



CRISIS MANAGEMENT PLANNING TOOL KIT

(Insert Name of Literacy Organization and Logo)

(Insert Date)

Table of Contents

Step 1: Establishing the Planning Process	4
Who Should Be Involved in Developing the Plan.....	4
Which Planning Process Is Right for Your Organization.....	5
Crisis Management Policy.....	6
Step 2: Assess Potential Emergencies and Organizational Capacity.....	7
Organization Checklist and Diagram.....	7
Organization Diagram	8
Possible Emergency Situations	9
Determine the Organization’s Capacities	12
Resources.....	12
Lists	14
Protection of Records	15
Step 3: Develop the Crisis Management Plan.....	16
Objective.....	16
Emergency Response Team	16
Emergency Response Manager:	16
Emergency Response Leader:	17
Communications Officer:	17
Activating Responses	17
Alarms.....	17
Reporting	19
Developing Your Organization’s Response Procedures.....	19
Response Procedures to Specific Emergencies	20
Templates Specific to Certain Emergency Response Procedures	25
Bomb Threat Report Form.....	25
Technology Assessment Checklist	27
Borrower Agreement.....	29
Pandemic Immediate Closure Preparedness Checklist.....	30
Providing Victim Support.....	32
Notifications and Reporting.....	33
Incident Report form	33
Internal and External Communications	35
Communications with the Public.....	36
Media Plan.....	36

Recovery Plan	37
Clean-up and Restoration Plans.....	39
Insurance and Claims Procedures.....	40
Step 4: Implement the Plan	41
Training.....	41
Drills and Practices.....	42
Step 5: Evaluate and Improve the Plan.....	45
Reminder Checklist	45
Next Steps.....	47
Notes	50

Step 1: Establishing the Planning Process

Who Should Be Involved in Developing the Plan



Crisis Management Planning Guide Reference: p. 8.

List the individuals who will be involved in developing the plan.

NAME	POSITION/LINK WITH ORGANIZATION	ROLE (IF KNOWN)

→ Make sure to keep this table updated as changes occur.

Which Planning Process Is Right for Your Organization



Crisis Management Planning Guide Reference: pp. 8-9.

Describe the planning process to be used for your organization.

A large rectangular box containing 20 horizontal lines for writing.

Crisis Management Policy



Crisis Management Planning Guide Reference: p. 10.

Create a crisis management policy for your organization and make sure it is approved by administration and your board of directors. The following is intended as a model and was inspired by *An OSH Program in Your Workplace, Ottawa: Human Resources Development Canada, 1994*. Make sure it is adapted specifically to your organization's needs.

Date

Crisis Management Policy

(Insert name of organization) prioritizes the health, safety and security of all its staff, volunteers, clients and any other person who associates with the organization. The Board of Directors and administration are committed to developing, instilling and promoting various regulations and practices in order to ensure this.

More specifically, we adhere to the following:

1. The Board of Directors and administration are responsible for ensuring that appropriate training is provided to all individuals requiring it, as it pertains specifically to the Crisis Management Plan, its implementation and its application.
2. All employees and other individuals within the organization for whom it may be applicable must be presented with the Crisis Management Policy.
3. All employees and other individuals within the organization for whom it may be applicable will be held accountable for following the Crisis Management Plan.

President
Name of organization

Executive Director
Name of organization

Step 2: Assess Potential Emergencies and Organizational Capacity

Check the items in the following checklist that apply to your organization and identify these on the diagram on the following page. If your organization has more than one location, you will need to complete a checklist and diagram for each location.



Crisis Management Planning Guide Reference: p. 11.

Organization Checklist and Diagram

Checklist for Organization Diagram			
Item	Yes	No	TBD
Does the organization keep hazardous materials on site? Location:			
Does the office have more than one exit? Location:			
Is there important equipment to identify? Location:			
Where are the water, gas and utility shutoff valves? Location:			
Are there sprinkler systems? Location:			
Are there emergency lights? Location:			
Are there first aid supplies? Location:			
Is there a defibrillator on site? Location:			
Are there fire extinguishers? Location:			
Is there an “easy to grab” emergency preparedness kit? Location:			
Is there a security system? Location:			
Is there an onsite computer server? Location:			
Others:			

Possible Emergency Situations

Assess the risk and likelihood of each of these emergencies affecting your organization and briefly explain consequences on the line next to each item for those that apply.

