

Mid Administrative Office: 1-877-335-6422

Immediate Supervisor: \_\_\_\_\_

Snow Contractor: \_\_\_\_\_

Landlord: \_\_\_\_\_

Police/Fire/Rescue: \_\_\_\_\_

Water/Sewer: \_\_\_\_\_

Natural Gas: \_\_\_\_\_

Electric: \_\_\_\_\_

City/Town Emergency Contact: \_\_\_\_\_

**Emergency Contact List:**

**Community Action Partnership of Mid-Nebraska**



**CRISIS MANUAL**

## **Media Procedures:**

The only means to inform the general public is through mass media, therefore, it is important to ensure that the media receive prompt, accurate information through the Executive Director, or designee office. Isolated quotes from individuals can be incomplete or misleading and should be avoided.

After calling appropriate emergency personnel and following safety procedures;

- Notify the Executive Director's office at 308-865-5675 or 1-877-335-6422.
- Refer media contacts to the Executive Director's office.
- Inform office staff of the situation and how to handle phone inquiries.
- Recommend that staff not talk to the media.
- Do not allow media personnel in the building.

## **Utilizing the Crisis Response Team:**

The Crisis Response Team is a supportive service, which can help programs access, plan, and intervene in crisis affecting Mid staff. A preplanned, organized approach has been shown to be effective in reducing the emotional and social impact of a crisis.

The Role of the Team is to:

- Facilitate staff meetings to provide information related to the crisis.
- Be available for contact with customer and concerned citizens.
- Assist in handling media coverage.

The Crisis Response Team is composed of *Karen K. Lueck, Ed Butler, Sherri Hansen, and the Program Director for the division affected.*

Team members can be reached at 308-865-5675 or 1-877-335-6422.

## **Student/Staff Death:**

Immediate action to be taken:

- Obtain facts concerning the death.
- Notify the Executive Director at 308-865-5675 or 1-877-335-6422.
- Notify Crisis Team.
- Decide on time/place for a staff meeting.
- Activate calling tree.

**Follow through actions to be taken by administration in conjunction with the crisis team.**

- Update information concerning the death.
- Develop a plan for the day.
- Meet with all building staff.
- Make announcement to parents if appropriate.
- Notify other programs/staff affected.

## **Tips for Interviews:**

In the event that it is determined to be appropriate and/or necessary for you to speak to the media:

- Be Honest. If you don't know the answer to a question, say so. Tell the reporter you will get back to him/her with the answer as soon as you can.
- There is no such thing as "off the record"
- If you are in a room with a microphone or a camera, always assume they are turned on.
- Try to have a goal for the interview. If you need more time, ask for it.
- Understand what you are going to say so that you can talk about the topic knowledgably.
- Anticipate the "worst question" you may have to answer and plan for that in advance.
- Never say "No Comment." It makes it sound like you have something to hide.

## **Intruder in the Building**

- First person to notice intruder (person with a weapon or person who is upset or acting out of control) will notify the police.
- Site Manager or designee for that building will then notify the staff, via phone system or intercom, that “an intruder is in the building”.
- After the announcement, staff will find the nearest exit and leave the building. If that is not possible, find an office, lock it, and turn off all the lights.

## **Hostage Situation:**

- Call 911.
- Avoid confrontation with the intruder before the police arrive.
- Staff will be notified of an intruder in the building.
- Assign a staff member to liaison with police.
- Inform staff as to appropriate information to give to callers.
- Make a list of those being held hostage.
- Refer media contacts to the Executive Director’s office.
- Plan how to inform families of staff affected.
- Contact Crisis Team.

## **Bomb Threat**

Upon receipt of a bomb threat, the person receiving the call will make every attempt to:

- Prolong the conversation. DO NOT HANG UP THE PHONE (use another phone to call the police.)
- Identify background noises and any distinguishing voice characteristics.
- Ask the call for a description for the bomb, where it is, and when it is due to explode.
- Alert 911
- The person receiving the threat will notify the Executive Director.
- The ED will, in consulting the 911, decide whether to make a preliminary search or to evacuate the building.
- Inform staff of the bomb threat and any immediate directions
- Ask for volunteers to participate in the search with the police/fire department.
- Meet with the police and search team to decide on the procedure for checking the building.
- If the threat is determined to be valid, use standard fire drills to evacuate the building. Evacuate at least 300 feet from the building.
- When building is reported to be safe, resume whatever schedule is needed and debrief staff as appropriate.
- If a written threat is received, copy the contents and protect the original message (plastic or other covering) to preserve fingerprint and other identifying marks.

## **Storm related/Natural Disasters: (Snow, Tornadoes, High Winds, Flooding, Fire, Power Outages)**

### **BE PREPARED:**

**Keep list of utility providers and contact numbers for your area (Fill out form on back).**

**Flashlight at all sites.**

**Emergency radio at all sites.**

**Prepare Evacuation Plan for building.**

**Fire Extinguishers at all sites/Check Smoke Detector batteries monthly.**

**Maintain list of media contacts for closing of services/copy of agency policies.**

### Snow/Blizzard:

- Prepare for snow removal function for sites, contact contractor if applicable.
- Sites responsible for snow removal/sidewalks maintenance should have a minimum of a snow shovel and supply of ice melt.
- All vehicles equipped with ice scrapers.

### Tornadoes/High Winds:

- Prepare reaction plan for minor storm damage.
- All sites locate and identify storm refuge locations.

### Fire:

- Call 911/Evacuate Building.
- Close doors as you leave to contain blaze.
- Minor blazes may be controllable by the use of fire extinguishers. Locate & utilize. If in doubt, get out.

### Utility Blackout:

- Contact local electrical utility provider for update on the situation if possible.
- Evacuate building if necessary.
- For long term blackouts, turn off light switches and unplug equipment (Computers, TVs, stoves etc) to prevent damage from power surges.
- After 48 hours, empty refrigerator, unplug and leave door ajar.
- Secure cell phones/utilize accordingly.
- Contact the agency's maintenance department or landlord for information on dealing with water pipes or heat sources.

### Flooding:

- Individuals on the road should be contacted to advise them of the situation and potential driving hazards.
- If high water is imminent, locate main electrical shutoff if possible and switch it to off (Consult the map located in your Emergency Procedure Manual for location).

### **Agency Vehicle Accident:**

Notify appropriate personnel as needed (Transit Director, HR Manager) to go to the scene of the accident.

### **On the Job Injury**

Notify HR Manager.

Fill out Incident Report.

### **Chemical Spill/Toxic Fumes:**

If spill/fumes occur outside the building:

- Keep staff inside.
- Close windows.
- Establish contact with police, fire, and health department. Call 911.
- Establish contact with the Executive Director's office.
- Be prepared to evacuate the building.
- Don't step in spilled material.