Immediate Crisis Scenario

**WITHIN 1 HOUR**

Policies/Procedures for the *first hour* after a critical incident has occurred.

- **Call** 911 if anyone is injured or other emergency personnel are needed.
  
  Administer First Aid and/or CPR if needed. Secure the site. Senior staff member onsite must take action to stabilize the situation. Call first responders – don’t try to do it all yourself.

- **Contact** the CEO/President

  Designate a spokesperson.

  Remind all employees to refer any media personnel to the one designated spokesperson only. See “**Messages to the Media**” for suggested response statements.

  Inform internal staff members to field other incoming calls or refer to the appropriate company contact above, including: regulatory and enforcement agencies, city officials, legal counsel, concerned family of non-involved employees, etc.

- **Identify** immediate danger from fire, **gas**, structural collapse, **water leaks**, etc.

  This includes damage to existing facilities, adjacent facilities, other private or public property, and any other persons or related.

* Work-related deaths or serious injuries or illnesses must be reported to the nearest Cal/OSHA District Office within 8 hours.

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Investigation & Follow-Up

**WITHIN 24 HOURS**

Policies/Procedures for the first 24 hours after a critical incident has occurred.

- Limit media and sightseer presence.
  Close gates, secure equipment according to access requirements, block areas with caution tape and/or barricades.

- Run a thorough fact-finding investigation.
  1. Designate a senior management representative to take control of the internal investigation.
  2. Take photographs. Establish who was involved and what work task was being performed. Write down names and contact information of witnesses. Interview multiple employees while details are fresh. Have at least two company representatives present during the investigation.

- Send home all uninvolved employees.
  Remind your employees that the only media contact is the company’s one designated spokesperson.

- Contact the family of the injured worker(s).
  The initial contact serves to inform simply and directly. Make sure to follow these three guidelines: general, details, notify. Help arrange childcare services or transportation to the hospital. A company representative should remain present at the hospital until the situation has diffused.
Grievance Counseling & Informing Employees 

**WITHIN 10 DAYS**

Policies/Procedures for the first 10 days after a critical incident has occurred.

- **LOG** all communications regarding the incident.
  
  This includes emails, agencies contacted, list of witnesses, reports and claims, etc.

- **CONTACT** a crisis management response specialist.
  
  Establish group briefings, consultations, onsite and telephonic support.

- **DISTRIBUTE** trauma and stress forms to all involved employees. Encourage participation.
  
  Mitigate the potential long term emotional impact.

- **CONTACT** the family of the injured worker(s).
  
  Send condolences, offer support, and establish staff representation for memorial/funeral service or hospital visit.