

# Crisis Management

## Execution of the individual points

### 1. Risk assessment

In the risk assessment we will follow these three steps:

**First step: Look; Second step: Think; Third step: Act**

#### **Look**

- *Take an overview of the situation*
- *What happened?*
- *Who is involved?*
- *Who is affected?*

#### **Think**

- *Exclude risks for helping persons*
- *Exclude risks for other persons*
- *Exclude risks for patients*

#### **Act (emergency healthcare)**

- *Self-protection*
- *Mark the place of accident*
- *Give aid and First aid*

#### **That means:**

- For the FA Specialist
  - Does he/she needs support?
  - How far can he/she put him-/herself in this situation without getting in a risky situation?
  - Realistic assessment of his/her competence, experience and ability to act
- For the injured
  - What is the risk for the injured person (apart from his / her injury)?
  - Does the person need to be rescued before first aid to minimize or exclude further possible injuries? For example, from the tree or from an unfinished platform?
  - Is the person in a risky setting? For example on a platform with loose main/ secondary tree trunks or nearby tree trunks which gets raised up?
  - Which injuries are present?
- For involved participants and other participants
  - Are there any more people in a risky setting? For example, high up on a tree or on an unfinished platform?
  - Must these also be brought immediately into a "safe area" to prevent further accidents?
  - Are there other injuries to other participants?

In Occurrence of an upcoming event, f.e. a thunderstorm, the risk assessment has to ask different questions. The questions are:

- What will happen?
- Who will be affected?
- What needs to be done to avert a crisis?

## **2. Countermeasures to avert a crisis**

Avoiding an emerging crisis requires experience, expertise and personal scope for action. This includes updating the necessary knowledge concerning the tree house work and constant rescue exercises for certain activities (if necessary, ascent on a rope, lower down on a rope, etc.).

In the example of an upcoming crisis, the emergency commissioner has to decide what to do (f.e. stop working on the treehouse, leaving the treehouse or evacuation of the camp) and to take action to avert a crisis.

### **3. Medical emergency measures**

- First aid (see Emergency plan)
- Mental care of the patient
- Preparation of the removal and instructions to the rescue teams

In the "Risk Management" the possible injury patterns are divided into categories of severity. Thereafter, the procedure for the initial care depends.

### **4. Alerting rescue teams and police**

If there are serious injuries, from category 2 up (see Risk Management) or the suspicion of such injuries, emergency services must be alerted immediately and optional the police. The police has to be called from category 3.

### **5. Inform the emergency commissioner**

The EC, if possible, must be immediately inform about the accident /incident. He/ She decides and manages further procedures. If necessary, he / she must take on the role of coordinator in order to keep an overview of all processes and to react accordingly. Preferably, the EC informs the internal emergency officer.

### **6. Inform the internal emergency officer**

After clarifying the proportionality of the accident / incident, the iEO must be informed immediately after the occurrence of the accident in order to be able to intervene if necessary.

In the case of minor injuries, it is sufficient to inform about the incident after the end of the camp.

The iEO assesses the possible extent of the crisis by estimating and can accordingly prepare or initiate action steps.

#### **Important:**

Every minor injury **has to be** noted after the activity in the daily protocol.

### **7. The rest of the group / participants**

From the servity level 2 there has to be at least one person who is also taking responsibility and care for the rest of the group.

It's important to reprocess and reflect the incident. Nothing should be ignored - „disturbances take precedence“!

- Emotional participations can be intercepted and expressed
- Through talking about what happens there will be less bad impressions about the camp, staff members, association.
- Fend off fear and panic through professional action.
- Protect the good, professional frame and name.

### **8. Consultation with the rescue service**

The consultation and information with the rescue service refers only to the patient and injuries. The course of the accident can be told if it is necessary for the further treatment of the patient. Further information will be discussed with the iNV.

**Information to the police only after consultation with iNV! No information to the press!**

### **8a. Dealing with the press and police**

In some case it could be that also reporters appear. The proper handling with them can minimize further damage for all.

Please check:

#### **1. Contact person for the reporters**

→ Only the internal emergency officer

Questions about the cause of the accident may only be answered by iNV, otherwise there could arise several versions. Don't tell names of participants, assumptions about the cause of the accident or blame anybody.

→ iNV informs the press officer and he/she is responsible for the communication with the reporters

→ Every involved staff has to say: „no comment!“ or „I will not give you any information. Please talk to our iEO.“

#### **2. Keep reporters away from the place of accident**

#### **3. Shield affected accident victims or participants from the press**

#### **4. The first accident report to the police is the most important!**

- Attention: Everything that is said is recorded by the police and can be used for further police action.
- Contact for the police is only (if possible) iEO

#### **5. Say to the Reporter that they will get information later, because shortly after an accident nobody has an overview of the whole incident.**

So there is time to prepare a press release.

#### **6. Be careful with Facebook, Twitter, Xing, etc.**

Tell the participants that they should not tell any informations, emotional outbursts, etc. about the accident on facebook, twitter, xing, etc. before the responsible persons know how to handle the accident and know what really happens.

#### **7. Call on a lawyer to clarify and handle the accident and insurance things.**

→ This depends entirely on the severity of the injury or accident

### **9. Recording of the incident with the involved staff and the internal emergency officer**

Before any information is sent to the press or the police, the iEO should talk to the involved staff. It is assumed that the staff acted according to their best knowledge and according to their professional competence. This is about elaborating the details that created the crisis and what the measures and / or countermeasures were. Checking the material is also included.

### **10. Involved staff**

The crisis management also includes the physical and mental care of the staff. Depending on the degree of severity, personal concerns and necessity, they will be supported in the following measures

- Advice on reporting to the personal liability insurance

- Professional supervision
- Professional pastoral care