**INSERT ORGANIZATION NAME Crisis Management Plan**

DD MONTH YYYY



#

# **Disclaimer for the Provision of the Template**

This document was developed by the Secure Community Network (SCN), the official safety and security organization of the Jewish community of North America, in coordination and consultation with partners in the public, private, non-profit and academic sectors. It is intended as a resource to assist organizations, facilities and leadership in implementing an “All-Hazards, Whole-Community” approach to addressing both manmade and natural disasters as well as events. This document represents a compilation of considerations and information regarding general security planning guidance and basic security considerations, as of the date of its preparation. This document is not a contract or a binding agreement. It does not supersede laws or other rules pertaining to the subject matter covered.

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# **Disclaimer by the Organization and SCN**

It is important to note that each incident is going to be different, and that an incident may not allow for the Crisis Management Plan (CMP) to be fully implemented or implemented in any specific order. At a time of a disaster, it is imperative that the Incident Commander (IC) be contacted in order to give proper direction. Sound judgment and common sense are the best practices in an emergency. Therefore, the IC and others will have to make the best judgment at that time.

Any action or inaction taken by a recipient (intended or otherwise) of this CMP does not guarantee nor warrant in any way whatsoever that the recipient, members, staff, congregants or other parties may or may not be rendered safer. By reading this plan or by taking any actions based on this CMP, the reader, for itself and all potential contingent beneficiaries of the reader of this CMP, hereby agree that in no event shall SCN or ORGANIZATION NAME, including their respective Boards, officers and employees be liable for any liability, loss, injury or risk (including, without limitation, incidental and consequential damages, personal injury/wrongful death, lost profits or damages, or negligence) which is incurred or suffered as a direct or indirect result of the use, nonuse or misuse of the CMP or any information in the CMP, whether based on warranty, contract, tort, or any other legal theory and whether or not SCN or ORGANIZATION NAME, including their respective Boards, officers and employees, is advised of the possibility of such damages. SCN and ORGANIZATION NAME, INCLUDING THEIR RESPECTIVE BOARDS, OFFICERS AND EMPLOYEES, TO THE FULLEST EXTENT PERMITTED BY LAW, DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, QUALITY, NON-INFRINGEMENT OF THIRD PARTIES’ RIGHTS AND FITNESS FOR PARTICULAR PURPOSE OR CONDITION WITH RESPECT TO THIS CMP.

# **Security and Privacy Statement**

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Some of the information in this plan, if made public, could endanger the privacy of employees, staff, and congregants. Also, the disclosure of information in this plan could compromise the security of essential equipment and services ofORGANIZATION NAME. Distribution of the Crisis Management Plan (CMP) in whole or part is limited to those personnel who need to know the information in order to successfully implement the plan.

ORGANIZATION NAME will distribute copies of the CMP on a need-to-know basis. Also, copies of the plan will be distributed to other organizations as necessary to promote information sharing and facilitate a coordinated community incident management effort. ORGANIZATION NAME will distribute updated versions of the CMP annually or as critical changes occur.

# **Promulgation Statement**

ORGANIZATION NAME and its members expect that their communities are safe havens. However, incidents are unpredictable, which means that the local community professionals must be prepared to manage and support various kinds of incidents that impact their larger community. Through emergency planning efforts, the local security program, as a part of the Federation, endeavors to ensure it continues to provide a safe, orderly environment for its community members.

This plan is known as the ORGANIZATION NAME Crisis Management Plan (CMP). The plan and its support documents provide a framework that outlines the Organization's intended approach to managing incidents of all types and should be regarded as guidelines rather than performance guarantees. The Organization's planning process is supported by collaboration, training, and exercise. The content is based upon guidance approved and provided by the U.S. Department of Homeland Security (DHS) and the Federal Emergency Management Agency (FEMA). The intent of the CMP is to provide direction on how the local Federations or convening agencies manage an incident from the onset, through an extended response, and through the recovery process.

ORGANIZATION NAME Security Committee is responsible for approving and ensuring promulgation of this plan, which supersedes and rescinds all previous organization CMP. It will be reviewed and tested periodically and revised as necessary to meet changing conditions.

