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# EMERGENCY PROCEDURES CHECKLIST

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**For use in all locations on and off GSHPA Properties.**

**This checklist is meant to cover all emergencies regardless of specific location to include on and off GSHPA properties. Whether the troop is at a GSHPA camp, GSHPA office or at the local Zoo, these guidelines are meant to assist in the proper response to any emergency.**

**This checklist is intended to serve as a reference for children, volunteers and staff and does not replace common sense, sound judgment, and prudent actions in response to emergency situations.**

JANUARY 2019

GSHPA

# EMERGENCY PROCEDURES CHECKLIST FOR GSHPA MEMBERS AND GUESTS

## HOW TO USE THIS GUIDE

A copy of this guide should be placed in every building, office, and other prominent locations. Troop leaders shall have a copy of Emergency Procedure Checklist and Quick Reference Card at all times when traveling or performing troop activities. This guide is used in conjunction with the Quick Reference Card that should be posted in every room, building, office, and other prominent locations.

This guide should be presented at the beginning of each year to all membership, volunteers, staff, and administration for review and training to ensure that everyone understands his/her role in an emergency.

For every event, gathering, or function, a Person in Charge shall be designated prior to the event occurring. The Person in Charge must be willing and able to undertake the responsibilities as described in case of an Emergency. Choosing this person at the event or during an emergency is too late for a proper response.

Cell phones are encouraged to be available for means to receive emergency alerts, contact 911, and communicate during an emergency. Set Emergency Alerts to “on” in your cell settings.

An Emergency Response Team can be convened as needed at the time of an emergency and should consist of able, willing and responsible members of the group that can that can act for the betterment of the group or individual.

Policies should be implemented to prevent emergencies to include proper inspections, preventive maintenance, fire safety policies, control of medications, and proper supervision.

**You must be able to take the first emergent steps without this document, but when appropriate, start using this document to ensure the proper steps were and are taken. Document the time of each step and make notes on the page for future reference.**

An Emergency Reference Card shall be posted in key locations on all GSHPA properties and keep with the Person in Charge when traveling off of GSHPA properties.

## **THE FOLOWING SECTIONS ARE SPECIFIC RESPONSES FOR EMERGENCIES:**

### **WARNING AND NOTIFICATION DURING INCIDENTS**

**\*\* Call 911 if necessary. Address life and safety issues! \*\***

Inform Person in Charge, but do not delay calling 911

Warn children, volunteers, and staff. If an emergency requires immediate action to protect the safety of children, volunteers, and staff, activate the appropriate emergency warning signal or use the appropriate words to alert everyone. Do not use codes; be clear as to the action they need to take. If an incident location is known, announce the location so everyone can avoid that area.

### **EVACUATION**

Call 911.

Person in Charge determines evacuation route and procedures.

Person in Charge determines if students and staff should be evacuated outside of area or buildings(s), or to relocations centers.

Person in Charge shall determine an acceptable relocation center and notifies relocation center.

Direct children, volunteers and staff to follow fire drill procedures and route. If normal route is too dangerous, follow alternate route.

Implement post-incident procedures, as necessary.

### **RELOCATION if need is determined**

Direct students to follow normal fire drill procedures unless Person in Charge alters route or normal route is too dangerous. Take Roster.

A Transportation Coordinator shall be named by the Person in Charge.

The Transportation Coordinator shall determine an appropriate means of transportation with urgency and number of people to transport in mind and then inform the Person in Charge of the plan.

Close doors and turn out lights.

When outside building, account for all children, volunteers, and staff. Inform Person in Charge immediately if children, volunteers, or staff are missing.

Once children, volunteers and staff are evacuated to a relocation center, stay with your group. Take roll again when you arrive at the relocation center.

Document any child that is released to an authorized parent/guardian.

Implement post-incident procedures, as necessary.

### **FIRE**

In the event that a fire, smoke from a fire, or a gas odor has been detected:

Call 911 if needed and Pull the fire alarm if present or alert all persons in the area or building.

Evacuate children, volunteers, and staff to a safe distance outside of the area or building involved.

Follow the normal fire drill routine. If normal route(s) are too dangerous, follow alternate route.

Assign someone to direct emergency responders to location

Person in Charge should take a roster and account for all children, volunteers and staff. Roll must be taken after evacuation.

