the lights, and remaining hidden until first responders arrive.

Effectively if the threat is outside the building, Secure. If the threat is inside the building, Lockdown.

### WHAT IF THE THREAT IS CLOSE TO THE BUILDING?

There may be situations where both a Secure and a Lockdown may be called simultaneously. In this case securing the perimeter, securing the office and getting out of sight would be the practice.

### IN LOCKDOWN, YOU SUGGEST UNLOCKING THE OUTSIDE DOORS. WHAT'S UP WITH THAT?

No. We don't. We occasionally hear this but our guidance is actually a little different. We suggest not putting anyone at risk by locking or unlocking outside doors. If the doors are locked leave them locked. Be sure you have a plan, in advance, that allows first responders the ability to enter the building quickly.

Won't people still come in the building if the outside doors are unlocked during a Lockdown?

Yes, people may be able to enter the building during the window of time between calling a Lockdown and the arrival of first responders.

A Lockdown is called when there is a life safety threat inside the building. During the development and throughout the lifecycle of the SRP, constant and deliberate scrutiny of all risk/benefit guidance is performed by the Foundation, district and law enforcement representatives. This has resulted in the Lockdown guidance provided.

That said, with any guidance provided, we defer to local decisions. Please consult with your local law enforcement representatives for final guidance.

### I THOUGHT I SAW SHELTER GUIDANCE?

When we developed the SRP and released the first version in 2009 we included FEMA guidance regarding the Shelter directive and actions. FEMA changed that guidance in 2014. We are removing specific shelter guidance from our documentation and defer to the current practices published at <http://fema.gov> as well as your local emergency management guidance.

### CAN THE SRP BE USED IN CONJUNCTION WITH OTHER SAFETY PLANS?

Yes, absolutely. The SRP is designed as an enhancement to any safety plan. It covers critical incidents by standardizing vocabulary so stakeholders can easily understand the status and respond quickly when an unforeseen event occurs. Comprehensive safety plans will include components such as communications, threat assessment, local hazards, operation continuity and reunification, amongst other items.

## **CAN I MODIFY MATERIALS?**

That depends. The core actions and directives must remain intact. These are:

- **Hold** “In your Room, Office or Area”
- **Secure** “Get Inside. Lock Outside Doors
- **Lockdown** “Locks, Lights, Out of Sight”
- **Evacuate** followed by a location
- **Shelter** followed by the hazard and safety strategy

Some details may need to be customized to your location. For instance, the office poster should include hazards and safety strategies that are specific to your location.

## **ARE THE SOURCE MATERIALS AVAILABLE?**

Yes. Some of the materials are available. We generated all of the artwork in a variety of Mac graphic applications. To receive access to available source documents, please send an email with your name, title and organization to [source\\_documents@iloveguys.org](mailto:source_documents@iloveguys.org). Note: Source documents are only available to organizations that have an MOU in place with the Foundation.

## **CAN YOU SEND ME MATERIALS IN MICROSOFT WORD?**

No. Other than the Public Address poster, retaining the graphic integrity of the materials proved beyond our capabilities using Microsoft Word.

## **CAN I REALLY USE THE MATERIALS? WHAT ABOUT COPYRIGHTS AND TRADEMARKS?**

Businesses and institutions are free to use the materials under the “Terms of Use” outlined on Page 6 of this document.

## **DO I NEED TO ASK PERMISSION TO USE THE MATERIALS?**

No. You really don’t need to ask permission. But, it would be fabulous if you let us know that you’re using our programs.

## **DO I HAVE TO SIGN AN MOU WITH THE FOUNDATION?**

It is not necessary to sign an MOU with the Foundation. But, please consider it. The Foundation is committed to providing programs at no cost. Yet, program development, enhancement and support are cost centers for us. One way we fund those costs is through private grants and funding.

An MOU is a strong demonstration of program validity and assists us with these types of funding requests.

## **DO I HAVE TO SEND A NOTICE OF INTENT?**

In the absence of an MOU, a Notice of Intent provides similar value to us regarding demonstrations of program validity to potential funders.

## **DO I HAVE TO NOTIFY YOU AT ALL THAT I AM USING THE SRP?**

We often speak with safety stakeholders that have implemented the SRP, but hadn’t quite mentioned it to us. Please, please, please let us know that your organization is using the SRP.

It is our goal that the SRP becomes the “Gold Standard.” The more organizations that we can show are using the program, the greater the chance for achieving our goal.

## **CAN I PUT OUR LOGO ON YOUR MATERIALS?**

If you are a commercial enterprise, please contact us in advance with intended usage.

