

# Emergency and Crisis Management Plan



BETTER CHOICES  
**better health**<sup>®</sup>  
GOOD & HEALTHY SOUTH DAKOTA COMMUNITIES

## PURPOSE

The purpose of the *Emergency and Crisis Management Plan* is to establish policies, procedures, and guidelines for responding to a crisis or emergency that could threaten the health, safety, and participation of those attending a workshop or training event. This may include crises or emergencies that are an unpredictable event or as unforeseeable consequences (i.e. physical and mental health emergencies; accidents; social, physical, or emotional distress; environmental events - severe weather or natural disasters, fires or explosions, extended power outages, terrorism, or acts of violence.)

The plan is the application of strategies designed to help an organization deal with these types of events, and helps to ensure quick resolution in efforts to minimize any disruption, damages, or consequences. Of course, nothing in this plan should limit the exercise of good judgment and common sense in matters not covered or foreseen by the *Emergency and Crisis Management Plan*.

## STEPS

1. Assess the situation or crisis - determine if it is life threatening or non-life threatening.
2. Utilize site crisis plan if available. If no specific crisis plan is given for site, follow the *Emergency and Crisis Plan Decision Tree* (refer to full size document) for guidance.
3. Complete *Incident Report* and notify Regional Contact as soon as possible (send completed form to your Regional Contact), notify host site contact as indicated.
4. Determine follow-up procedures as needed.



Full size Decision Tree on page 5

## EMERGENCY NUMBERS AND RESOURCES

- 911 - *Emergency Medical Services (EMS)*
- 211 - *Resources and Assistance*, a 24/7 free and confidential service that helps people find local resources they need
- 1-800-799-SAFE (7233) - *National Domestic Violence Hotline* - Trained advocates are available to take calls through 24/7 hotline
- 1-800-273-TALK (8255) *Veteran's Crisis Line / National Suicide Prevention Lifeline*
- 1-800-SUICIDE (784-2433) *I'm Alive- National Suicide Hotline*
- 1-800-662- HELP (4357) *National Helpline*
- 1-800-985-5990 *Disaster Distress Helpline*
- 1-800-442-HOPE (442-4673) *National Hopeline Network, Suicide & Crisis Hotline*
- 1-877-Vet2Vet (838-2838) *Veterans Peer Support Line*
- 1-800-SUICIDA (784-2432) *Spanish Speaking Suicide Hotline*
- 1-800-WORKPLACE (967-5752) *Drug-Free Workplace*

\*\*\*See handout for local (South Dakota) numbers for above services.

South Dakota State University, South Dakota counties, and USDA cooperating.  
South Dakota State University adheres to AA/EEO guidelines in offering educational programs and services.

# Emergency and Crisis Management Plan



BETTER CHOICES  
**better health**<sup>®</sup>  
GOOD & HEALTHY SOUTH DAKOTA COMMUNITIES

## EXAMPLES

### Injury Control (from Lay Leader Manual, Appendix V)

If a workshop participant sustains an injury during the workshop:

- Determine if EMS activation is needed. Get the level of help needed to the person as fast as possible and provide comfort to the individual as you wait for help to arrive.
- Continuation of the workshop depends on the severity of the injury. If the injury is major, you most likely would not continue. If the injury is minor, the co-leader could continue with the workshop once help is obtained and refocus the needs of the group.
- If an accident occurs, follow the *Emergency and Crisis Plan Decision Tree* for proper handling and protocol.
- It is better to be proactive- ensure room set up is arranged for easy access.

### Possible Environmental Emergencies (life-threatening)

- Natural disaster (i.e. tornado, blizzard, flood)
- Fire
- Carbon Monoxide
- Chemical Spill
- Safety Threat

### Possible Personal Emergencies (life-threatening)

- Suspected Heart Attack or Stroke
- Loss of Consciousness (fainting)
- Seizure
- Anxiety Attack
- Suicidal person

### Possible Non-Life Threatening Situations

Examples:

1. Susan, a CDSMP workshop participant, shares during her action plan how she was not able to complete her goals because of some family issues she experienced during the week. After the Lay Leader asked a few more questions, Susan started crying and expressing concern for her safety because of physical abuse in her home. The Lay Leader expressed empathy and concern for Susan's safety and directed her to call the National Domestic Violence Hotline (from their list of resources) and asked if she had any other family that she could stay with in the meantime.
2. Zack, a CDSMP workshop participant, always shares with the group during a brainstorm activity how drinking and alcohol are his top ways to cope with problems, distress, and any personal issue he is dealing with. After the second session, the Lay Leader could tell his comments were starting to make some of the other class participants feel uncomfortable. Therefore, the Lay Leader pulled Zack aside after the second session to talk to him about his comments, how his comments are changing the comfort and atmosphere for others in the class, and shared with him concern for his well-being. The Lay Leader then shared with Zack contact information for the Substance Abuse and Mental Health Services Administration and encouraged him to reach out to them.

South Dakota State University, South Dakota counties, and USDA cooperating.  
South Dakota State University adheres to AA/EEO guidelines in offering educational programs and services.

# Emergency and Crisis Management Plan



## EMERGENCY CONTACT LIST

Host Site Emergency Contact- See Workshop Location/Implementation Site Agreement (front of Manual)

Regional Contacts			
Name	Region	Phone	Email
XXX	West		
XXX	South		
XXX	East		
XXX	Central		
XXX	Tribal		
XXX - Regional Contact Manager			
XXX - Program Associate			
XXX - Program Coordinator			

South Dakota State University, South Dakota counties, and USDA cooperating.  
 South Dakota State University adheres to AA/EEO guidelines in offering educational programs and services.