The AUTHORITATIVE BODY gives its full support to this CMP and urges all staff and individuals to prepare for times of emergency before they occur.

NAME, TITLE NAME, TITLE

ORGANIZATION ORGANIZATION

DATE DATE

# **Approval and Implementation**

This Crisis Management Plan (CMP) was prepared by ORGANIZATION NAME to develop an all-hazards crisis management plan that allows for a comprehensive and efficient approach to all incident types and responses.

This plan shall apply to all organization staff and members involved in the management of the crisis.

The TITLE shall be responsible for plan oversight and coordination with applicable stakeholders. This CMP is based on the all-hazards concept and plans for natural and human-caused disasters and incidents. The plan is flexible and scalable in that part of the plan or the entire plan may be activated based on the specific incident and decision by organization leadership.

This CMP and its supporting contents are hereby approved, supersede all previous editions, and are effective immediately upon the signing of all signature authorities noted below.

NAME, TITLE NAME, TITLE

ORGANIZATION ORGANIZATION

DATE DATE

# **Introduction**

Incidents are unpredictable, and their effects can be widespread. When an incident strikes your community, community members may look to you [and the local Federation] for guidance and assistance. A Crisis Management Plan (CMP) can help provide community members the support and guidance they will need during an incident.

## *Purpose*

When an incident occurs, it can impact one or more community organizations and requires a coordinated, strategic management effort separate from the tactical management of the incident that will occur at the affected organization(s). To accomplish this, a CMP should be developed for the community by the Federation or convening agency. The purpose of the CMP is to outline the local Federation or agency’s approach to a coordinated crisis management effort. The CMP will create an Incident Management Team (IMT), outline the roles and responsibilities of the IMT, and provide an operational picture, to include crisis communications.

## *Scope*

Similar to an Emergency Operations Plan (EOP), the CMP will take an all-hazards approach and will outline the local Federation or convening agency’s approach to the management of an incident that impacts their community. The CMP is not meant to supersede an EOP but rather complement the content contained within an EOP. The information contained in the CMP applies to all incident types. For incident-specific guidance, the EOP, if applicable, should be referenced.

# **Incident Management Team**

During an incident, community members or community organizations may become overwhelmed and seek guidance and support from their local community leaders, to include the Federation. In an effort to help support this need of the community, the Federation or convening agency should form an Incident Management Team (IMT). The overarching goal of the IMT is to provide coordination and support during an incident that affects their local community. The IMT should be comprised of senior members of leadership and include a variety of functional areas such as operations, finance, logistics, and intelligence & planning.

## **Roles and Responsibilities**

As noted above, the overarching goal of the IMT, through the development of a CMP, is to coordinate and support the management of an incident that impacts the community. Crisis management is multifaceted and requires a wide variety of moving parts to be successful. The table below outlines the roles and responsibilities of the IMT, with the understanding that these roles may be fulfilled by the same individual depending on the nature of the crisis and personnel constraints/availability.

|  |  |
| --- | --- |
| **Role** | **General Responsibilities** |
| Incident Commander(IC)  | * Overall responsibility for the incident
* Set incident priorities and objectives
* Determine which sections and positions are activated
* Coordinate activities of the other IMT members
* Approve resource requests
* Demobilize response operations
 |
| Public Information Officer (PIO) | * Develop accurate, actionable, and timely information for use in media/press briefings
* Conduct media briefings
* Arrange for tours and other interviews or briefings that may be required
* Make information about the incident available to incident personnel
 |
| Safety Officer (SO)  | * Identify and mitigate hazardous situations
* Develop and disseminate safety messages and/or conduct safety briefings
* Stop and prevent unsafe acts
 |
| Liaison Officer (LNO) | * Make contact with all the necessary agency representatives (i.e., police, fire, resource providers) needed for an incident
* Maintain a list of assisting and cooperating agencies and agency representatives
* Monitor incident operations to identify current or potential interorganizational problems
* Provide current resource status to the IMT
* Handle resource requests from community organizations
* Provide agency-specific demobilization information and requirements
 |