## **WE WOULD LIKE TO PUT THE MATERIALS ON OUR WEBSITE.**

Communication with your community is important. While you are free to place any material on your website, it’s preferable that you link to the materials from our website. The reason for this is to allow us to track material usage. We can then use these numbers when we seek funding.

But, don’t let that be a show stopper. If your IT group prefers, just copy the materials to your site.

## **DOES THE SRP WORK WITH “RUN, HIDE, FIGHT?”**

Some Law Enforcement agencies suggest “Run, Hide, Fight” as the preferred response to an active shooter. We don’t believe the practice is mutually exclusive to the SRP. Again, consult with local law enforcement regarding your specific active shooter response.

## **DOES THE SRP WORK WITH A.L.I.C.E.?**

Again, we don’t believe that SRP and A.L.I.C.E. are mutually exclusive.

## **DOES THE SRP WORK WITH “AVOID, DENY, DEFEND?”**

The SRP attempts to be an all-hazards approach to school based events. Of all of the active shooter responses, our determination is that “Avoid, Deny, Defend” from Texas State University has the best positioning, linguistics and actions. This response is for adults and is for use in work-places.

<http://www.avoiddenydefend.org>



# MATERIALS

## And Note to Printer

### SRP OVERVIEW WALL POSTER

This SRP Overview Wall Poster was created for you to print and place on your wall in order to remind everyone of the different SRP actions and allow staff to start the conversation about SRP. This poster is available in English and Spanish.

Placing Posters is an essential step in full implementation of the SRP. The wall poster should be displayed in every room, near all entries, and near the entrances to other open places. The shelter hazards and safety strategies should be modified for local conditions.

### MATERIALS LIST

There are a number of materials available on the following pages. Extract the separate PDF pages after downloading this book. Everything is also ready to download from the website. Materials include:

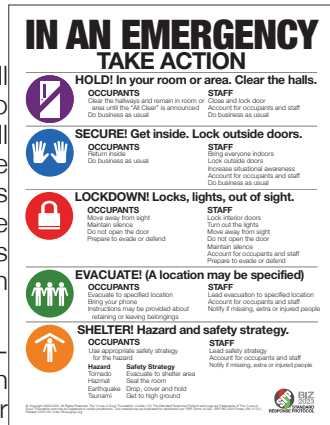
- Public Address Poster (download the Word version from the website to edit for local hazards)
- Staff Handout in English and Spanish (fully accessible PDFs can be downloaded from the website)
- Letter-size poster in English and Spanish
- Tabloid-size poster in English and Spanish (download from website)
- Drill in Progress poster
- Building is Secure poster
- Building is Secure, Doors are Monitored poster
- Red/Green/Med Card

### NOTE TO PRINTERS

This material may be duplicated for distribution per “SRP Terms of Use”. The Terms of Use read as follows:

**Terms of Use:** Organization is responsible for physical material production of any online resources provided by The Foundation. The Organization is not required to utilize printing services provided by The Foundation for production of support materials.

**What this means:** You may print this material for them.



**Terms of Use:** Organization agrees to incorporate the SRP using the terms of art and the associated directives as defined in the Program Description.

**What this means:** The school, district, agency, organization or municipality may place their logo and/or name on printed material to personalize it. They may not substantively change the wording or actions, except as it applies to hazards specific to their region.

### PRINTING THE BOOKS

Books have been laid out with a 5 pica (.83”) interior margin and a 4 pica (.63”) exterior margin to facilitate duplex printing of the materials. Books can be finished using common bindery methods: perfect bind, comb bind, spiral bind, saddle stitch, or punch for a 3-ring binder.

### THE LANGUAGE

The Term of Art “Hold” is followed by the Directive “In your Room or Area” The action is for the purpose of keeping halls and/or common areas clear until an incident is resolved.

The Term of Art “Secure” is followed by the Directive “Get Inside. Lock Outside Doors”. The action associated with Secure is to bring participants into the building and secures the building’s outside perimeter by locking appropriate windows, doors or other access points.

The Term of Art “Lockdown” is followed by the Directive “Locks, Lights, Out of Sight” The action associated with Lockdown is to secure individual room doors, move away from inside corridor line of sight and maintain silence until first responders release the room.

The “Term of Art “Evacuate” is followed by the Directive “Report to Rally Point” The action associated with Evacuate is to move occupants and staff from one location to another.

The Term of Art “Shelter” is followed by the Directive “Hazard and the Safety Strategy” Hazard being the dangerous event and the safety strategy being the action taken to mitigate the risk. The action associated with Shelter is dependent on the stated Hazard and the Safety Strategy.