IMPORTANT: this list provides examples to consider, however, it is important to evaluate other possible emergencies specific to your organization.



Crisis Management Planning Guide Reference: p. 11.

	Possible Emergency Situations	Possible Consequences
Weather-related and natural disaster emergencies		
	<ul style="list-style-type: none"> -Floods -Earthquakes -Tornadoes -Severe wind storms -Snow or ice storms 	
Fire and structure-related emergencies		
	<ul style="list-style-type: none"> -Fire -Spills, flammable and toxic substances -Explosions -Building Collapse 	

Power, water and gas-related emergencies	
<ul style="list-style-type: none"> -Loss of electrical power -Loss of water supply -Loss of communication 	
Medical and health-related emergencies	
<ul style="list-style-type: none"> -Major and minor work-related injuries -Health conditions (heart attack, strokes, choking, severe allergies, etc.) -Pandemic and other outbreaks 	
Emergencies related to violent acts	
<ul style="list-style-type: none"> -Suspicious packages -Bomb threats -Intruders -Burglaries -Hostage-taking -Sabotage and vandalism -Workplace violence 	

Technology-related emergencies	
-Loss of data -Hacking -Viruses	
Emergencies relates to human resources	
-Departures and retirements -Sudden deaths and illnesses -Worker shortages -Volunteer shortages	
Others	

Determine the Organization's Capacities

Resources



Crisis Management Planning Guide Reference: pp. 11-12.

What resources do you need (training, equipment and supplies) to respond to the potential emergency situations you identified for your organization? Insert these into the following table.

Emergency	Training	Equipment	Supplies

Lists



Crisis Management Planning Guide Reference: pp. 12-13.

What lists will you need to develop?

	Lists	Responsibility
	Staff and volunteer contact information	
	Computer equipment	
	Passwords and login information	
	Suppliers and service providers with contact information	
	Special instructions (e.g. alarms, equipment, processes, etc.)	
	Others:	

Protection of Records

What important records need to be protected? Where are they stored on site or off site (for example, a cloud service)? Also indicate how they can be accessed.

	Records	Location and Access
	Employee records	
	Client records	
	Supplier records	
	Financial information	
	Others:	

Step 3: Develop the Crisis Management Plan

Objective

State your organization's objective in developing a crisis management plan:



Crisis Management Planning Guide Reference: p. 14.


<hr/> <hr/> <hr/> <hr/> <hr/>

Emergency Response Team




Crisis Management Planning Guide Reference: pp. 14-15.


Emergency Response Manager:

	Name:	
	Responsibilities:	
	Back-up:	

Emergency Response Leader:

	Name:	
	Responsibilities:	
	Back-up:	

Communications Officer:

	Name:	
	Responsibilities:	
	Back-up:	

Activating Responses

Alarms



Crisis Management Planning Guide Reference: p. 16.

Do you have an alarm system(s)? Is there an alarm panel? Describe.

<hr/> <hr/> <hr/>

Are landlines available?

 <hr/> <hr/>

Are cell phones available? If so, who and what are the numbers?

NAME	CELL NUMBER

Who will you call if there is a work-related emergency off site?

Name: _____ Number: _____

How will you alert everyone of an emergency?

 <hr/> <hr/> <hr/> <hr/> <hr/>

What is your contingency plan?

 <hr/> <hr/> <hr/>

Reporting

What are the procedures for reporting an emergency requiring responders?



Crisis Management Planning Guide Reference: p. 16.

- Dial 911.
- Request police, fire or ambulance.
- State location and address: _____
- Explain the situation.
- Remain on line if safe to do so.

Developing Your Organization's Response Procedures

Develop a response procedure for the potential emergencies you identified for your organization (refer to p. 9 in this tool kit). Focus on the procedures for the emergency situations that have the most probability of occurrence within your organization. You can also borrow from the table developed in the Guide and adapt the information to your specific needs.