Notify GSHPA administration.

No one should re-enter the area or building(s) until declared safe by fire service personnel.

An Emergency Reference Card shall be posted in key locations on all GSHPA properties and keep with the Person in Charge when traveling off of GSHPA properties.

\_\_\_ Person in Charge notifies children, volunteers and staff of termination of emergency and resumption of normal operations.

\_\_\_ Evacuate area not just a building, if needed (ie: wildfire at camp)

\_\_\_ Implement post-incident procedures, as necessary.

## **SHELTERING PROCEDURES**

Sheltering provides refuge for children, volunteers, visitors, and staff, in areas, or building(s) during an emergency. Shelters should be located in areas that maximize the safety of inhabitants. Safe areas may change depending on the type of emergency:

\_\_\_ Identify safe area(s) in each areas or building(s).

\_\_\_ Person in Charge warns children, volunteers and staff to assemble in safe areas. Bring all persons inside the safe area(s).

\_\_\_ Take roster. Staff or volunteers should account for all children, volunteers and staff after arriving in a safe area.

\_\_\_ Close all exterior doors and windows.

\_\_\_ Turn off any ventilation leading outdoors.

\_\_\_ If advised, cover mouth and nose with handkerchief, cloth, paper towels, or tissues.

\_\_\_ All persons must remain in safe areas until notified by the Person in Charge or emergency responders.

\_\_\_ Implement post-incident procedures, as necessary.

## **SEVERE STORM**

Severe wind, snow, rain, hail, thunderstorms, tornadoes, and flash floods are not uncommon.

Procedures for dealing with these threats are similar.

\_\_\_ Be alert for weather warnings. Monitor Emergency Alert Stations (see EAS section) or NOAA Weather Stations (National Weather Service, Weather Channel) and Emergency alerts active on your cell phone.

\_\_\_ Bring all children, volunteers and staff inside building(s). Move to safe areas.

Review “drop and cover” procedures if tornadoes threaten.

\_\_\_ Close windows and blinds; avoid outside walls.

\_\_\_ Take rosters; account for all children, volunteers, and staff.

\_\_\_ Notify Person in Charge, if safe to do so, of any missing person.

\_\_\_ Be ready to move quickly if flooding threatens.

\_\_\_ Remain in safe areas until warning(s) expire or emergency personnel have issued “all clear” advisories.

\_\_\_ Evaluate a safe route of departure, if damage is present keeping in mind power lines and trees that have not fallen yet.

\_\_\_ Implement post-incident procedures, as necessary.

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## **EARTHQUAKE**

During an Earthquake:

Stay calm. First and foremost, having an emergency plan will help you and your children, volunteers, and staff to remain calm.

Stay put. If you are indoors, stay there. If outdoors, stay there.

Take cover. If indoors, do a “drop and cover” under a desk, table, or bench, or stand alongside an inside wall, in an archway, doorway that does not have a door, or corner. Avoid windows, doorways with a door, bookcases, hanging fixtures, or outside walls until the shaking stops.

If no protection is available, drop to the floor and cover your head with your hands. Make sure all persons are in “drop and cover” positions.

Do not be surprised if the electricity goes out, or if fire alarms and sprinklers go on.

After an Earthquake:

Keep children, volunteers, and staff safe and relaxed. Carefully evaluate the situation.

Use caution when moving to safe area(s).

Make sure everyone is alright. Take rosters and account for all persons.

Notify Person in Charge if any person is missing.

Do not move the seriously injured unless they are still in danger. Administer first aid, if necessary.

Wear sturdy shoes in areas near fallen obstacles and broken glass.

Check natural gas, water, and electrical lines for damage.

Do not use the telephone, light switches, matches, candles, or other open flame unless you are absolutely certain there is not natural gas leaking.

Do not touch electrical power lines or broken electrical equipment.

**Be prepared for aftershocks.**

## **HAZARDOUS MATERIALS / CHEMICAL SPILLS**

**Incident in areas or building(s) or nearby.**

Call 911.

Notify Person in Charge.

Seal off area of leak/spill.

Stay upwind far away to minimize exposure.

Take charge of area until fire or hazmat personnel contain the incident.

