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Denver Special Events Safety Workshop

Elements of an Effective Special
Events Emergency Action Plan (EAP)

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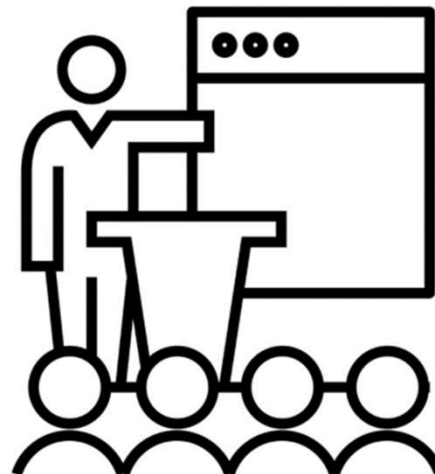
WELCOME!

David Powell

Denver Office of Emergency Management

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- 1) EAP Overview; Communications Plan
- 2) Risks to Events
- 3) Health and Medical Plan
- 4) Site Maps; Access
- 5) Security Components
- 6) Q&A





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Select 'Speaker' View

Submit Questions via Q&A

DENVER OFFICE OF SPECIAL EVENTS

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Speaker
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Participants 1

Q&A

Live Transcript More

End

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4:13 PM 1/24/2022



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EAP Overview / Communications Plan

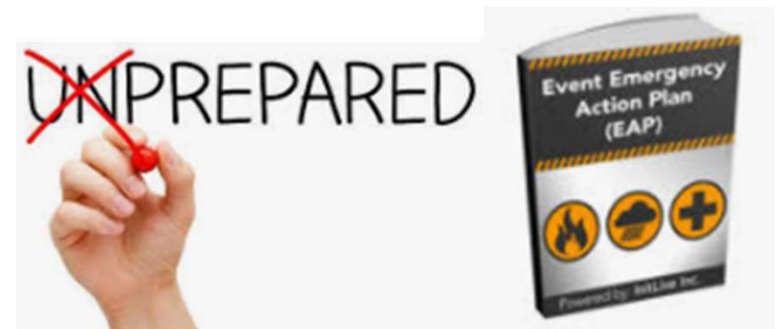
Nate Hayden

Denver Office of Special Events

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Planning Can't be Done Alone

- Create a culture of awareness
- Build a team to create and maintain your EAP
 - event staff and volunteers
 - vendors and contractors
 - other events/networks/associations
 - community
 - city departments
 - DFD, DPD, EMS, DDPHE & OEM
 - OSE, DPR, DOTI, etc.





Check it out!

OSE Education Page www.denvergov.org/OSSEducation

Welcome to OSE's collection of Lunch and Learn and Forum recordings and other resources for event organizers.

Check back often! New recordings and resources will be added as they become available.

Not finding what you were looking or hoping for? [Let us know](#) what education programs and resources you'd like to see.

2022 Special Events Forum Recording, Slides and Resources (1/26/22)

Denver Fire Department Compliance and Fees Lunch and Learn (1/19/22)

OSE Moves into City Ordinance Lunch and Learn (8/16/21)

[Event Emergency Plan Resources \(updated 12/21\)](#)

[Event Safety Workshop presentation slides \(2020\)](#)

[Event Safety Workshop presentation slides \(2019\)](#)

[Denver Office of Emergency Management's training calendar and other resources](#)

[Colorado Emergency Preparedness Partnership \(CEPP\)](#)

[Counterterrorism Education Learning Lab® \(CELL®\)](#)

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Components of an EAP

- Who, what, when and where
 - collaborate with partners
 - assign responsibilities
 - add elements to site map
 - evaluate risk
 - define emergency processes
 - define emergency thresholds
 - include checklist and quick references
 - discuss, train and exercise the plan

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- Step 7 on the OSE application
- Upload at least 30 days prior to event

7 Special Event Emergency Action Plan

Required

CLOSE REQUIREMENTS ^

Safety and security details specific to your event must be included in your Emergency Action Plan in conjunction with your Health and Medical Plan.

A Special Event Emergency Action Plan (EAP) clearly defines the processes to be followed in the event of an emergency occurring during a planned Special Event. Every EAP must be tailored to site-specific conditions as well as the scope of the event, the risks to spectators and participants, community impact, and the support (including personnel, equipment and logistics) required. Please upload your EAP at least 30 days prior to the event date.

Components of an effective Special Event EAP include:

1. Event description:

Each Event/Plan is Unique

- Event description
 - dates, times & location
 - how many people
 - demographics
 - type of event space
 - indoor/outdoor
 - fenced or open
 - activities and entertainment
 - music/performances
 - alcohol
 - games/rides



Communications Plan

- Communications plan elements
 - contact information
 - phone, group text, email, radio channels, social media, apps
 - command post or ‘headquarters’ information
 - documentation
 - plans
 - incident reports
 - permits
 - procedures
 - missing person/child/reunification
 - civil unrest activities within or near event
 - signage
 - exits, first aid, water stations
 - how to report – “If You See Something, Say Something®”



- Set procedures beforehand
 - when will you cancel/postpone the event?
 - what weather thresholds will be in place?
 - who makes the decision?
 - group/collaborative
- Notifications to attendees, staff, vendors, contactors
 - how will you communicate with each group?
- Pre-scripted messaging
 - what is the hazard
 - how will it affect the attendees
 - what attendees should do