**The Four Major Section Assignments:**

|  |  |
| --- | --- |
| Operations  | * “Boots on the ground” ­­— handles tasks in the field
* Operations Section Chief (OSC) is additionally responsible for:
	+ Managing tactical operations
	+ Overseeing operations incident personnel
	+ Requesting additional resources to support tactical operations
	+ Identifying the groups needed to run field operations. Each group will have a supervisor that will report to the OSC. Groups could include:
		- Damage Assessment Group
		- Facilities Repair Group
		- Rabbinical Services Group
		- Evacuation Group
		- Inner and Outer Perimeter Group
		- Security Group
 |
| Intelligence / Planning | * Gather intelligence regarding the incident to include:
	+ Type of incident
	+ Scope of the incident
	+ People and things (i.e., buildings) impacted
* Collect, process, analyze, and disseminate intelligence information for situational awareness
* Collect situation and resource status information and evaluate in order to plan for the operation
* Intelligence/Planning Section Chief is additionally responsible for:
	+ Conducting and facilitating planning meetings
	+ Reassigning incident personnel
	+ Determining needs for specialized resources
 |
| Logistics | * Obtain resources needed for the incident response and getting them to the operations staff in the field. Resources include facilities, transportation, communications, supplies, equipment maintenance and fueling, food and medical services to response personnel
* Maintain the staging area, which is a central location for all incident resources
* Logistics Section Chief is additionally responsible for:
	+ Managing incident logistics
	+ Identifying anticipated and known incident service and support requirements
	+ Requesting additional resources
 |
| Finance/Administration  | * Manage all financial aspects of an incident
* Finance Section Chief is additionally responsible for:
	+ Providing financial and cost analysis information as requested
	+ Ensuring claims and compensation functions related to the incident are handled, such as insurance forms, workers compensation documentation, etc.
	+ Handling response personnel timekeeping and payroll
	+ Tracking incident expenses
 |

## **Supplemental Roles and Responsibilities**

The positions listed below are meant to be used in the event your IMT is activated, and the size and or scope of the event requires additional specialized resources.

|  |  |
| --- | --- |
| **Role** | **General Responsibilities** |
| Social Media Manager (SMM) | * Reports directly to the PIO
* At the direction of the PIO, update all forms of online media and social media, including the Federation or convening agency’s website. Information to include:
	+ Current status of the incident
	+ Affected areas
	+ Real-time information and direction to the community
	+ Community resources
	+ Additional phone numbers and contacts for the community
* Monitor social media for incorrect information and rumors and correct the information
 |
| Rabbinical Services  | * Reports directly to the Operations Section Chief
* Provide community and partner organizations with emotional and spiritual support
* Serve as a resource for staff during situations and debriefings
* Provide counseling or other services such as referrals to local clergy or mental health professionals to community members, families, response personnel, and victims
* Other tasks might include:
	+ Burial consultation
	+ Death notifications
	+ Law enforcement religious ritual liaison for crime scenes
	+ Conducting memorial services
 |
| Jewish Family Services(JFCS) | * Directly reports the Operations Section Chief
* Provide professional staff, counselors, clinicians, and social workers to affected individuals
* Provide services such as:
	+ Counseling
	+ MRT – Mobile Response Counselling for Youth
	+ Mental Health Programs
	+ Family Services
	+ Senior, Caregiver, and Alzheimer’s Support
	+ Jewish Healing Services
	+ Food and Financial Assistance
	+ Wrap Around Case Management
 |
| Legal Services(General Counsel) | * Reports directly to Operations Section Chief
* Coordinate with the other sections to include Planning, Logistics, and Finance/Administration
* Address legal questions as they arise throughout the incident
* Handle the legal aspects of donations intake, crisis financial assistance evaluations, contract reviews, and emergency board meetings, as needed
 |

The table below outlines the primary IMT for **ORGANIZATION NAME**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Title** | **Organization** | **Phone (24/7)** | **Email Address** |
| Incident Commander (IC) |  |  |  |  |
| Public Information Officer (PIO) |  |  |  |  |
| Liaison Officer (LNO) |  |  |  |  |
| Safety Officer (SO) |  |  |  |  |
| Operations Section Chief |  |  |  |  |
| Intelligence & Planning Section Chief |  |  |  |  |
| Logistics Section Chief |  |  |  |  |
| Finance/Administration Section Chief |  |  |  |  |