Assign someone to direct emergency responders to location

Fire officer in charge of scene will recommend sheltering or evacuation actions.

Follow plans and procedures for sheltering or evacuation.

Notify GSHPA administration.

GGHPA administration will notify parents if children are evacuated.

Resume normal operations after consulting with fire or hazmat officials and GSHPA administration.

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## **ASSAULTS / FIGHTS**

- First, ensure the safety of children, volunteers, and staff
- De-escalate and defuse the situation, if possible.
- Call 911, if necessary.
- Notify the Person in Charge.
- Person in Charge notifies the GSHPA administration.
- Seal off the area where the assault took place.
- Person in Charge notifies police if a weapon was used in the assault, if a victim has physical injury causing substantial pain or impairment of physical condition, or if the assault involved sexual contact.
- Assign someone to direct emergency responders to location
- GSHPA administrator notifies parents of students involved in the assault.
- Document all actions. Ask victim(s) and/or witness(es) for their account of the incident. Take photos, if possible.
- Implement post-incident procedures, if necessary.

## **CHILD OF UNREST**

- Notify police, if necessary.
- First, ensure the safety of students and staff members.
- Contain area of unrest; seal off as appropriate.
- Move children, volunteers or staff involved in disturbance to an isolated area.
- Notify Person in Charge.
- Person in Charge notifies GSHPA administration.
- Person in Charge meets with children involved to obtain information to report to GSHAP administration..
- Document incident and take detailed notes.
- Implement post-incident procedures, as necessary.

### **Staff and Volunteers with children not involved:**

- Keep children calm.
- Remove children to another area.
- Notify Person in Charge of any missing children.
- Document all incidents.

## **LOCK-DOWN PROCEDURES**

Lock-down procedures may be implemented in situations involving dangerous intruders or other incidents that may result in harm to persons inside areas or building(s).

- Person in Charge will issue lock-down notification / procedures by announcing a warning either verbally or over a P.A. system, by sending a messenger to each classroom, or by sounding bells or alert tones.
- P.A. announcement should be clear and concise.
- Direct all children, volunteers, staff, and visitors into secured buildings or in a direction away from the danger.
- Lock all doors and windows.
- Cover windows if possible, including the window in the doors.
- Move all persons away from windows and doors.
- Allow no one outside of building until the Person in Charge gives an all-clear signal.
- Implement post-incident procedures, as necessary.

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## **INTRUDER / HOSTAGE**

Intruder: "An unauthorized person who enters an area, property, or building."

- Notify Person in Charge.
- Ask another staff member to accompany you before approaching the intruder.
- Politely greet intruder and identify yourself.
- Ask the intruder the purpose of his/her visit.
- Inform intruder that all visitors must register at the main office.
- If purpose is not legitimate, ask intruder to leave.
- Accompany intruder to the exit.

If intruder refuses to leave:

- Call 911 and notify the police the intruder refuses to leave.
- Provide full description of intruder.
- Walk away from intruder if he/she indicates potential for violence (be aware of actions, location, weapons, or packages, etc.)
  - Person in Charge may issue lock-down procedures.
  - Person in Charge notifies GSHPA administration.

Hostage situation:

- If hostage taker is unaware of your presence, do not intervene.
- Call 911 immediately. Provide details of situation, ask for assistance.
- Seal off area near hostage scene.
- Notify Person in Charge.
- Person in charge notifies GSHPA administration.
- Give control of scene to police and hostage negotiation team.
- Keep detailed notes of events and actions.
- GSHPA administration will make notification to parents of children involved.
- GSHPA administration will direct further actions of the group following the situation.

If taken hostage:

- Follow instructions of hostage taker.
- Try to keep calm. Calm children if they are present.
- Treat the hostage taker as normally as possible.
- Be respectful to hostage taker.
- Ask permission to speak; do not argue or make suggestions.

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## **WEAPONS**

Child, volunteer, or staff who is aware of a weapon brought to event or gathering:

Immediately notify Person in Charge.

Tell staff or Person in Charge the name of the individual suspected of bringing the weapon; where the weapon is located; if the suspect has threatened anyone; and any other details that may prevent the suspect from hurting someone or themselves.

If the staff suspects that a weapon is in the area or building they are in, a neighboring staff member should be confidentially notified to make contact with the Person in Charge or call 911. The staff should not leave the area or building.