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Example – Contact List/Calling Tree

COMMUNICATIONS PLAN

Staff and Key Contacts List

Communications:

- Race Director, Volunteer Manager, PA Announcer, and Logistics / Registration Company all have walkie-talkies.
- All committee members and key personnel can communicate via cell phone. (

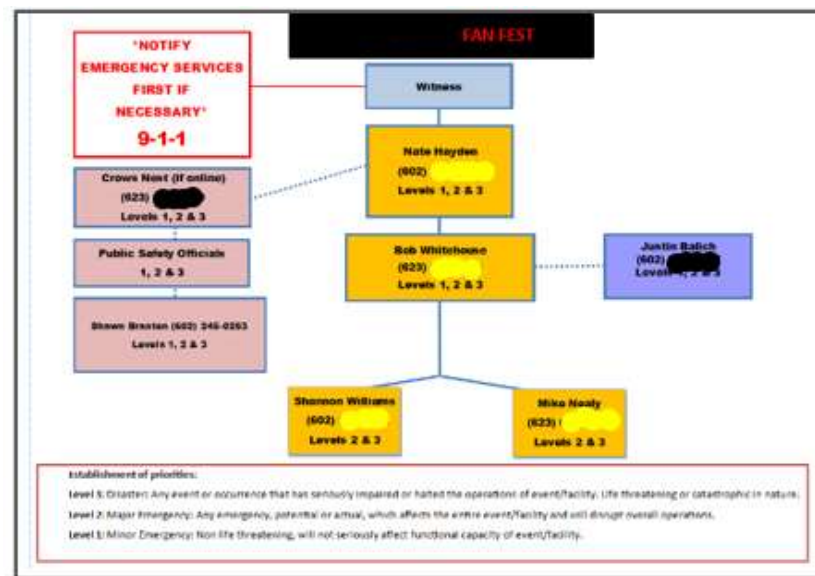
First Name	Last Name	Position	Mobile Phone	Email
Jeanene		Race Director Site Security Manager	720-	@Colo-OvarianCancer.org
Judith		Volunteer Director	303-	msn.com
Shannon		Dir of Operations Course Manager Logistics	720-	@doneanddoneeventsllc.com
Ron		PA Announcer	720-	gmail.com
Rick		EMT Manager	720-	@comcast.net
Michelle		Communications Manager	303-	GomezHowardGroup.com
Kay		Survivor Tent	303-	
Patrice		Expo / Vendor Area Manager	303-	
Jan		Refreshment Zone Manager (near finish line)	720-	aol.com

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Official Radio Channels and Mobile Phone Numbers

2022 Radio Channels

- Channel 1 –
- Channel 2 – Open 1
- Channel 3 – Festival/Siteline
- Channel 4 – Course Ops/ Half Course Ops
- Channel 5 – Bike Leads
- Channel 6 – Operations Mgr,
- Channel 7 – Water Stations
- Channel 8 – Medical
- Channel 9 – Security
- Channel 10 – Security
- Channel 11 –





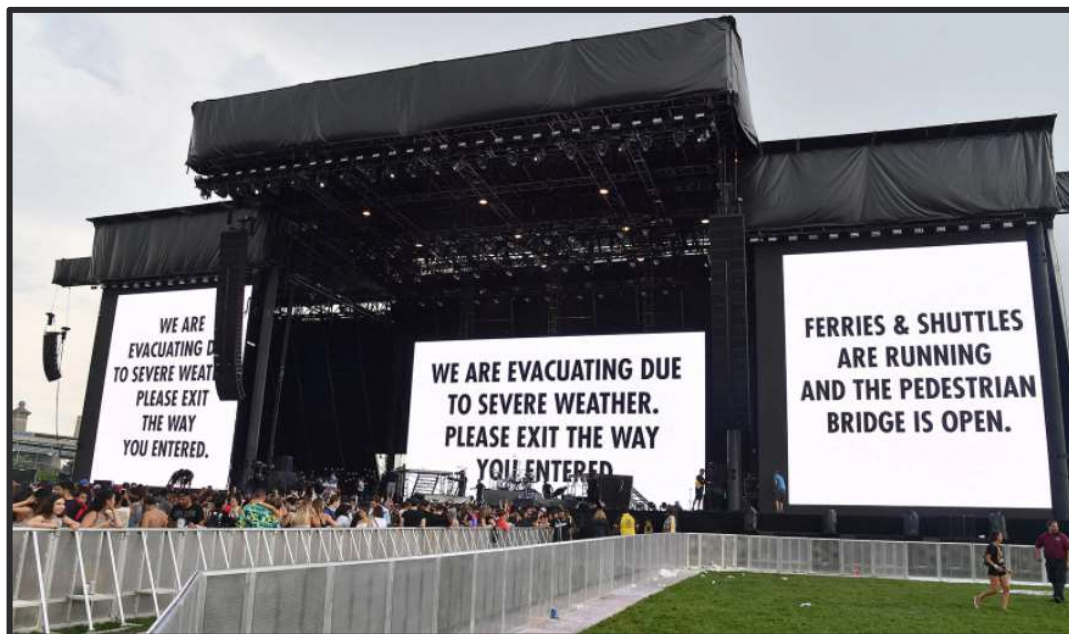
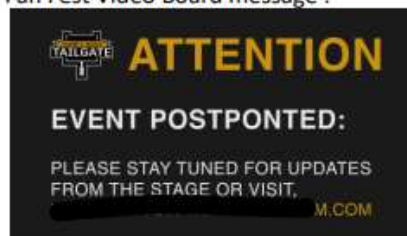
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Example – Messaging



"Ladies and gentlemen, your attention please. At this time, there will be a delay in our event. Please listen for announcements from the stage for updates. For your safety, please follow directions from [REDACTED] event personnel. Please visit [REDACTED].com for more information."