## **Supplemental Roles**

The positions listed below are meant to be used in the event your IMT is activated, and the size and or scope of the event requires additional specialized resources.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Title** | **Organization** | **Phone (24/7)** | **Email Address** |
| Social Media Manager |  |  |  |  |
| Rabbinical Services  |  |  |  |  |
| Jewish Family Services  |  |  |  |  |
| Legal Services |  |  |  |  |

Due to the unpredictable nature of incidents, secondary or alternate IMT members should be identified in case a primary team member is affected by the incident or is unable to fulfill their duties. It is, however, difficult to predict who might be available or in a position to fill a IMT role in the event of a crisis. Therefore, a small contingent of leadership staff should be trained in the Incident Command System (ICS) to step into these roles should the need arise.

Additionally, the IMT members may have to be flexible and assume multiple jobs depending on the complexity of the incident and/or personnel availability. The person who is the PIO, for example, may have to assume the duties of the Liaison Officer or Safety Officer. The Incident Commander, who may have to double as the Operations Section Chief and the Logistics Section Chief, could also have to assume the duties of Staging Area Manager along with Finance/Administration Section Chief.

This also means that you may be taken out of your normal job assignment and be tasked with working in an area to which you are not normally assigned. For example, the Federation Fiscal Budget Coordinator could be assigned as the Logistics Section Chief, or the Administrative Assistant could be utilized as the PIO.

## **Incident Management Team (Alternates/Backups)**

*If staffing allows, please provide alternate/backup names*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Title** | **Organization** | **Phone (24/7)** | **Email Address** |
| Incident Commander (IC) |  |  |  |  |
| Public Information Officer (PIO) |  |  |  |  |
| Liaison Officer (LNO) |  |  |  |  |
| Safety Officer (SO) |  |  |  |  |
| Operations Section Chief |  |  |  |  |
| Intelligence & Planning Section Chief |  |  |  |  |
| Logistics Section Chief |  |  |  |  |
| Finance/Administration Section Chief |  |  |  |  |

## **Supplemental Roles (Alternates/Backups)**

*If staffing allows, please provide alternate/backup names*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Title** | **Organization** | **Phone (24/7)** | **Email Address** |
| Social Media Manager |  |  |  |  |
| Rabbinical Services  |  |  |  |  |
| Jewish Family Services  |  |  |  |  |
| Legal Services |  |  |  |  |

**ORGANIZATION-Incident Command System**

Social Media Mgr.

Public Information Officer (PIO)

“PIO”

Jewish Family Services

Legal Services

**Unified Command**

Rabbinical Services

Finance/

Administration

Operations

Intelligence/Planning

Logistics

Incident Commander

(IC)

Liaison Officer (LNO)

Safety Officer (SO)

# **Operations**

## ***Activation***

When an incident occurs, it must be determined if the CMP will be activated and to what extent. The Incident Commander shall have the sole authority to activate the CMP. The level of activation is determined by the IMT and is discussed in greater detail in the next section. Regardless of the activation level, if the Incident Commander activates the plan, he or she will notify the **INSERT TITLE** when it is reasonable to do so.

