Delaware 4-H Crisis Communications Reference



Emergency Numbers & Crisis Management Team

Delaware 4-H Crisis Communications Reference



Emergency Numbers & Crisis Management Team

Emergency Call 911		Emergency Call 911	
State Police: 911 or Police Hqs	911	State Police: 911 or Police Hqs	911
Poison Control Center	800-222-1222	Poison Control Center	800-222-1222
DE Health & Social Svcs	302-744-4700	DE Health & Social Svcs	302-744-4700
DE Division of Family Svcs	302-633-2657	DE Division of Family Svcs	302-633-2657
DE Child Abuse/Neglect Ofc	800-292-9582	DE Child Abuse/Neglect Ofc	800-292-9582
DE Public Health Epidemiology Sec	302-744-1070	DE Public Health Epidemiology Sec	302-744-1070
State 4-H Office	302-831-2501	State 4-H Office	302-831-2501
Other important numbers		Other important numbers	
Beebe Medical Center	302-645-3300	Beebe Medical Center	302-645-3300
Christiana Hospital	302-733-1000	Christiana Hospital	302-733-1000
Kent General Hospital	302-674-4700	Kent General Hospital	302-674-4700
Milford Memorial Hospital	302-422-3311	Milford Memorial Hospital	302-422-3311
Nanticoke Hospital	302-629-6611	Nanticoke Hospital	302-629-6611
Peninsula General Hospital	410-546-6400	Peninsula General Hospital	410-546-6400
American Income Life Ins. Co	800-849-4820	American Income Life Ins. Co	800-849-4820
4-H Camp Emergency Contact Chain		4-H Camp Emergency Contact Chain	
• State Leader: Doug Crouse, 302-831-2501			
• State Leader: Doug Crouse, 302-831-		• State Leader: Doug Crouse, 302-831	
• Home: 302-398-8846 Cell: 302	-2501 -233-1750	 State Leader: Doug Crouse, 302-831 Home: 302-398-8846 Cell: 302 	1-2501 2-233-1750
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Accident/Incident Guidelines Accident/Incident Guidelines 1. Safety for all individuals is top priority. 1. **Safety for all individuals** is top priority. 2. Assess situation, define problem, contain. 2. Assess situation, define problem, contain. 3. Contact Emergency Services, &/or necessary 3. Contact Emergency Services, &/or necessary authorities if needed. authorities if needed. 4. Stabilize the situation. 4. Stabilize the situation. 5. Immediately notify the parent/guardian if a 4-H 5. Immediately notify the parent/guardian if a 4-H member is involved. member is involved. 6. Initiate written Crisis Procedure Plans. 6. Initiate written Crisis Procedure Plans. 7. Immediately Start the Contact Chain / mobilize 7. Immediately Start the Contact Chain / mobilize the Crisis Team. the Crisis Team. 8. Follow up with necessary Reports to the 8. Follow up with necessary Reports to the individuals on the Contact Chain. individuals on the Contact Chain. 9. Act in public interest. Life and Safety before 9. Act in public interest. Life and Safety before buildings. DO THE RIGHT THING! buildings. DO THE RIGHT THING! 10. Refer requests from the media to the State 4-H 10. Refer requests from the media to the State 4-H Office. Office. **Initial Holding Statements Initial Holding Statements** • We are gathering information now and will get back • We are gathering information now and will get back to you as soon as possible. to you as soon as possible. • We put life and safety before other considerations. • We put life and safety before other considerations. • The UDCE/4-H philosophy is to do the right thing. • The UDCE/4-H philosophy is to do the right thing. • The UDCE/4-H has activated its Response Team to • The UDCE/4-H has activated its Response Team to resolve this matter as quickly as possible. resolve this matter as quickly as possible. • We will notify family and friends involved as soon as • We will notify family and friends involved as soon as we have more information. we have more information. **Media Relations** Media Relations • Follow crisis plan for approval of information to be • Follow crisis plan for approval of information to be released released • Deal only with the facts • Deal only with the facts • Never mislead Never mislead • Cooperate with media at all times • Cooperate with media at all times • If you do not know, promise to check it out and • If you do not know, promise to check it out and supply the answer later supply the answer later • Keep track of all media inquires. • Keep track of all media inquires. • Do not speculate or give information "off the record." • Do not speculate or give information "off the record." Internal Camp Plans **Internal Camp Plans** Who will: Who will: • Make phone calls: ___ • Make phone calls: ___ • Take care of program/campers: • Take care of program/campers: Talk to Staff: ___ Talk to Staff: ___ • Be in charge of security: ____ • Be in charge of security: ____ • Collect information: _____-_ Collect information: ______ • Other: __ • Other: __