Fan Fest Video Board message :



- Be specific! Don't make assumptions
 - assign responsibilities
 - make sure everyone knows their role
 - ensure there is a clear chain of command
 - trainings
 - safety and situational awareness is everyone's responsibility



Questions?





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Risks to Special Events

What are they and how do I prepare?

Courtney Bernet

Office of Emergency Management

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1. Identify your hazards
2. Understand where you are vulnerable
3. Describe steps toward increased preparedness
 - Ensure awareness of available resources
4. Know what decisions and actions to take when an emergency happens

Identify Your Hazards

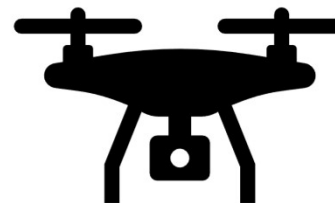
- Extreme temperatures (winter/summer)
- Severe thunderstorms (rain, hail, wind)
- Tornadoes
- Severe winter weather
- Earthquakes
- Fire



Consider likelihood, severity, extent, consequences

Identify Your Hazards

- Active assailants
- Unmanned aircraft systems (“drones”)
- Power or water outage
- Cyber or communication system threats
- Social unrest



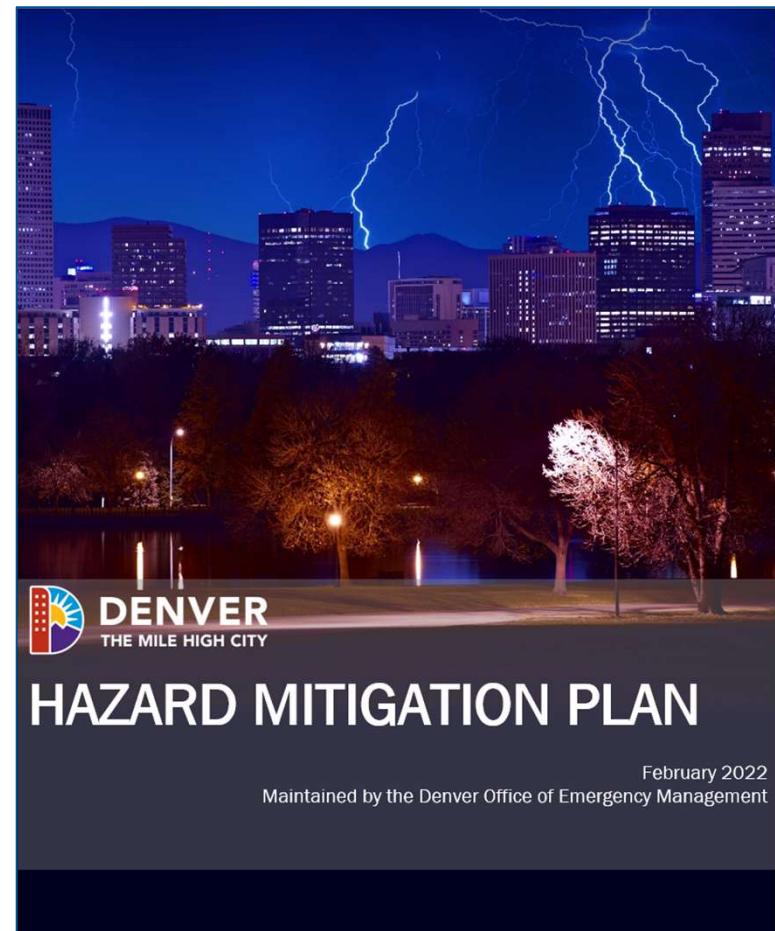
Consider likelihood, severity, extent, consequences



Learn more about your Hazards

- Denver's Hazard Mitigation Plan
 - Community Profile
 - Denver Hazard Profiles
 - Mitigation Strategy
- Denver OEM Website>City Emergency Plans>[Hazard Mitigation](#)

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Understand Where You Are Vulnerable

Location

- Indoor vs. outdoor
- Parade vs. fixed venue

Ingress/Egress

- Ticketed vs. open
- Open access
- Limited egress
- Concealed areas

Attendees

- Adults, families, kids
- Large crowds
- Publicized events
- Vulnerable populations

Staffing Experience

- Limited security staff or procedures
- Volunteer or part time staff

**Lack of planning,
training, exercising**



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So Now What... How Do I Prepare?

- Event type + hazards + vulnerabilities = possible consequences
 - Don't forget to consider these factors together
 - Now, prioritize
- Identify preparedness actions for attendees
- Develop steps to take when the emergency happens and train your staff

- How can I help my event attendees prepare?
 - Check weather
 - Based on hazards you identified – tell your attendees what to do/bring/prepare ahead of time
 - How should they tune in to updates and announcements? Website, social media, app?
 - Encourage the public to make emergency evacuation and reunification plans with their friends or family that don't involve technology-based communication

- How can I prepare my team?
 - Assign roles and responsibilities for situational awareness and emergency response (“weather watcher,” “social media monitor”)
 - What decisions will I need to make?
 - What are the thresholds to take action?
 - What actions will I tell attendees to take (e.g., shelter, evacuation, event cancelation)
- How will you alert staff and attendees to take those actions?

