



Crisis Response Checklist: What to Do in the First 24 Hours

WHEN AN INCIDENT OCCURS

Take immediate action to deal with the incident if it may be a crisis or emergency:

- Call 911 for police, fire, ambulance or other emergency responders if necessary.
- Immediately deal with any safety issues on the ground as well as you can. Remember the cardinal principle: *Life and safety before property.*

Contact your Emergency Director or a member of your Crisis Response Team and convene the Crisis Response Team to consider further action.

- Make sure that somebody is in charge of the situation and make it clear who is in charge.

To convene the initial call or meeting, dial into _____

Once your Crisis Response Team has convened, use this agenda for the first crisis meeting and to guide the first 24 hours' response. Make sure a copy of this checklist is available in times of crisis.

Agenda for the initial conference call or meeting of your Crisis Response Team

A. Assess and get an overview of the situation.

- What has happened? When? What's the scope of the incident?
- What is the impact on people, your organization or the larger population?
- Who has been affected?
- What's the location of the victims?
- Is the situation stabilized and under control?
- Has there been any response yet?
- What are the immediate next steps that need to happen at the site to secure or stabilize it?

- B. Determine if this is an emergency or crisis and if there is a need to fully activate your Crisis Response Team. Is there a need to add people with specific expertise to the Team – now or later?**
- If so, who should be added? Do we have all the contact information for them? Who will contact them?
 - What do we want to ask them to do or to tell us right away?
- C. What ongoing site response is needed?**
- Will there be an ongoing need for coordination with emergency responders such as police, fire, emergency medical services, etc?
 - Is there a need for immediate assistance to repair a building by a plumber, electrician, carpenter, other tradesperson or an emergency board-up company?
- D. Is there a need for social services for anyone impacted?**
- Is there a need for emergency housing or food or medical services?
 - Is there a need for counseling?
 - Is there a need for spiritual or rabbinic support?
 - Is there a need for emergency travel?
- E. What are the communication needs?**
- Is there a need to handle incoming questions or information from the community? If so, who will manage that?
 - Is there a need for an on-site communications coordinator or media spokesperson? If so, who should it be?
 - Who needs to know about this situation?
 - Families of anyone impacted by the emergency?
 - Leaders from your organization?
 - Members of your organization?
 - Neighbors or others in your immediate community?
 - Public officials such as a Mayor?
 - Leaders of the Jewish community?
 - The entire Jewish community?
 - The general public?
 - If there is a need to communicate information to a large number of people, who is available to call them? Who will contact the callers?
- F. Is there a need for public relations or communications support?**
- Do the media need to be notified?
 - What materials need to be prepared? -- news release, talking points, etc.
 - Is there a need for help or advice from a communications professional? If so, who can advise us or who can we contact to find someone to advise us? Should we reach out to the wider Jewish community for help?
 - Is there a need for a Jewish community spokesperson? If so, who should it be?

G. Is there a need for a community response?

- Is there a need for a community response in your immediate geographical area?
- Is there a need to coordinate a Jewish community response such as a rally or vigil?
- Is there a need for coordination with other faith communities?
- Is there a need for donations or other support?
 - Is there a need for volunteers, donations, or in-kind services?
 - If there is a need for immediate funds, who will make decisions on spending the money?

H. Is there a need for the larger Jewish community to be aware of or involved in the incident or the response, for instance to help coordinate support or provide communications help?

- If so, contact the Jewish Federation of the Lehigh Valley at (610) 821-5500 or the Anti-Defamation League (ADL) at (215) 568-2223.

I. Will there be a need for a business continuity, financial, insurance or legal response?

- If so, determine the timeline needed for this response and who will be responsible.

J. Immediate next steps

- Determine next steps and assign responsibilities.
What time should the next conference call or meeting be?