

Critical incident management process

Planning and preparation

Review plan annually with response team; make adjustments

Review plan with employees at orientation and then annually

Critical incident

Emergency response: *Manage the scene*

Contact appropriate first responders as necessary (e.g., EMS, fire, police)
Secure the site
Identify a site commander / point person

Meet with critical incident response team
Identify a contact/media person if applicable
Ensure people are safe and calm

Ongoing response: *Support your people*

Identify person/people involved and resources required
Notify counseling and/or external support services
Arrange for provision of a quiet area
Arrange for and conduct debriefs (CISD)
Arrange supervision of property (if required)

Notify appropriate authorities (OH&S)
Notify WCB
Identify people who could be suffering (e.g., intense reactions and/or withdrawal)

Restoration

Site
Equipment

People (modified duties if needed, after the incident while staff manage their response to the event)

Review and update the plan

Lessons learned?

Gaps identified