- Don't over-complicate it
- Be aware of your surroundings before and during your event
- When you are identifying solutions, remember there is no perfect solution:
 - Be creative – what resources are accessible to you?
 - Build relationships with local community



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Q&A

Questions?



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Health and Medical Plan Elements

Maggie Copeland

Denver Department of Public Health and Environment

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Why is thinking about medical coverage important?

- Isolated Medical Emergencies
- Evacuations
- Weather related issues
- Terrorism-large scale



- Establishes emergency medical requirements coordination at public events held on public property open to the public
- Scalable for special events of certain sizes and footprints
- Key requirement is the development of a Health and Medical Plan (HMP) – submit 30 days in advance
- Each HMP is reviewed by DDPHE and EMS Paramedics

At minimum, HMP's shall include the following elements:

- Event Size and Type
- Nature of the Event – identify the type of activities at the event
- Estimated Participant Numbers
- Onsite Medical Coverage and Assets
- Communications Plan
- Ingress and Egress
- Environmental Considerations - weather, shade or cooling stations, water available, etc.
- [Link to HMP Template](#)

- **Automated External Defibrillator (AED)** is used to help those experiencing sudden cardiac arrest. It's a sophisticated, yet easy-to-use, medical device that can analyze the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm.
- **Basic Life Support (BLS)** is a variety of noninvasive emergency procedures performed to assist in the immediate survival of a patient until they can be given full medical care at a hospital, including cardiopulmonary resuscitation (CPR), defibrillation, hemorrhage control, stabilization of fractures, spinal immobilization, and basic first aid. BLS is provided by trained medical personnel including emergency medical technicians.
- **Advanced Life Support (ALS)** is a set of protocols and skills that extend BLS for sustaining life including the advanced diagnosis and protocol-driven treatment of a patient in the field such as defibrillation, airway management, and administration of medications. Generally, ALS is performed by paramedics
- **Small footprint events** are contained within a footprint that can be walked within a few minutes, typically not longer than a city block for a street.



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HMP Matrix

Event Characteristics		Recommended Medical Providers and Assets							
Estimated Attendees	Total	Communication Coordination	CPR, AED and 911 Access	On-site BLS	On-site ALS	On-site ALS and Physician	On-site Standby Ambulance	Mobile Medical Teams	Multiple Aid Stations
Small Footprint									
<2,500			REQ	SUG					
2,500 - 5,000			REQ	REQ	SUG				
5,000 - 10,000	SUG		REQ	REQ	REQ	SUG		SUG	
Large Footprint									
<2,500			REQ	SUG					
2,500 - 5,000	SUG		REQ	REQ	SUG			REQ	
5,000 - 10,000	SUG		REQ	REQ	REQ			REQ	
10,000 - 25,000	REQ		REQ	REQ	REQ	REQ	REQ	REQ	SUG
25,000 - 50,000	REQ		REQ	REQ	REQ	REQ	REQ	REQ	SUG
50,000+	REQ		REQ	REQ	REQ	REQ	REQ	REQ	REQ

- Attendance expectations
- Anticipated alcohol/drug use
- POC for event, security, and medical coverage
- Medical Coverage being used to cover event (even if just AED/CPR)
- Critical thinking and planning for potential event risks and hazards



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HMP Template

SPECIAL EVENTS HEALTH AND MEDICAL PLAN (SAMPLE)

Denver Special Event Base Health and Medical Plan			
Event Name: [REDACTED] Denver		Date(s): 3/13/2020-3/15/2020	
Event Description: Irishfest Denver is an annual community event in Denver's Ballpark District presented by Ballpark Collective, the registered neighborhood association. The Irish-themed festival-style event on 21st Street between Lawrence St. and Market St. features local community partners and is a free admission all ages option for food, drink, and entertainment to celebrate St. Patrick's festivities.			
Event Staff On-Site Date(s): 3/13/2020-3/15/2020		Event Staff On-Site Time:	
Event Start Time: 3/13/2020 - 5:00PM		Estimated Event End Time: 3/15/2020 - 7:00PM	
Event Location Description: (Please attach a detailed map) Indoor <input type="checkbox"/> 21st Street blocks from Lawrence to Larimer and Larimer to Market and the sidewalk and parking lane in front of Viewhouse from 20th to 21st on Market Outdoor <input checked="" type="checkbox"/> Open Access Outdoor <input type="checkbox"/> Fenced Outdoor <input checked="" type="checkbox"/>			
Projected Attendee Numbers: 7,500		Is Alcohol Being Served at Event: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Event Primary Safety/Medical Contact			
Organization: Ballpark Collective		Partner:	
Contact Person # 1: Matt [REDACTED]		Contact Person # 2: Ben [REDACTED]	
Primary Phone: 303-[REDACTED]		Alternate Phone:	Primary Phone: 920-[REDACTED]
Alternate Phone:		Alternate Phone:	
Primary Event Medical Provider			
Organization: [REDACTED] Medical			
Contact Person: Avi [REDACTED]		Primary Phone: 716-[REDACTED]	Alternate Phone:
Dispatch/Coordinator Phone #: 720-[REDACTED]	Command Post / Coordination Center Location [REDACTED] 1st Street, Denver CO 80205		