Remember to take the following into consideration:

- Be specific, clear and brief with your procedures;
- Mention roles and responsibilities of the response team, as well as what is expected of employees;
- Mention under which circumstances 911 is to be called; and
- Indicate under which circumstances the office would be evacuated and shut down.

Make sure to review the important considerations in the Guide.




Crisis Management Planning Guide Reference: pp. 17-18.




Response Procedures to Specific Emergencies









Crisis Management Planning Guide Reference: pp. 19-23.



The following emergency response procedures are included to provide a general idea of what to do for more common scenarios. You can use these response procedures for your plan; however, it is important to keep in mind that each of these may be different for every organization. You will need to adapt each response to the emergency situations that you identified for your organization.

	Emergency	Response Team/ Responsibility	Response Procedure
	Fires and explosions		<ul style="list-style-type: none"> → As soon as alarm sounds, trigger additional alarms and ensure everyone follows established evacuation procedures. → Make sure everyone goes to safety zone/meeting place. → Call 911. → Person responsible will ensure everyone accounted for. → Only put out small fires with an extinguisher on site if training was provided and if the following criteria apply: <ul style="list-style-type: none"> ○ the fire alarm is activated. ○ the building is being evacuated. ○ 911 was called. ○ the fire is small, contained and not spreading. ○ there is an exit nearby and it is clear. ○ you can avoid smoke inhalation. ○ if these criteria are not met, evacuate immediately. → A trial will be conducted once per year.

	Emergency	Response Team/ Responsibility	Response Procedure
	Medical emergency	Person responsible for first aid	<ul style="list-style-type: none"> → The designated first aid respondent (must be certified) will evaluate and administer first aid. → Request assistance from others and call 911 if necessary. → An Incident Report will be filled out.
	Weather-related and natural disasters (floods, snow storms, ice storms, tornadoes, earthquakes, etc.)		<ul style="list-style-type: none"> → Retrieve easy to grab emergency preparedness supply kit. → Stay informed about warnings. → Determine if appropriate to close the office. → Determine if appropriate to shut off valves: water, gas, electricity, etc. → Unplug electrical equipment. → Evacuate if unsafe or told to do so. → In case of flooding, elevate equipment if possible. Use sandbags near openings.
	Suspicious packages		<ul style="list-style-type: none"> → See signs of suspicious package in Guide on p. 24 → If possible, place in a plastic bag or container. If not, cover the item with clothing, paper, a garbage can, etc. → Do not shake, empty, manipulate the contents. → Leave the room where the item is located, close the door and prevent people from entering. → Wash your hands to prevent contamination. → Call 911. → Make a note of all people in the office when the package arrived. → In case of spill: <ul style="list-style-type: none"> ○ Follow above procedures, but do not manipulate item. Cover it. Do not clean spill. ○ Turn off fans or ventilation system. ○ Remove contaminated clothes. Put in a plastic bag/container. ○ Shower with soap and water ASAP and do not use chlorine or other disinfectants.

	Emergency	Response Team/ Responsibility	Response Procedure
	Bomb threats		<p>The following steps should be followed with a bomb threat (CCOHS):</p> <p>Threat made by telephone:</p> <ul style="list-style-type: none"> → See factors to consider in Guide on p. 24 → All threats must be taken seriously. → Remain calm and courteous. → Listen carefully to the person. → Try to get information (who, what, where, when, why and how). → Try to keep the person on the line by asking questions, or getting them to repeat the information. → Take note of any characteristics in the person’s voice or any other noises you may hear. → Use a prearranged signal to have another person call 911 while keeping the person on the line and not interrupting them. → Use the Sample Bomb Threat Report Form in the tool kit to record as much information as possible. <p>Follow evacuation procedures, including:</p> <ul style="list-style-type: none"> → Unlocking cabinets for authorities and identify strange or suspicious packages, but do not touch them. Report to authorities. → Taking personal belongings like a purse. <p>Use Bomb Threat Report Form in this tool kit.</p>
	Power failure		<p>Many situations can trigger a power failure, often involving extreme weather conditions. Try to determine the cause.</p> <ul style="list-style-type: none"> → Retrieve easy to grab emergency preparedness supply kit. → Stay informed about warnings. → Determine if appropriate to close the office. → Determine if appropriate to shut off valves, such as water and gas. → Unplug electrical equipment. → Evacuate if unsafe or told to do so.