## **PERSON IN CHARGE RESPONSIBILITIES FOR SUSPECTED WEAPON PRESENT**

Person in Charge:

Call the police if a weapon is suspected to be in area or building occupied.

Ask another staff member to join you in monitoring the person with the suspected weapon.

Be prepared to issue proper emergency orders or signals if needed or take action to protect others.

If the suspect threatens you with a weapon, DEFEND YOURSELF IN NEEDED, but if possible do not attempt to disarm him/her. Back away with your arms up. Try to remain calm.

Direct police to the suspected person with the weapon and remove all other persons from the area.

Notify GSHPA administration.

GSHPA administration will notify the parents of any children involved and document the notification.

Implement post-incident procedures, as necessary.

Resume normal activities once the area is safe.

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## **ACTIVE SHOOTER**

### **If in a building:**

- \_\_\_ Run and evacuate the building quietly by any means possible. Use windows, doors, emergency exits or roof tops. Once outside follow OUTSIDE instructions in the next section.
- \_\_\_ If you cannot leave, get to an area that can be locked and secured and hide.
- \_\_\_ Stay low to the ground, hidden and spread out.
- \_\_\_ Remain calm and aware of your surroundings
- \_\_\_ Call 911 if possible. Or text 911.
- \_\_\_ Be prepared to remain for a long period of time. But if an opportunity to leave the building arises, then get out.
- \_\_\_ If you encounter the police, put your hands up and follow their instructions. They still not know who all the bad people are.
- \_\_\_ Give the police any information possible to help locate others and the shooter.
- \_\_\_ Person in charge will give rooster information to the police and gather everyone in a safe location
- \_\_\_ Person in charge will notify GSHPA administration when it is safe to do so.
- \_\_\_ GSHPA administration will notify the parents of any children involved and document the notification.
- \_\_\_ Follow Post Incident Checklist

## **ACTIVE SHOOTER**

### **If in outside:**

- \_\_\_ Run and evacuate the area quietly by any means possible away from the shooting.
- \_\_\_ Get to as far away as possible
- \_\_\_ Be prepared to issue proper emergency orders or signals if needed or take action to protect others.
- \_\_\_ If the suspect threatens you with a weapon, DEFEND YOURSELF IN NEEDED and try to get away from the area.
- \_\_\_ Direct police to the suspected person with the weapon and remove all other persons form the area.
- \_\_\_ Notify GSHPA administration when you are safe.
- \_\_\_ GSHPA administration will notify the parents of any children involved and document the notification.
- \_\_\_ Follow Post Incident Checklist

## **SUICIDE ATTEMPT**

### **Crisis Intervention (717) 232-7511**

#### **Suicide Attempt in area or building**

- \_\_\_ Verify information; call 911.
- \_\_\_ Try to calm suicidal person.
- \_\_\_ Try to isolate suicidal person from other children and staff but maintain a second staff member for assistance.
- \_\_\_ Provide support to suicidal person. Reassurance that you will get them help.
- \_\_\_ Assign someone to direct emergency responders to location
- \_\_\_ Stay with suicidal person until professional help arrives. Do not leave a suicidal person alone.
- \_\_\_ Notify GSHPA administration. GSHPA administration will determine method to notify children, volunteers, staff, and parents. Document all notifications.
- \_\_\_ GSHPA administration will consider a Post-Incident Response Team to implement post-incident intervention.

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## **SUICIDE DEATH/ SERIOUS SELF INFLICTED INJURY**

- Call 911.
- Provide medical care as needed.
- Isolate affected children(s)/ volunteer(s)/ staff member(s), if possible.
- Remove all others and limit access to area.
- Notify Person in Charge.
- Person in Charge notifies GSHPA administration.
- Do not disturb scene; prevent others from doing so
- Assign someone to direct emergency responders to location.
- Designate staff person to accompany ill/injured person(s) to the hospital.
- Do not allow anyone to take photos or post on social media
- GSHPA administration notifies parent(s) or guardian(s) of affected student(s), or emergency contact(s) of affected staff member(s) unless directed not to by the police or coroner.
- Direct witness(es) to a staff member(s) gather in a separate isolated located.
- GSHPA administration will determine proper actions for witness(es)
- GSHPA administration will determine method to and implement a plan to notify children, staff members, and parents.
- Notify staff and volunteers not involved in the event or gathering before next regular day following suicide or attempted suicide.
- Refer media to official spokesperson at 717-233-1656.
- Implement post-incident procedures, as necessary.
- GSHPA administration will determine method of notifying other children and parents. Do not mention "suicide" or details about death in notification. Do not hold memorials or make death appear heroic. Protect privacy of affected family.

