# SOP: Comprehensive Communication Protocols

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| Objective |
| To establish clear, efficient, and reliable communication systems that enable timely and effective coordination during a missing child drill or real |
| Procedures |

## A. Pre-Drill/Emergency Preparation

1. **Define Communication Channels**
   * Select primary communication tools (e.g., walkie-talkies, mobile phones, church PA system, messaging apps such as WhatsApp).
   * Designate backup tools in case primary methods fail.
2. **Set Up Communication Chain**
   * Establish a clear hierarchy for information flow:
     + **Child Protection Coordinator (CPC):** Oversees all communication and decision-making.
     + **Child Safety Drill Leader:** Relays operational updates to the CPC.
     + **Communication Coordinator:** Acts as the central hub for relaying updates between search teams and leadership.
3. **Develop Code Phrases**
   * Use a discreet code phrase to announce a missing child without alarming the congregation (e.g., “Code Amber”).
   * Other potential phrases include:
     + **“Zone Cleared”:** Indicates a zone has been thoroughly searched with no findings.
     + **“External Contact Established”:** Confirms local authorities have been contacted.
     + **“Parent Contact Established”:** Confirms parents of the missing child have been contacted.
     + **“Child Found”:** Announces the missing child has been located and is safe.
4. **Test Communication Tools**
   * Conduct regular checks to ensure devices are functional.
   * Test signal strength across the property.
   * Confirm the CPP group chat is active, synchronize walkie-talkies, and verify updated phone numbers.

**B. During the Drill or Emergency**

1. **Announce the Incident**
   * The Child Safety Drill Leader initiates the code phrase over designated channels.
2. **Activate the Communication Chain**
   * The Communicator logs the time the code phrase is announced and monitors updates.
3. **Provide Updates to Leadership**
   * Summarize cleared zones, delays, and estimated time to complete the search.
4. **Engage External Agencies (if necessary)**
   * Provide local authorities with the child’s name, description, and search progress.
5. **Keep the Congregation Informed**
   * **Pre-Drill:** Inform the congregation of the drill purpose and procedures.
   * **During the Drill:** Update them on progress and request cooperation.
   * **Post-Drill:** Share outcomes and areas for improvement.

**C. Post-Drill/Emergency**

1. **Document Communication Performance**
   * Use a three-part system:
     + **Real-Time Log:** Record key KPIs like message relay time and search completion time.
     + **Assessment Questionnaire:** Rate team performance on a scale of 1-5.
     + **Preparedness Rubric:** Determine overall preparedness on a 4-point scale.
2. **Lesson Learned**
   * Use a one-page report summarizing the drill’s outcomes:
     + **Areas Rated Excellent:** Highlight successful elements.
     + **Areas Needing Improvement:** Include specific action items for refinement.
     + **Next Steps:** Plan for training updates and the next drill.

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| **Roles and Responsibilities** |

1. **Child Protection Coordinator (CPC):** Oversees all communication protocols and ensures team readiness.
2. **Child Safety Drill Leader:** Initiates the code phrase and coordinates updates.
3. **Communication Coordinator:** Logs communication details and reports progress.
4. **Zone Searchers:** Relay zone status updates.
5. **Parent Liaison:** Communicates directly with parents, providing updates and reassurances.

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| **Tools and Resources Required** |

1. **Communication Devices:** Walkie-talkies, mobile phones, or messaging apps.
2. **Documentation Tools:** Logbooks or digital tools for tracking communication flow.
3. **Emergency Contact Information:** Local law enforcement and child protection agency numbers.