	Emergency	Response Team/ Responsibility	Response Procedure
	Evacuation procedures		<p>See p. 25 in Guide for tips and actions</p> <ul style="list-style-type: none"> → Remind everyone to remain calm. → Give precise instructions on what employees and clients must do. → Direct employees and clients to use designated fire exits. → Make sure to have designated person check washrooms and other areas. → Meet in designated meeting areas.
	Emergency shutdown		<p>See p. 25 in Guide for tips and actions</p> <p>Emergency shutdowns of certain systems are usually as a result of another emergency.</p> <p>When going through another emergency, determine if the shutdown of one of your systems is required, including:</p> <ul style="list-style-type: none"> → ventilation systems, gas, water electricity, etc.; → operating equipment; → equipment to be left unattended; and → equipment not working due to power failure.
	Sabotage/Vandalism		<p>See p. 26 in Guide for tips and actions.</p>
	Technology-related (Resulting from emergencies or unrelated, such as data loss, hacking, malware, viruses).		<p>See pp. 26-27 in Guide for tips and actions.</p> <p>Use the Technology Assessment Checklist in this tool kit.</p> <p>Use Borrower Agreement in this tool kit.</p>

	Emergency	Response Team/ Responsibility	Response Procedure
	Pandemic planning		Consult pandemic planning section in Guide on pp. 27-29 Use Pandemic Immediate Closure Preparedness Checklist in this tool kit.
	Succession planning		Consult succession planning section in Guide on pp. 30-31
OTHER			
OTHER			

Templates Specific to Certain Emergency Response Procedures

Bomb Threat Report Form



Crisis Management Planning Guide Reference: p. 24. The following form was inspired by CCOHS.

Bomb Threat Report Form	
LISTEN, DO NOT INTERRUPT AND GET AS MUCH INFO AS POSSIBLE	
Your Name:	
Date and time:	
Caller Info:	<input type="checkbox"/> Male <input type="checkbox"/> Female Age:
Call display:	
Voice:	<input type="checkbox"/> Loud <input type="checkbox"/> High Pitch <input type="checkbox"/> Raspy <input type="checkbox"/> Drunk <input type="checkbox"/> Soft <input type="checkbox"/> Deep <input type="checkbox"/> Pleasant <input type="checkbox"/> Other
Speech:	<input type="checkbox"/> Fast <input type="checkbox"/> Distinct <input type="checkbox"/> Stutter <input type="checkbox"/> Slurred <input type="checkbox"/> Slow <input type="checkbox"/> Distorted <input type="checkbox"/> Nasal <input type="checkbox"/> Other
Language:	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Foul <input type="checkbox"/> Poor <input type="checkbox"/> Other
Accent:	
Manner:	<input type="checkbox"/> Calm <input type="checkbox"/> Rational <input type="checkbox"/> Coherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Righteous <input type="checkbox"/> Angry <input type="checkbox"/> Irrational <input type="checkbox"/> Incoherent <input type="checkbox"/> Emotional <input type="checkbox"/> Laughing <input type="checkbox"/> Other
Background noise:	<input type="checkbox"/> Office <input type="checkbox"/> Machine <input type="checkbox"/> Factory Equipment <input type="checkbox"/> Animals <input type="checkbox"/> Quiet <input type="checkbox"/> Mixed <input type="checkbox"/> Street Traffic <input type="checkbox"/> Aircraft <input type="checkbox"/> Party Noise <input type="checkbox"/> Trains <input type="checkbox"/> Music <input type="checkbox"/> Voices

Questions to ask the caller, if possible to do so:

What is your name?	
When will the bomb go off?	
Time remaining to detonation?	
Where is the bomb planted?	
What kind of bomb is this?	
What does the bomb look like?	
What is your location?	
Why did you place the bomb?	

Technology Assessment Checklist



Crisis Management Planning Guide Reference: pp. 26-27.