Are radios being used for event operations? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		Do medical providers have event radios? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Event Private Security Provider			
Organization: [REDACTED] Security			
Contact Person: Chaz [REDACTED]		Primary Phone 410-[REDACTED]	Alternate Phone
Dispatch/Coordinator Phone #: 720-[REDACTED]	Security Command Post / Coordination Center Location (if different)		
Communications Plan			
Primary Event Coordinator, Event Day: Matt [REDACTED]		Radio Channel: 1	Phone: 303-[REDACTED]
Primary Event Safety/Medical Contact: Ben [REDACTED]		Radio Channel: 1	Phone: 920-[REDACTED]
Medical Provider Lead: Avi [REDACTED]		Radio Channel: 1	Phone: 716-[REDACTED]
Event Radio Talk Group/Channel:		Assignment: 1	
Medical Personnel and Assets			
Personnel Type	Number	Asset Type	Number
CPR/AED/First Aid	1	AED Devices	1
BLS Providers	1	Bicycle Medics	0
ALS Providers	1	ATV/Motorcycles	0
Physicians	0	Standby Ambulance	0
		Aid Stations	0
		Cooling and Hydration	1
		Transport Ambulances	0
Potential / Anticipated Issues			
<input type="checkbox"/> None <input type="checkbox"/> Participants with acute health issues <input checked="" type="checkbox"/> Large crowd <input type="checkbox"/> Controversial gathering <input checked="" type="checkbox"/> Traffic disruption		<input checked="" type="checkbox"/> Pedestrian disruption <input checked="" type="checkbox"/> Alcohol/drug Use <input checked="" type="checkbox"/> Heat/cold <input type="checkbox"/> Difficult ingress/egress <input type="checkbox"/> Other:	



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Q&A

Questions?



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Event Site Map: location, access and life safety considerations

Technician Chuck Dugue
Denver Fire Department

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- What we look for
 - Where we place apparatus for citizen protection
 - How we line people on the street
 - Jersey barriers versus fencing
 - Access to standpipes/hydrants
 - Explosive gas amounts and explosive protection distance
- All Major Events in the city
 - In addition to those covered by the office of special events
 - We have responsibilities for all major events
 - Multiple venues
 - Concerts
 - Sporting events
 - Convention center



- Map must be detailed
- What infrastructure will be there and where will it be set up?
- If someone called 911 from anywhere in the event footprint and described the surrounds, would a 911 dispatcher be able to look at your map and know exactly where to send help?

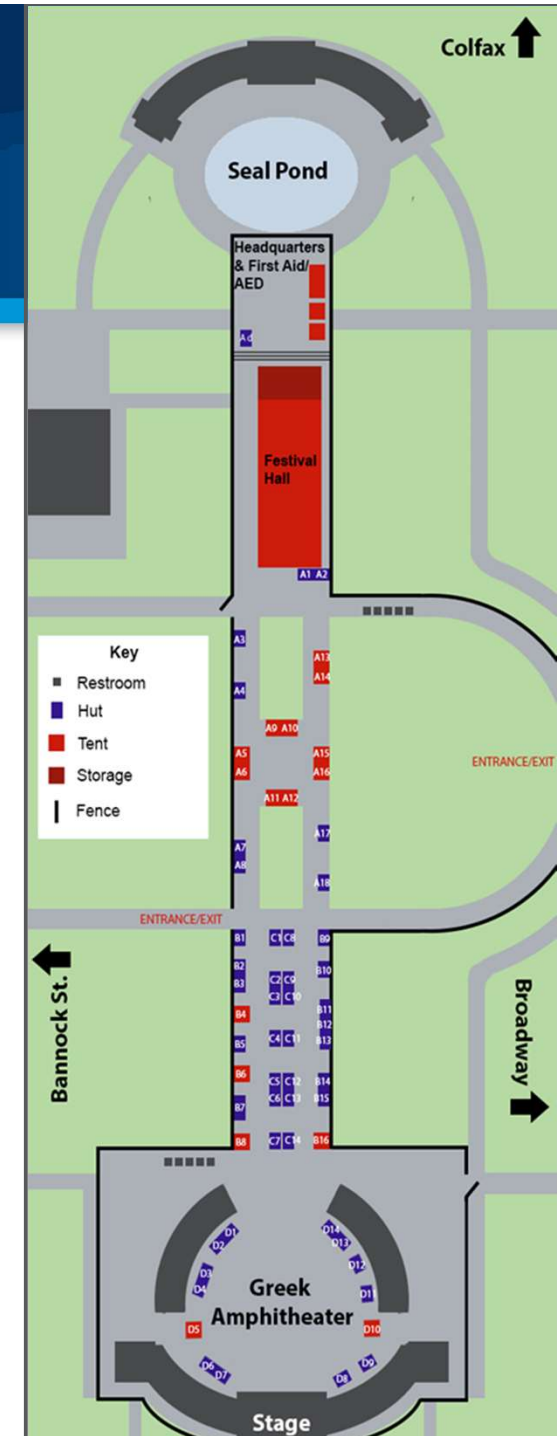


- Public entrances and exits
- Emergency exits and fence breaks
- Fire/emergency access lanes
- First aid
- Emergency responder staging area
- Fire extinguishers
- Fire hydrants
- Open flames, cooking grills
- Back of house/boneyard

