

THREE PHASES OF A CRITICAL INCIDENT (CI) PLAN

1. Stabilising The Scene (This step generally takes minutes to hours)

- Provide patient care (emotional and physical care)
- Initiate evacuation, if needed
- Provide bystander care
- Contact the office and let them know what's happening (what do you need, when will next contact be?)

2. Administrative Response Plan (This step generally takes hours to days)

Contact all key constituents (key players). The person(s) who initiate the contacting can vary, but prior to an incident, organizations should identify who will do the calling and who needs to be called.

- Contact members of your critical incident team (from organisation). Ideally CI members will come to designated location and will provide assistance
- Contact family/loved ones of all injured people
- Contact family/loved ones of bystanders, as needed
- Be prepared with media response
- Contact lawyer, as needed. They might request that organisations secure documents (CVs, certificates, release forms, other)
- Contact insurance; regulatory/gov agencies; land managers
- Consider sending someone senior to hospital, if appropriate. It might be required to have someone in this role for days
- Consider designating someone to work with and communicate with family members, arrange for them to come to hospital, consider how to handle logistics (transport costs, hotel, etc. Who will pay?)

3. Long-Term Considerations (This step can take months to years)

- Provide ongoing support for all injured parties, family members, and employees. Will anyone require counselling/ professional support?
- Should (or when should) the instructors/teachers go back into the field? How will this be handled?
- Investigation considerations. What can you expect? Regulators/ Police etc.
- Be prepared to provide updates and ongoing attention to website, families, customers, new staff etc
- Need for an internal review? Any need to make changes? Evaluation of current practices?
- Evaluation of CI response. How did it go? How did everyone do? Comparison to the bullseye
- Anniversaries/ birthdays etc