Checklist for Assessment	Notes/Action Required
Who has access to various organizational records and information? How is this information used? Where is it stored?	
Do you have a plan in place if data is stolen?	
Does each computer and laptop in the organization have a password? Are these changed regularly and are they strong passwords? Are they recorded and accessible by the Executive Director?	
Do all computers and laptops have up-to-date virus and firewall protection?	
Are laptops, iPads and other equipment locked in a secure location? Who has access?	

<p>Have you created procedures and agreements for lending equipment to staff and clients?</p>	
<p>Does staff use laptops for working remotely? Do they work on their own personal computers?</p>	
<p>How will staff access organizational and work files remotely? Do you have a shared drive? Do you use a cloud service?</p>	
<p>Are back-ups done on a regular basis (server or cloud)? If data is kept on an in-house server, do you keep a back-up off-site?</p>	
<p>Who has access to the admin section of the website and social media to put updates?</p>	
<p>Do you have a secure internet network? Is it password protected?</p>	
<p>Do you use two-factor authentication for certain services (for example, social media, newsletter platforms, online payment platforms, etc.)?</p>	
<p>Is staff careful with the use of USB devices and hard drives? Are special measures put in place?</p>	
<p>Others:</p>	

Borrower Agreement



Crisis Management Planning Guide Reference: pp. 26-27. This form was inspired by *We're All in this Together: Best Practices in Adult Literacy Program Delivery During the COVID-19 Pandemic 2021*, Quill Learning Network.

(Insert organization logo)

Borrower Agreement Technology-Related Devices and Equipment

Name: _____

Telephone #: _____ Email: _____

Address: _____

Program/Service: _____

Item Borrowed	Serial #/Identification
Laptop:	
iPad:	
Other:	

Date borrowed: _____

Date to be returned: _____

I agree to the following terms and conditions:

1. I understand that this equipment belongs to (insert name of organization).
2. I will remove all personal data on the device before returning it. (Insert name of organization) is not responsible for information that was not removed by the user.
3. I will not create a password for this device and I will not sync my emails to this device.
4. I will not make any changes to, add, or remove programs, applications, files and bookmarks on this device.
5. I will not open or create pornographic, hate and other censored websites on this device.
6. I will not lend this device or leave it in a public area.
7. I understand that I am responsible for damage to, or loss of this device.
8. I agree to return this device on or before the due date. I also understand that (insert name of organization) may request the return of this device at any time.

Borrower's Signature

Staff Member Signature

Pandemic Immediate Closure Preparedness Checklist



Crisis Management Planning Guide Reference: pp. 28-29.

The following checklist was prepared by Literacy South Central and can be found in their document ***Being Prepared for the Unexpected - A Pandemic Planning Manual for Small Nonprofits***. It is helpful for identifying preparedness in case of directives by public health officials for an immediate closure of the office.

- Can you contact all your employees quickly?
- If you provide services to the public, do you have a variety of methods for contacting clients quickly?
- Is there a crisis response plan for your office?
- Do employees have access to this plan?
- Can you provide updated crisis information to employees and clients as necessary?
- Do you have a list of key documents you need to keep the office operational remotely? Is the list stored in the cloud or other location accessible outside the office?
- Are the key documents accessible via the cloud or other location?
- Do your employees have specialized technology or equipment needs for their positions? Will these items be available to them remotely?
- Is there a plan for allowing employees to retrieve necessary items from the office once it is closed?
- Does your organization have established “work-from-home” guidelines to assist employees in transitioning to a remote work environment?

Assessing the return to work:

- Do you have an employee return-to-work protocol?
- Do you have a daily health screening questionnaire for employees and visitors to the space?
- Can your space accommodate employees safely?
- If social distancing is necessary, will this be possible?
- Are directional arrows necessary to guide foot traffic through the workspace?
- Do you have appropriate signs for doors and workspaces?
- Do you have access to appropriate cleaning supplies?
- Where are those cleaning supplies housed?
- Is there a designated person to distribute or order cleaning supplies?
- Will you be outsourcing any cleaning?
- Will there be designated “deep-cleaning” of the workspaces?
- Is the appropriate, alcohol-based hand sanitizer available to everyone in the space?
- Does your space need barriers to assist with distancing, such as plexiglass dividers?
- Are you able to provide the appropriate masks for employees or visitors who do not bring their own?
- Do you have safe ways to accommodate individuals who are not able to wear masks?
- Do you have protocol for if an employee or visitor becomes ill while in the workspace?
- Is there designated space for isolation of individuals in the workspace?
- Will employees require new or additional training to maintain a safe workspace?