The operational effort required by the IMT will be largely determined by the impact and size of the incident and the impact on the community as a whole. Because of this, the CMP is written in a scalable and flexible manner. To assist in determining the amount of support an incident requires, the following Activation Level Matrix has been developed. At the onset of every incident, the Incident Commander, in consultation with the other IMT members, should evaluate the situation and determine the activation level. As the situation evolves and develops, the activation level should be periodically re-evaluated to determine if the correct activation level is still in place or if it should be upgraded or downgraded.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activation Level** | **Incident Description** | **Examples** | **Staffing Requirement** |
| **Standby** *No Incident Anticipated* | * This level is considered the “blue sky,” normal, everyday operational state.
 | N/A | * No staffing impacts. Maintain normal roles and responsibilities
 |
| **Level 5** | * **Stabilization Effort:** Low
* **Duration:** 1-2 hours
* **Community Impact:** None-Minimal
* **Probability of Cascading Events:** None
* **Stakeholder Involvement:** None
* **Infrastructure Impact:** None
 | * Vehicle Fire
* Medical Response to an Injured/Sick Person
* Response to Suspicious Package
 | * **Positions Activated:** IC
* Remainder of IMT on standby in the event the incident escalates
* **Specialized Resources (i.e., Damage Assessment Group) Needed?:** No
* **Unified Command?**: No
 |
| **Level 4** | * **Stabilization Effort:** Low
* **Duration:** Several-24 hours
* **Community Impact:** Limited
* **Probability of Cascading Events:** None-Low
* **Stakeholder Involvement:** Possible notification, but no coordination
* **Infrastructure Impact:** Limited and addressed within one operational period
 | * Barricaded Suspect
* HAZMAT Spill
* Large Fire
* Peaceful Protest
 | * **Positions Activated:** IC
* Remainder of IMT on standby in the event the incident escalates
* **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Potentially
* **Specialized Resources Managed by:** IC
* **Unified Command?**: Unlikely
 |
| **Level 3** | * **Stabilization Effort:** Moderate
* **Duration:** Several days-over one week
* **Community Impact:** Limited (short term support)
* **Probability of Cascading Events:** Medium
* **Stakeholder Involvement:** Notification and coordination
* **Infrastructure Impact:** Moderate with mitigation efforts extending over multiple operation periods
 | * Tornado
* Category 1 or 2 Hurricane
* Active Threat Incident
* Detonation of Large Explosive Device
 | * **Positions Activated:** IC, All Command Staff (PIO, LNO, SO, SMM), one or more of the sections (i.e., Operations).
* Remainder of IMT on standby in the event the incident escalates
* **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Yes
* **Specialized Resources Managed by:** Operations
* **Unified Command?**: Likely
* State and Federal involvement possible
 |
| **Level 2** | * **Stabilization Effort:** High
* **Duration:** Several days-two weeks
* **Community Impact:** Moderate
* **Probability of Cascading Events:** High
* **Stakeholder Involvement:** Notification and coordination
* **Infrastructure Impact:** High, possible destruction
 | * Wildland Fire
* Multi-Event Explosive Device Attack
 | * **Positions Activated:** Entire IMT
* **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Yes
* **Specialized Resources Managed by:** Operations
* **Unified Command?**: Yes
* State and Federal involvement likely
 |
| **Level 1** | * **Stabilization Effort:** Extreme
* **Duration:** Two weeks-over a month
* **Community Impact:** Extreme
* **Probability of Cascading Events:** Extreme
* **Stakeholder Involvement:** Notification and coordination
* **Infrastructure Impact:** Extreme, widespread damage and destruction
 | * Pandemic
* Category 3, 4, or 5 Hurricane
 | * **Positions Activated:** Entire IMT
* **Specialized Resources (i.e., Damage Assessment Group) Needed?:** Yes
* **Specialized Resources Managed by:** Operations
* **Unified Command?**: Yes
* State and Federal involvement definite
 |

## ***Crisis Communications***

Accurate and timely communication is an integral part of incident management. Proper communication can ease tensions and fears as well as create a common operating picture for all involved in the response. This section will outline the strategies for both internal and external crisis communication during an incident.

In addition to managing the physical disasters or large-scale criminal events that could occur, the IMT should be notified to handle such issues as the:

* Negative public perception of the organization;
* Negative financial problems, e.g., fraud, theft, embezzlement, negative financial issue/cash flow problem;
* Human resources/industrial relations problems, e.g., job actions, worker's strike, employee lawsuits;
* Adverse outside events affecting the organization;
* Workplace violence incidents;
* Death of any senior executives; and/or,
* Missing employee investigations or any high-profile homicide or assault of an employee.