Example Site Plan

This site plan is good, but we would like to see more detailed information:

- Surrounding streets with access/egress paths for EMS, Fire, and PD
- Location of buildings, tents, fencing, barriers, food trucks, generators, propane use and any other hazards
- Hydrant locations including any barriers between there and the event
- Indication of all entrances/exits including emergency exits
- Inclusion of event site maps at all entrances for both the public and to assist emergency responders

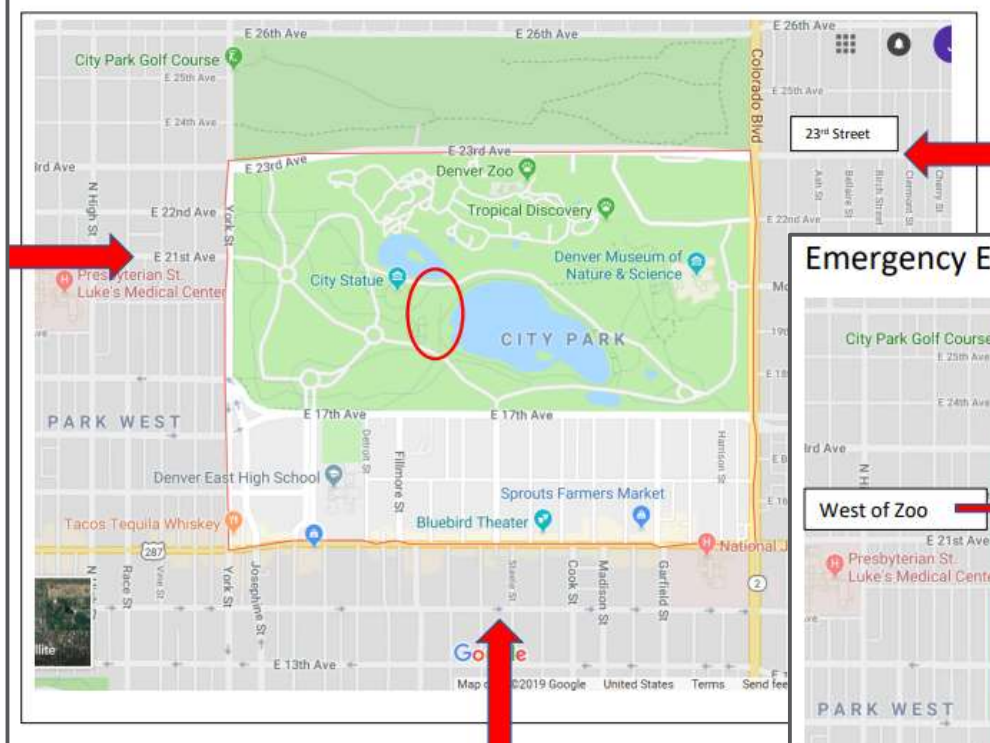




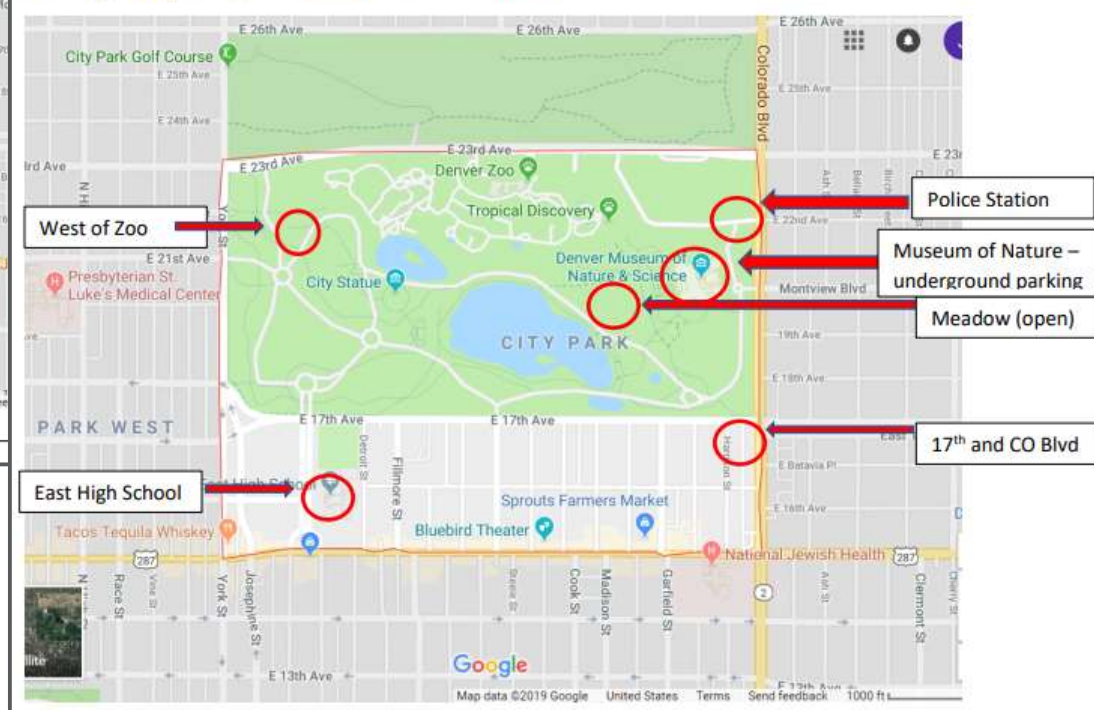
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Site Map Examples