Providing Victim Support



Crisis Management Planning Guide Reference: p. 32.

What measures are in place at your organization to provide victim support to those impacted by emergency situations?

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

List resources that can be contacted to provide victim support:

RESOURCE	CONTACT INFORMATION

Notifications and Reporting

Are there any regulatory bodies and agencies that your organization is obligated to contact in certain emergency situations?

REGULATORY BODY/AGENCY	FOR WHAT TYPE OF EMERGENCY SITUATION

Who will communicate with these regulatory bodies and agencies and file reports if necessary?

<hr/> <hr/>

Incident Report form



Crisis Management Planning Guide Reference: p. 32.

List the emergency situations that will require filling out an Incident Report Form.

<hr/> <hr/> <hr/>

Who will complete the Incident Report Form if necessary?

<hr/>

Use the following Incident Report Form when needed.

INCIDENT REPORT FORM	
Date of Incident:	Time of Incident:
Reported by:	Phone Number:
Witnesses:	Phone Numbers:
1. Describe the incident (give details):	
2. Was the building evacuated? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, for how long?	
3. How did the incident happen?	
4. What corrective actions were recommended?	
5. What corrective actions have been implemented to date?	
6. Was anyone hurt? <input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Was there damage to the building(s) or property? <input type="checkbox"/> Yes <input type="checkbox"/> No	
8. Were any Governmental Emergency Agencies contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please list:	
What action(s) were taken:	

Communications with the Public

Identify the designated spokesperson for your organization:

<hr/> <hr/> <hr/>

In which scenarios will you issue a press release?

<hr/> <hr/> <hr/> <hr/>

Who will monitor news and social media?

<hr/> <hr/> <hr/>

Media Plan

Do you have a communication plan that incorporates a media plan?

<hr/> <hr/> <hr/>

Clean-up and Restoration Plans



Crisis Management Planning Guide Reference: p. 36.

What specialty services could assist with recovery efforts after emergency situations:

SPECIALTY SERVICE	CONTACT	EMERGENCY NUMBER

List material and resources that will need to be replaced in your organization if damaged or used in a given emergency situation (for example, fire extinguishers and first aid supplies):

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Insurance and Claims Procedures



Crisis Management Planning Guide Reference: p. 36.

Insurance Provider (company name and contact info):

<p>Company name:</p> <hr/> <hr/>
<p>Contact information:</p> <hr/> <hr/> <hr/>
<p>Policy number:</p> <hr/> <hr/> <hr/>

Special instructions and procedures for submitting information and making claims:

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Step 4: Implement the Plan



Crisis Management Planning Guide Reference: pp. 37-38.

Training

What specific training will be required to carry out the plan? The following are possibilities and suggestions, but you will need to consider those specific to your own organization:

	Training	Who Should Receive Training
	Use of protective equipment	
	Maintenance of equipment	
	Use of fire extinguishers and fire detectors	
	First aid and CPR	
	Evacuation procedures	
	Technology related	
	Others:	

Drills and Practices

What kinds of drills and practices need to be carried out? Remember that there are 3 kinds:

- Full-scale exercises (responding to a realistic scenario and involving outside resources);
- Functional drills (evacuations, fire drills, how to use a fire extinguisher);
- Tabletop exercises (step-by-step evaluation of responses).

TYPE OF DRILL/EXERCISE	FOR WHICH EMERGENCY	BY WHO

Once you have completed the drills and exercises, it is important to review and consider the following questions in order to make adjustments to your response procedures:

Overall, how did the drill or exercise go?

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Step 5: Evaluate and Improve the Plan



Crisis Management Planning Guide Reference: p. 39.

Reminder Checklist

Use the following reminder checklist to review your Crisis Management Plan on a regular basis.