**Resources for Crisis Communications:**

Resources should be available within the primary business site, and provisions should be made to set up similar capabilities within an alternate site in case the primary site cannot be occupied. The following resources are available for crisis communications purposes:

**Edit list by adding or removing resources as needed.**

* Telephones
* Electronic Notification Systems
* Email
* Fax machine (one for receiving and one for sending)
* Webmaster access to the company website to post updates
* Access to social media accounts
* Access to local area network, secure remote server, message template library, and printers
* Hard copies of emergency response, business continuity, and crisis communications plan
* Site and building diagrams, information related to business processes and loss prevention programs (e.g., safety and health, property loss prevention, physical and information/cybersecurity, fleet safety, environmental management, and product quality)
* Copiers
* Forms for documenting events as they unfold
* Message boards (flipcharts, whiteboards, etc.)
* Pens, pencils, paper, clipboards, and other stationery supplies

**Internal Communication**

* **Notification of the IMT**

Upon the onset of an incident, the Incident Commander (IC) or their designee will make the determination to activate the IMT. Once the decision has been made to activate the IMT, the IC or their designee will notify members of the IMT by INSERT NOTIFICATION METHOD (e.g., phone tree, mass notification system, email). IF A NON-AUTOMATIC NOTIFICATION SYSTEM (I.E., SCN ALERT) IS UTILIZED, YOU MUST INSERT A NOTIFICATION TREE HERE.

Activation notification messages sent to the IMT will include, at minimum, the following information:

* + Incident Information (type, scope, size)
	+ Incident Assignment
	+ Reporting Location
	+ Reporting Time
	+ Special Instructions (e.g., attire, shift duration, equipment to bring)

All IMT members must acknowledge receipt of the notification within INSERT TIME FRAME and confirm whether they can respond. If a primary IMT member cannot respond, an alternate IMT member will be contacted.

* **Notification of Other Staff**

As soon as practical, the INSERT TITLE will communicate information regarding the crisis to Federation or convening agency employees. If the incident occurs at a time when staff is not in the office and disseminating the information is either critically time-sensitive or regards the safety of the office building, INSERT NOTIFICATION METHOD (E.G., PHONE TREE, MASS NOTIFICATION SYSTEM, EMAIL). IF A NON-AUTOMATIC NOTIFICATION SYSTEM (I.E., SCN ALERT) IS UTILIZED, YOU MUST INSERT A NOTIFICATION TREE HERE. will be used to communicate the information to staff.

Notification messages sent to other staff will include, at minimum, the following information:

* + Incident Information (type, scope, size)
	+ Incident Assignment (if applicable)
	+ Reporting Location (if applicable)
	+ Reporting Time (if applicable)
	+ Special Instructions (e.g., alternate work locations, alternate work hours, media inquiry handling)

All staff must acknowledge receipt of the notification within INSERT TIME FRAME.

**External Communication**

***Board of Directors Notification***

As soon as practical in an incident, the INSERT TITLE will alert the INSERT TITLE, who will notify the Board Chair(s). After initial alert, updates will be sent periodically. If periodic updates are not required, after the incident, an email will be sent providing a summary of the situation and resolution details.

Notification to the entire Board of Directors is the responsibility of the INSERT TITLE in coordination with the Board Chair(s). IMT attention shall remain focused on incident operation.

***Requests for Information***

The PIO, in coordination with the other IMT members, will develop factual, responsive messages to be disseminated to response partners and/or the general public. The PIO will also provide a script for the receptionist, call center, and organization voicemail system should they be contacted by community members. All media and public inquiries should be referred to the PIO for comment.

## ***Resource Requests and Distribution***

Another important element of incident management is resources. During an incident, community members and organizations may become overwhelmed and start requesting resources, both human and material, from local leadership. Additionally, IMT resources may also become exhausted, and a request to local, state, and/or federal resources may be required. This section will outline how resource requests will be handled and made and how distribution will occur.

**IMT Resources Available**

Major crises can result in hundreds or thousands of resource requests, many of which may support life-saving and life-sustaining activities. Resource management starts before a crisis with the identification of community resources on-hand, maintenance of resources, conducting a resource gap analysis, and categorizing primary and secondary vendors to fulfill identified resource requirements in the midst of a crisis.

These resources will be community/incident-specific, and fulfillment of resources may come from local, state, or federal partners.

|  |  |  |
| --- | --- | --- |
| **Resource** | **Quantity** | **Location** |
| ***Example Cots*** | **100** | **Federation Offices** |
| ***Example PPE kits* (1 pair of nitrate gloves, N95 masks, 8oz hand sanitizer)** | **50 kits** | **Beth Shalom Nursing Home** |
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**Resource Request Process for Community Organizations**

All requests for resources from community organizations will be handled by the Liaison Officer. Requests will be handled on a first-come, first-serve basis. Outlined below is an overview of the Resource Request Process.

