



# Crisis Response Preparation List

## How to Prepare Your Organization for an Emergency or a Crisis

*Review this list at least on a quarterly basis.*

Prepared 5/12

### Step 1: Designate a Crisis Response Team and an Emergency Director.

The Emergency Director will be the head of the Crisis Response Team and could be an employee or a volunteer leader.

#### A. Pre-designate individuals for specific roles in your Crisis Response Team.

Here are some roles you may want to fill. (In small organizations, one person can fill several roles.)

- Emergency Director
- Police and Fire Department Liaison
- Medical Coordinator
- Building Coordinator
- Communication Coordinator (& Liaison to Public Relations Advisor)
- Media Spokesperson
- Local Community Liaison
- Jewish Community Liaison
- Member and Staff Communications
- Social Service Coordinator
- Spiritual Counseling
- Legal, Financial and Insurance Coordinator
- IT and Business Continuity
- Webmaster (or Liaison to)
- Email List Manager

#### B. Make sure all members of the Crisis Response Team understand their responsibilities and are prepared to fulfill them. Provide training if necessary.

- Make sure that the powers of the Emergency Director are clear. For example, do they have the power to make a decision to evacuate the building or to shelter-in-place? Do they have the authority to seek financial or emergency help if necessary? For how long does their authority extend after an incident?

#### C. Develop a succession plan in case key leaders of your organization are incapacitated or unavailable.

- You should have an ordered list - a hierarchy of who takes command. You may want to have one for professional staff, and one for lay leadership.

### Step 2: Make sure the Crisis Response Team members can contact each other quickly if there is an incident and prepare them to respond.

- A. Determine how the Crisis Response Team will be activated upon notice of an incident and how they will communicate (telephone conference call or face-to-face meeting.) Consider setting up a standing conference call number.
- B. Develop a list of key criteria or a written protocol that will help your Crisis Response Team decide whether an incident is an emergency that requires a major organizational response (*See 24 Hour Response Checklist*).
- C. Have your Crisis Response Team meet to preview a variety of scenarios and identify what situations would constitute an emergency.

### **Step 3: Assemble and distribute emergency contact lists and checklist.**

Make sure this contact information is stored in many different places so that it is quickly accessible by a number of people. Remember, redundancy is a virtue in emergency planning!

- A. Determine who should have copies of these materials in addition to your Crisis Team.
- B. Assemble the emergency contact lists and checklist
  - Emergency phone numbers
  - Your organization's Crisis Response Team
  - Your organization's leadership and management
  - Contact information for your members, congregants, clients, etc.
  - Contact information for the Jewish Emergency Management System, Anti-Defamation League, and any other Jewish community organizations you may need help from in an emergency.
  - The 24 Hour Response Checklist
- C. Distribute an initial set of materials. Update materials on a quarterly basis.

### **Step 4: Create backup copies of other materials needed in an emergency.**

- A. Collect maps and blueprints of your building layout, emergency systems, and property for police, fire and other rescue agencies. Make copies and store a couple of sets somewhere other than in your building. Aerial photographs (or a Google Earth photo) may also be helpful.
- B. Store copies of insurance documents and financial records where they will be accessible even if your building is not.
- C. Maintain an up-to-date list of signatories on bank accounts. Make sure that there are enough signatories on your accounts so that if a couple of top people are not available, you can still access your organization's funds.

### **Step 5: Develop an emergency communications plan.**

- A. Plan how to disseminate information to staff, lay leadership, members, congregants, and parents. Do you need a phone chain? What are your other options?
- B. Determine how you will interact with the media during and after a disaster. Develop and maintain a list of key media contacts. Determine how to access professional public relations help if it should be needed.
- C. Remember that the Jewish community can be helpful during an emergency. Plan to connect with key Jewish community leadership such as JEMS, ADL, and JCRC for information, guidance, and emergency response assistance.
- D. Plan for communicating to your neighbors and local community leaders for help.

### **Step 6: Develop and maintain up-to-date evacuation and lockdown plans.**

- A. Evacuation plan
  - Who makes the decision to evacuate?

- What are the evacuation procedures?
- What are the evacuation routes? (There should be signage in the facility that indicates where people should exit in an emergency.)
- To where do people evacuate? Do you need an agreement with another institution nearby to shelter evacuees in inclement weather?
- Do you need special procedures for individuals with disabilities?
- Maintain a thorough description of your facility's layout and the location of special equipment for evacuation.

B. Shelter-in-place or lockdown plan

- Are classrooms lockable from the inside to keep intruders out?
- Are there water and other supplies in each room in case a lockdown occurs?
- Do you have supplies if you need to shelter-in-place for a day or two?

## **Step 7: Develop mutual aid and relocation plans.**

1. Consider developing a mutual aid agreement with another organization.
  - A mutual aid agreement is usually with a similar organization or one located nearby, and provides for help in an emergency.
2. Relocation Plan
  - Develop an agreement for an alternative headquarters.
  - Plan for communicating to staff and leadership how and when the alternative headquarters will be utilized.
  - Plan for preservation of important records -- financial and insurance information, client files, employee and payroll files, etc.

## **Step 8: Develop an information technology recovery plan.**

- A. Perform routine backup and storage of your computer systems and data.
- B. Establish a routine for taking backups offsite and storing them in a secure, off-site location. Make sure that copies of software needed to re-install or set up your systems at alternate locations are also stored offsite. Maintain contact lists of important IT vendors with this information.
- C. Designate a member of your Crisis Response Team who will be dedicated to IT recovery.
- D. Designate a successor or backup IT coordinator in case the person who usually leads this work is incapacitated or unavailable.

# CRISIS RESPONSE TEAM

*(Note: In small organizations, one person may fill several roles.)*

DATE LAST UPDATED \_\_\_\_\_

	Primary	Backup
Emergency Director	Name Work Home Cell Email	
Police and Fire Department Liaison		
Medical Coordinator		
Building Coordinator		
Communication Coordinator (& Liaison to Public Relations Advisor)		
Media Spokesperson		
Local Community Liaison		
Jewish Community Liaison		
Member and Staff Communications		
Social Service Coordinator		
Spiritual Counseling		
Legal, Financial and Insurance Coordinator		
IT and Business Continuity		
Webmaster (or Liaison to)		
Email List Manager		

# EMERGENCY PHONE NUMBERS

## In case of emergency dial 911

Remember: 911 can be used for police, fire, ambulance, and medical emergencies.

Local Police business number	
Names of Police Department contacts	
Local Fire Department business number	
Names of Fire Department contacts	
Ambulance/EMTs	
Hospital	
Security Company	
Alarm Company	
Gas Company	
Electric Company	
Electrical Contractor	
Plumber	
Taxi	
Computer help	
Mutual aid partner organization	
Local media contacts	

### Jewish Community Contacts and Support Agencies

Jewish Federation of the Lehigh Valley	610-821-5500
Jewish Community Center	610-435-3521
Jewish Family Service of the Lehigh Valley	610-821-8722
Jewish Day School	610-437-0721
Anti-Defamation League	215-568-2223