## **SERIOUS INJURY OR DEATH**

- Call 911.
- Notify the Emergency Response Team members of medical Emergency or provide medical care as needed.
- Isolate affected children(s)/ volunteer(s)/ staff member(s), if possible.
- Notify Person in Charge.
- Person in Charge notifies GSHPA administration.
- Do not disturb scene; prevent others from doing so
- Designate staff person to accompany ill/injured person(s) to the hospital.
- Assign someone to direct emergency responders to location.
- Do not allow anyone to take photos or post on social media
- GSHPA administration notifies parent(s) or guardian(s) of affected student(s), or emergency contact(s) of affected staff member(s) unless directed not to by the police or coroner.
- Direct witness(es) to a staff member(s) and isolate in a separate area.
- GSHPA administration will determine proper actions for witness(es)
- GSHPA administration will determine method to and implement a plan to notify children, staff members, and parents.
- Refer media to official spokesperson at 717-233-1656.
- Implement post-incident procedures, as necessary.

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## **BOMB THREAT**

On receiving a message that a bomb has been planted in the area or building:

- Use bomb threat checklist to gather information from the caller.
- Ask where bomb is located, when bomb will go off, what materials are in the bomb, who is calling, and why is caller doing this.
- Listen closely to caller's voice, speech patterns, and for background noises.
- Notify Person in Charge.
- Person in charge determines whether a lock-down or evacuation is the appropriate course of action. Person in Charge orders actions based on determination.
- Person in Charge notifies 911 (police).
- Person in Charge notifies GSHPA administration.
- Person in Charge alerts staff. Do not mention term "BombThreat."
- Use standard fire drill procedures to evacuate area and building(s) unless evacuating into the reported bomb location.
- Children, Volunteers, and staff must be evacuated to a safe distance away from the area or building.
- After consulting with GSHPA administration, the Person in Charge may move children to a primary relocation center if weather is inclement or the building is damaged.
- Staff or volunteers should take roll of persons following evacuation.
- No one should re-enter the building(s) until declared to be safe by fire or police personnel.
- Person in Charge notifies children, volunteers, and staff when the emergency is terminated after consulting with the GSHPA administration. Resume normal operations.
- Implement post-incident procedures, as necessary.

## **DANGEROUS ANIMAL**

### **If a dangerous animal is observed:**

- Call 911 if appropriate and/or injuries are present.
- Notify Person in Charge.
- Remove all people from the area.
- If at camp notify the Ranger.
- Take charge of area and keep anyone from entering the area.
- Document any information that can be passed for assistance.
- Notify GSHPA administration.
- GSHPA administration will notify parents if appropriate.
- Resume normal operations after situation is normal and GSHPA administration approves.

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## **POST INCIDENT CHECKLIST**

GSHPA administration will determine the proper level of response and need.

Activate an appropriate Post-Incident Response Team; determine level of intervention for children, volunteers and staff.

Designate rooms as private counseling areas.

Escort siblings, friends, and other highly stressed children to appropriate location. Connect them with appropriate level of care.

Resume normal routines A.S.A.P.

Assess stress level of staff; recommend counseling as required.

Refer media to official spokesperson.

Do not let media interview children.

Follow up with children, volunteers, and staff who receive additional care.

## **A NON EMERGENCY RESPONSE SITUATION**

**This could include an accusation of assault or other activity.**

If immediate emergency action is not required, notify limited volunteers and staff only if they are needed to assist.

Contact the police if required.

Person in Charge shall contact the GSHPA administrator to determine proper actions and if notification to other children or parents is required.

GSHPA administrator may elect to contact additional staff for assistance in contacting parents and documenting contacts.

GSHPA will assign a person to arrive at the location for assistance.