1. Representative from community organization will complete Resource Request Form (See Appendix IV) and email or fax to the Liaison Officer.
2. The Liaison Officer will confirm receipt of the request form.
3. In coordination with the other IMT members, the Liaison Officer will make the final determination if the resource request can be fulfilled.
4. The Liaison Officer will complete the form documenting the decision and will email or fax back to the requesting contact.

**Resource Request Process for the IMT to Response Partners**

Depending upon the size and complexity of the incident, it is possible that Federation or coordinating agency resources may become overwhelmed, and the IMT may need to request additional resources from response partners. The IMT will coordinate with local response partners to determine their resource request process.

# **Appendix I: Local/State/Federal Emergency Response Contact List**

|  |
| --- |
| ***Local Contacts*** |
| *Local Law Enforcement* |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| *Local Fire Department*  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| ***State Contacts*** |
| *State Emergency Management Agency*  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
|  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
|  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
|  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| ***Federal Contacts***  |
| *FBI Joint Terrorism Task Force (JTTF)* |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| *FBI Special Agent in Charge (Supervisor)*  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| *Fusion Liaison Officer* |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| *United States Attorney* |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| *Assistant United States Attorney* |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
| ***Other*** |
|  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |
|  |
| *(Agency Name)* | *(Title)* | *(Office Number)* | *(Mobile Number)*  | *(Email)* |

|  |
| --- |
| ***Other Local Contacts*** |

|  |
| --- |
| ***Local Contacts (District Commanders / Liaisons /Sheriffs/ ADL / Politicians/Chaplains)***  |
|  |  |
| ***(Name)*** | ***(Organization)*** | ***(Title)*** | ***(Mobile Number)*** | ***(Email)*** |
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# **Appendix II: Duties and Responsibilities Expectation Acknowledgment Form**

By signing below, the aforementioned members of the IMT agree to remain accessible in the event an incident occurs. It is the expectation by the Organization that all members of the IMT will keep a form of communication readily available and will respond/acknowledge activation and/or crisis communication within a reasonable timeframe (less than two hours). If a member of the IMT anticipates being unavailable, it is their responsibility to notify the crisis manager or executive leader. An alternate member should be identified for the duration of their absence.

**IMT Primary Members**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Printed Name** | **Signature** | **Date** |
| Incident Commander (IC) |  |  |  |
| Public Information Officer (PIO) |  |  |  |
| Liaison |  |  |  |
| Safety |  |  |  |
| Operations |  |  |  |
| Intelligence & Planning |  |  |  |
| Logistics |  |  |  |
| Finance/Administration |  |  |  |

# **Appendix III: Record of Changes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Change Number** | **Date of Change** | **Description of Change** | **Initials** |
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# **Appendix IV: Resource Request Form**

|  |
| --- |
| 1. **Requestor Information (Completed by Requestor)**
 |
| **Requestor Name:** | **Requestor Title:** | **Requestor Organization:** |
|  |  |  |
| **Requestor Phone Number:** | **Requestor Email Address:** | **Requestor Fax:** |
|  |  |  |
| 1. **Requested Resources**
 |
| **Resource Description** | **Quantity** | **Priority** |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
|  |  | [ ]  High [ ]  Medium [ ]  Low |
| **Delivery Site Location:** | **Site Point of Contact:** | **24-Hour Phone Number:** |
|  |  |  |
| **Fax Number:** |
|  |
| 1. **Request Review (Completed by Federation/Convening Agency)**
 |
| **Reviewed By:** | **Approval Status:** | **Source:** |
|  | [ ]  Approved[ ]  Partial Approval (Explain Below)[ ]  Denied (Explain Below) | [ ]  Federation/Agency Resources[ ]  Donations[ ]  MOU/Partnership[ ] Other: |
| **Explanation:** |
| **Signature of Reviewer** | **Date:** |
|  |  |

Requestor should complete Sections A & B and fax (XXX-XXX-XXXX) and/or email (INSERT EMAIL ADDRESS) to INSERT ORGANIZATION NAME. The Federation/Agency will review the request and complete Section C, and return to the original requestor.