

## **OPPORTUNITY HOUSE CRISIS MANAGEMENT POLICY**

It is the policy of Opportunity House to protect lives, inform the public of emergencies as appropriate with speed, accuracy, transparency and consistency and to respond to emergency situations in a way that will to minimize its losses and restore functional status within time frames that protect the viability of the ministry.

### **CRISIS MANAGEMENT PROCEDURES**

#### **Evacuating Buildings**

- Evacuation maps or lighted exit signs shall be posted in public area of our facilities

#### **Telephone Lists**

- **Emergency Numbers List** shall be posted at all telephones and other conspicuous place(s)
- **Telephone Notification List** shall be distributed to all staff and volunteers. This list is *not* to be distributed to clients.
- **Complete Telephone and Information List** shall be distributed to the Executive Director, Site Coordinators and Board of Directors.

#### **First Response to Physical Injuries and Crisis Situations**

- Call 911
- Notify Executive Director, Site Coordinator or Board Chair or Vice Chair in order as listed on Telephone Notification List.
- Complete an Incident and Accident Report when instructed to do so by the Executive Director, Site Coordinator or Board.

#### **Staff and Volunteers and Continuing Response to Physical Injuries and Crisis Situations**

- Staff and volunteers should not comment on any incident, the causes of the incident, or medical information, but refer all inquiries, including media inquiries, to the Executive Director, or to another person if specifically instructed by the Executive Director, Site Coordinator or Board.
- Staff and volunteers should refrain from discussing any incident, causes of the incident, involved parties or medical information with anyone unless instructed to do so by the Executive Director, Site Coordinator, Board Chair or Vice Chair, with the exception of police officers investigating the incident.

#### **Notification and Release of Information**

- The Executive Director, Site Coordinator or Board will notify the insurance companies.
- No information shall be released without the full consent of the Executive Director and Board Chair or Vice-Chair. The Executive Director and Board Chair or Vice Chair shall consider input from professionals when preparing information for release. Such