## **EMERGENCY TELEPHONE NUMBERS**

**Call 911 for emergency Fire, Police, Sheriff, State Police, EMS, Ambulance, and Rescue.**

Children's Shelter: YWCA Emergency Shelter Harrisburg (717) 238-2851

Children and Youth Services: Dauphin Co. (717) 780-7200

Child Abuse statewide: 1-800-678-9399 (24 hours)

Runaway Hotline – National: 1-800-231-6946

Poison Control Center: 1-800-222-1222

Suicide Prevention: 1-800-273-8255, local Harrisburg (717) 652-4400

Substance Abuse: 1-800-662-HELP (4357)

Mental Health: Crisis Intervention (717) 232-7511

American Red Cross (local): 1-866-311-3832

Emergency Management (local): (717) 558-6900

Emergency Management (county): (717) 558-6800

Director of Facilities GSHPA: (717) 678-9007

Refer media to the official spokesperson at: (717) 233-1656.

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# THE FOLLOWING SECTION IS GENERAL INFORMATION YOU SHOULD KNOW

## GENERIC RESPONSE TO ANY EMERGENCY

- Notify 911, if necessary. Then notify the Person in Charge.
- Convene an Emergency Response Team if needed.
- Seal off high-risk area(s).
- Take charge of the area(s) until the incident is contained, or relieved by emergency personnel or the Person in Charge.
- Keep everyone calm.
- Preserve evidence. Keep detailed notes of incident.
- Complete appropriate paperwork when time permits.
- Refer media to the official spokesperson at 717-233-1656.

## GENERAL RESPONSIBILITIES FOR ALL EMERGENCIES

### Person in Charge

- Verify information.
- Call 911, if necessary.
- Seal off high-risk area(s).
- Notify staff in immediate area.
- Notify GSHPA administration.
- Evacuate children, volunteers, and staff, if necessary.
- Keep detailed notes of incident.
- Convene Emergency Response Team and implement emergency response procedures.
- Refer media to an official GSHPA spokesperson(s).
- Notify community agencies, if necessary (those not responding to the 911 call).
- Implement post-incident procedures, as necessary.

### Staff or Volunteers

- Verify information.
- Lock building doors if required.
- Warn children and attendees, if advised.
- Account for all children, volunteers and staff.
- Stay with children during an evacuation. Take roster.
- Refer media to official GSHPA spokesperson(s).
- Keep detailed notes of incident.

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## EMERGENCY ALERT SYSTEM

Cell phones are an excellent source of emergency alerts in addition to an AM/ FM radio or a NOAA radio.

## PUBLIC INFORMATION

**\* All persons must refer all media to an official GSHPA spokesperson\* DO NOT SAY "NO COMMENT"**

\_\_\_ GSHPA assumes responsibility for issuing public statements during and after an emergency.

\_\_\_ GSHPA CEO serves as the official spokesperson unless another individual is designated. Alternate spokespersons will be identified as defined in the Crisis Communications Cascade.

### During an emergency, adhere to the following procedures:

\_\_\_ Person in Charge relays all factual information to the CEO in a timely basis.

\_\_\_ CEO notifies other staff as needed and may ask designated public information personnel to prepare media release(s). Choose and use prepared scripted statements if possible.

\_\_\_ Notify parents of children involved immediately, but do not delay the media response to decrease speculation of incident. Document all contacts to parents or attempts to contact parents.

\_\_\_ Establish a media information center away from the incident.

\_\_\_ Regularly provide updates to media. Only provide known facts. Do not guess, exaggerate, offer personal opinions, or promote rumors or sensationalism. Never say, "No comment." Do not argue with the media.

\_\_\_ Maintain a log of all telephone inquiries and conversations in Salesforce Cases. Use a scripted response as modified for inquiries.

### Public Information:

\_\_\_ Develop a variety of pre-scripted media releases before an incident occurs. Adapt statements during a crisis to meet existing needs.

\_\_\_ Emphasize the safety of children, volunteers, and staff.

\_\_\_ Briefly describe GSHPA's plan for responding to emergencies.

\_\_\_ Make certain all information released is factual.

\_\_\_ Respect the privacy of affected persons and their families.

\_\_\_ Do not release names to the media.

\_\_\_ No Person should say "No Comment" as all represent GSHPA and that comment leads to a negative public perception.

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