

## **Connecticut Children's Alliance, Inc. Crisis Management Response Plan**

A Crisis or Critical Incident is defined as “a manmade incident which has the potential to negatively impact your credibility or appearance of integrity”. \*

This response plan is developed for the chapter, which has no leased, owned or rented facility, and employs one staff. Chapter membership consists of CAC and MDT coordinators who are employees of agencies or organizations in Connecticut. The chapter has no authority over the personnel policies of these organizations. Therefore this response plan will articulate a recommended communication response to its membership, partner organizations, funders and the media following a crisis or critical incident.

A. As soon as possible following a critical incident, the Board Chair and/or Vice Chair will confer with other board members and staff to critically assess the current situation and begin to develop a strategy for recovery. The Board will determine who needs to be informed of the situation immediately and decide who needs to participate in dealing with the crisis.

B. The Board will determine what communication points to convey to whom. Before communicating with anyone, a statement will be composed consisting of bullet points that will be easy to follow to ensure a consistent message. If needed, consultation will take place with legal counsel about what can and cannot be made public.

C. Key staff and membership will be informed and debriefed about the situation. They will be given specific instruction about what can be shared with others, including CAC and MDT partners. Talking points and bullet points will be provided to the membership.

D. A written media statement will be composed, giving precise information without speculation. It will be delivered by the CCA's designee, as determined by the Board of Directors. The BOD will work to anticipate what questions may be asked and formulate written responses in advance. The following guidelines will be observed in responding to questions in an interview: only the facts will be given; no personal opinions will be offered; anything said is “on the record”; “no comment” will be avoided (instead a statement such as, “We are not able to respond at this time because of an ongoing investigation” will be issued).

E. A public spokesperson will be designated as the voice for the CCA, who will have knowledge of CCA, CACs and current situations, good public speaking skills, an understanding of how to refer questions to appropriate people, and media training.

F. The CCA will aim for transparency. As much as possible, CCA will have open communication with staff, partners and donors. The CCA will also inform others that there may be information that they are not at liberty to share.

G. The CCA will ensure that everyone- staff, board members, CACs, MDT partners,

etc. know the process for referring media requests to the designated spokesperson.

H. The CCA will contact funders and apprise them of the situation and address any concerns or needs they may have.

The CCA recognizes the importance of their partner agencies, in the state, region and nation. CCA's relationship with these partners is critical to the ongoing welfare of the CCA. Depending on the incident, one or more of these agencies/organizations might enter the picture. CCA will consider how best to engage these partners during a critical incident. The CCA will promote an "open door" policy so that staff and membership can share their concerns. The CCA will assess the need for debriefing and/or crisis counseling for staff and membership. CCA will provide appropriate resources to staff and membership for this support. CCA will continue to support staff and membership by sharing words of support and encouragement received from other agencies with staff and membership and by encouraging input from staff about what they see as challenges and what they need to move past the event. CCA will keep the NRCAC and NCA apprised of the situation.

The CCA will respond to questions dealing only with the CCA, Inc. Questions about other agencies or organizations will be referred to those agencies/organizations. CCA will communicate to the media the chapter has a responsibility to protect their clients and to support a child-focused environment. The media's cooperation in this effort will be requested.