Reminder Checklist		
	Yes	No
Do you have an alternate Emergency Response Manager for overall crisis management?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have alternates for all other positions on your Emergency Response team?	<input type="checkbox"/>	<input type="checkbox"/>
Do first responders servicing your area have the phone number of both the Emergency Response Manager and the alternate?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have easy access to your back-up files (hard copy and computer files)?	<input type="checkbox"/>	<input type="checkbox"/>
Do your alarms work without power (do they have battery back-up)?	<input type="checkbox"/>	<input type="checkbox"/>
Are your important records in a fireproof safe?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a binder off-site with your Crisis Management Plan and all of its tools, templates, forms, lists, records, etc.?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have alternate means of communications if you don't have power or if landlines are down?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a listing of all passwords for all employees to access telephone messages, emails, programs, applications, etc.?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have an emergency preparedness kit and a first-aid kit?	<input type="checkbox"/>	<input type="checkbox"/>
Do you regularly conduct drills/exercises and training?	<input type="checkbox"/>	<input type="checkbox"/>
Has the plan been distributed and explained to all staff?	<input type="checkbox"/>	<input type="checkbox"/>
Are roles and responsibilities clearly defined?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Does the plan address potential emergencies and their response procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Do you regularly perform testing and inspection of equipment?	<input type="checkbox"/>	<input type="checkbox"/>
Has the appropriate training been provided to staff?	<input type="checkbox"/>	<input type="checkbox"/>
Are communications procedures clearly established?	<input type="checkbox"/>	<input type="checkbox"/>
Are emergency phone numbers posted near every telephone?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have evacuation routes and are these posted?	<input type="checkbox"/>	<input type="checkbox"/>
Do all employees understand evacuation procedures?	<input type="checkbox"/>	<input type="checkbox"/>
Are emergency exits clearly identified?	<input type="checkbox"/>	<input type="checkbox"/>
Have you identified a safe meeting place where everyone can report and be accounted for during an emergency situation?	<input type="checkbox"/>	<input type="checkbox"/>
Does the plan include media relations procedures and does it identify a spokesperson?	<input type="checkbox"/>	<input type="checkbox"/>
Has a list of suppliers, contractors, service providers, etc. been developed?	<input type="checkbox"/>	<input type="checkbox"/>
Has a diagram of your site been created indicating all relevant information?	<input type="checkbox"/>	<input type="checkbox"/>
Others:	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Next Steps



Crisis Management Planning Guide Reference: p. 39.

Use the following checklist to keep track of next steps and actions to be taken for your Crisis Management Plan. As you go through the planning process, make sure to add any actionable items to this list. Also indicate who will follow through on the action and what the timeframe will be to complete it.

ACTIONABLE ITEMS, ARTICLES TO PURCHASE, TRAINING TO OBTAIN	WHO WILL FOLLOW THROUGH ON EACH ITEM	TO BE COMPLETED BY	✓
The Crisis Management Policy will be reviewed and adopted by the Board of Directors.			
The office first aid kit will be checked to make sure it is up to CNESST code. Missing supplies will be replenished.			
First aid and CPR training will be booked and completed by appropriate staff.			
Fire extinguishers/sprays will be checked for expiry dates and replaced if necessary.			
A fireproof safe will be obtained for key documents, records and items that cannot be housed in the cloud.			
Crisis Management binders will be created and distributed to staff who require them offsite in case of an emergency.			

A listing of all passwords (telephones, computers, apps, etc.) will be compiled.			
Emergency contact numbers for staff and Board members will be compiled.			
An office emergency preparedness kit will be prepared.			
Emergency drills and tabletop exercises will be planned and completed. The plan will then be updated if any changes are required.			
Emergency telephone numbers will be posted by each work station in the office.			
Evacuation routes and procedures will be clearly posted by exits.			
A safe meeting place following an evacuation will be identified and communicated to all staff.			
A site diagram will be completed indicating all important information (exits, offices, fire extinguishers, first aid kit, important equipment, safe, etc.).			
A list of suppliers and specialty services will be developed to get us back and running as soon as possible after an emergency.			
Virus protection will be installed on all office laptops and computers.			

A list will be developed indicating who in the office has which equipment (onsite and offsite).			
Others:			

Notes

A large rectangular area containing horizontal lines for writing notes.