Ingress and Egress points for Emergency Responders



Emergency Evacuation Points and Shelters

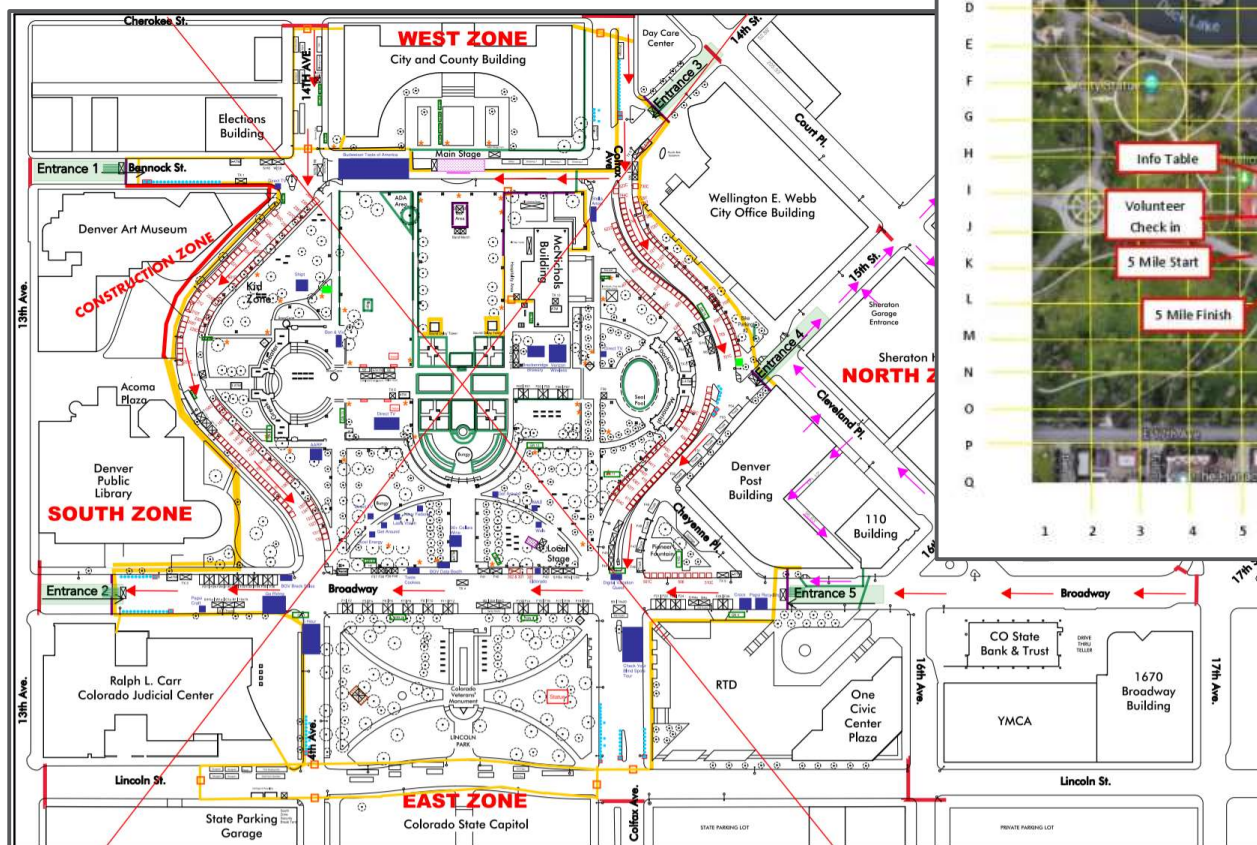


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Examples of 'Zones'



Event Site Map





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Special Event Security Considerations

Commander Michael O'Donnell
Denver Police Department

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- Type of event
- Event details
- Current threat level
- Barricades/fencing
- Security personnel
- Searches
- Ingress/egress
- Communications
- Police security
- Emergency plan


Denver Police Department • Special Events Unit Questionnaire

SECURITY PLAN

EVENT NAME & DATE(S): _____

The applicant must provide a proposed security plan for the event. The police department (PD) will review the security plan and make recommendations. Please contact the Special Events Unit at 720-337-1030 with any questions. Please return the completed form in person at your scheduled permit appointment or via e-mail to: DPDspecialevents-DPD@denvergov.org

1) How many of the following security personnel do you propose to have at the event?

A. # of properly licensed security guards: _____
 Will security guards be armed? ☐ Yes ☐ No
 Guard Company Name: _____
 Phone #: _____

B. # of existing security staff from the organization applying for the license: _____

C. # of existing security staff from the venue/location designated to cover the event: _____
 Name: _____ Phone #: _____ Email: _____

D. # of volunteers: _____

SECURITY PERSONNEL TOTAL: _____

2) How many Denver Police Officers do you propose to hire for the event?

Do you currently have an off-duty police coordinator? ☐ Yes ☐ No
 If yes: Name: _____ Phone #: _____ Email: _____
 If no: The Special Events Unit (P: 720-337-1030) can provide contacts for DPD secondary employment coordinator.

3) Will all security listed in #1 and #2 (above) be present during the entire event?

☐ Yes ☐ No, some will be staggered.