# Emergency and Crisis Management Plan



For Better Choices, Better Health® SD Workshop or Training

Date of Incident: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of Incident \_\_\_\_:\_\_\_\_ am pm

Workshop Location: \_\_\_\_\_ Room Number: \_\_\_\_\_

Workshop Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Workshop Time \_\_\_\_:\_\_\_\_ am pm

Sponsoring Agency: \_\_\_\_\_

Reporting Facilitator:

Name: \_\_\_\_\_ Phone Number (\_\_\_\_)\_\_\_\_-\_\_\_\_\_

Other Method of Contact \_\_\_\_\_

Co – Facilitator:

Name: \_\_\_\_\_ Phone Number (\_\_\_\_)\_\_\_\_-\_\_\_\_\_

Other Method of Contact \_\_\_\_\_

## **Detailed description of incident and actions taken**

## **Witness(s)**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

# Emergency and Crisis Management Plan

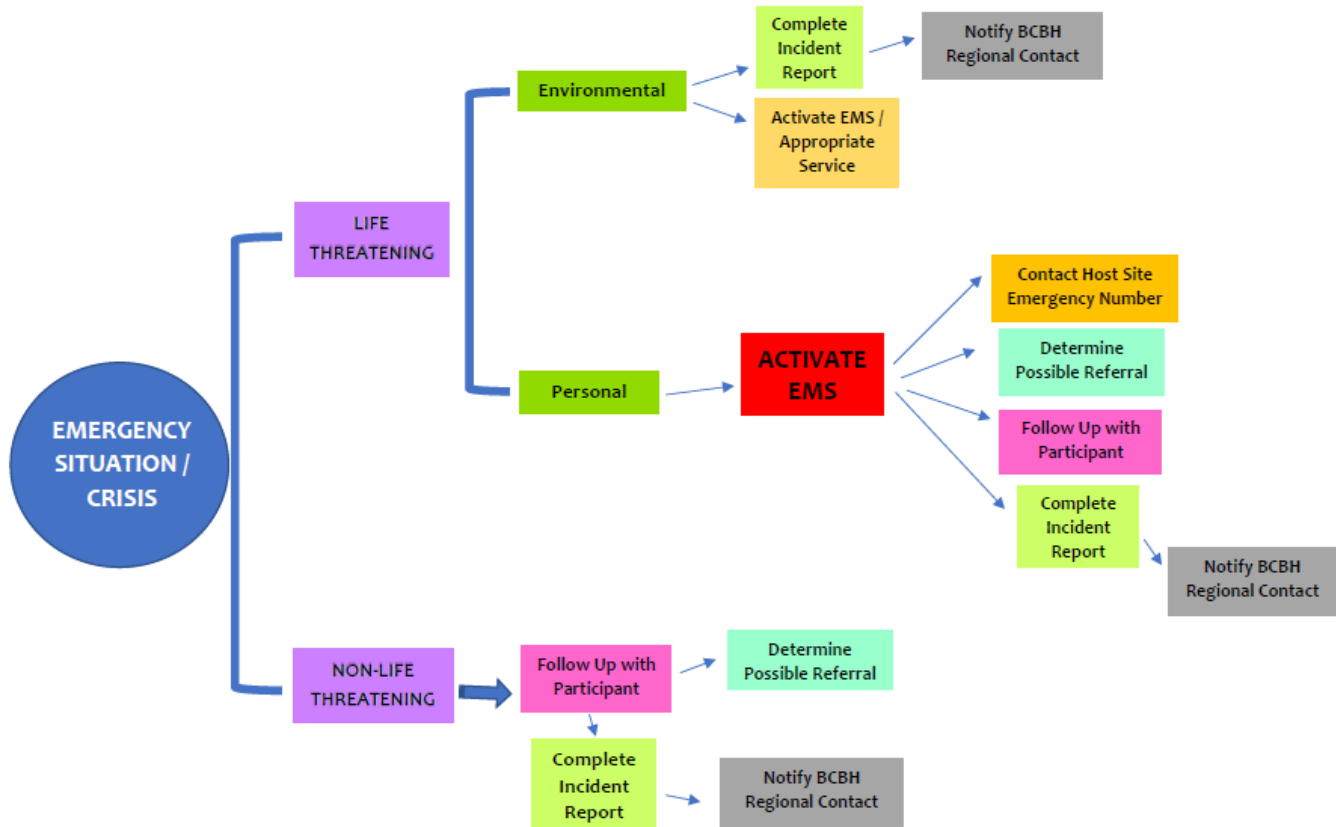


**BETTER CHOICES**  
**better health**<sup>®</sup>  
 GOOD & HEALTHY SOUTH DAKOTA COMMUNITIES



**BETTER CHOICES**  
**better health**<sup>®</sup>  
 GOOD & HEALTHY SOUTH DAKOTA COMMUNITIES

## Better Choices, Better Health<sup>®</sup> SD Emergency and Crisis Decision Tree



Better Choices, Better Health<sup>®</sup> SD February 2017

South Dakota State University, South Dakota counties, and USDA cooperating.  
 South Dakota State University adheres to AA/EEO guidelines in offering educational programs and services.