4) Communication and Identification Methods

A. What communication method(s) will security staff utilize during the event? (radio, cell phones, etc.) _____

B. Describe identification method of security staffing levels (e.g. blue shirts for volunteers, etc.) _____

C. Describe duties assigned to security staff (e.g. searching at entrances, badge checking, crowd monitoring, emergency evacuation, etc.) _____

EVENT DETAILS

5) The event will be: (choose one) ☐ Open to the public ☐ Invitation only ☐ Member/Guests only ☐ Ticketed

6) Will alcohol be served? ☐ Yes ☐ No

A. If yes: Where will alcohol be served? ☐ Throughout the entire event ☐ Only in Beer Garden(s)
 If only in Beer Garden(s): Please describe what type of barriers/enclosure the Beer Garden will have. _____

B. If yes: How will you prevent underage alcohol consumption? (e.g. wristbands, separate area, hand stamps, etc.) _____

C. List the Event end-times and the Liquor Service end-times for each day of the event.

	Date	Event End-Time	Liquor Sale-End Time
Day 1:	_____	_____	_____
Day 2:	_____	_____	_____
Day 3:	_____	_____	_____

- Location
- Day/time
- Crowd size
- Demographics
- Parking
- Public/private
- Ticketed
- Conflicting events

Denver Police Department • Special Events Unit Questionnaire

7) Is this a marijuana-themed event? ☐ Yes ☐ No
A. If yes: Are you aware of restrictions on marijuana-themed events? ☐ Yes ☐ No

8) What is the anticipated total daily attendance each day of the event? (Include attachments if necessary.)

	Date	Total Daily Attendance	Max. Peak Attendance
Day 1:			
Day 2:			
Day 3:			

OTHER EVENT INFORMATION:

10) Will there be any temporary fencing or barriers at the event? ☐ Yes ☐ No
A. If yes: Please describe type and location. (Include attachments if necessary.)

11) Will there be Live Entertainment or Music? ☐ Yes ☐ No
A. If yes: What type?

12) How will you address Noise Control?

13) What type of Event Parking will you have?

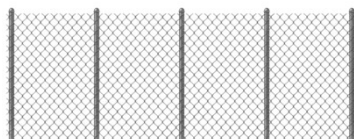
14) Will there be and Fireworks or Pyrotechnics in connection with this event? ☐ Yes ☐ No

- Entertainment
- Vendors
- Noise
- Food
- Alcohol
- Marijuana



- Enforce boundaries, disallow concealment, and control crowds
- Make investments that improve physical security based on: Deter, Detect, Delay, Defend

- Meridian (vehicle)
- Bicycle
- Jersey
- Snow
- Chain link





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Vehicle Mitigation

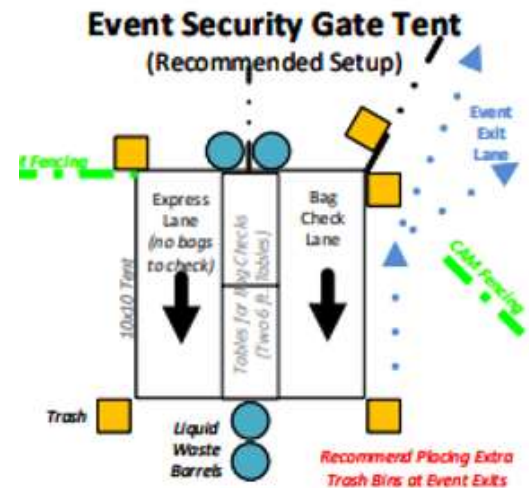


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- Properly licensed
- Adequate staffing
- Availability – load-in, event days(s) and overnight



- DPD (CCW cannot deny)
- Control lines / spilling into street
- Magnetometer
- Hand
- Wand
- Bags





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Police Security



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Q&A

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Reminder – check it out

OSE Education Page www.denvergov.org/OSSEducation

Education Programs and Resources

OSE has expanded its annual half-day Safety Workshop to a WEEK of educational safety programming March 1 – 4. Free in-person and virtual sessions are available. [Find out more.](#)

Event organizers! Invite your vendors to OSE's **Event Vendor Lunch and Learn: How to Avoid Fines through Licensing and Compliance** on Wednesday, March 9, 11:30 am – 1 pm on Zoom. City staff will present important info and answer participant questions. [Learn more.](#)

Welcome to OSE's collection of Lunch and Learn and Forum recordings and other resources for event organizers.

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+

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OSE Moves into City Ordinance Lunch and Learn (8/16/21)

+

Event Emergency Plan Resources (updated 12/21)

+

2021 Special Events Forum Recording, Slides and Resources (1/28/21)

+

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Reminder – next week

Event Vendor Lunch and Learn: Increase Compliance and Avoid Fines

Wednesday, March 9, 11:30 am – 1 pm
Virtual on [Zoom](#)

Attention Event Organizers and Vendors!

Join the Office of Special Events and other City staff to get important vendor updates for the 2022 event season.

Staff representing the Department of Public Health and Environment, Department of Excise and Licenses, and the Denver Fire Department will share important information to help event organizers and vendors understand and comply with Denver regulations and requirements and answer participant questions.



Event organizers – please invite any and all vendors you plan on working with in 2022 to this Lunch and Learn.



DENVER
THE MILE HIGH CITY

Thank you!



THANK YOU
for your
ATTENTION!

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