## Delaware 4-H
### Crisis Communications Reference

#### Emergency Numbers & Crisis Management Team

<table>
<thead>
<tr>
<th>Emergency Call 911</th>
<th>Other important numbers</th>
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<td><strong>State Police:</strong> 911 or Police Hqs..... 911</td>
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<tr>
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<td><strong>Christiania Hospital</strong>.............................. 302-733-1000</td>
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<td><strong>Kent General Hospital</strong>............................ 302-674-4700</td>
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<td><strong>Milford Memorial Hospital</strong>.................... 302-422-3311</td>
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<td><strong>Nanticoke Hospital</strong>............................. 302-629-6611</td>
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<td><strong>Peninsula General Hospital</strong>.................... 410-546-6400</td>
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<td><strong>State 4-H Office</strong>........................... 302-831-2501</td>
<td><strong>American Income Life Ins. Co.</strong>............ 800-849-4820</td>
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#### 4-H Camp Emergency Contact Chain
- **State Leader:** Doug Crouse, 302-831-2501
- **Home:** 302-398-8846  Cell: 302-233-1750
- **State 4-H Vol. Coord.:** Ernie Lopez, 302-856-2585 x561
- **Cell:** 302-985-1213
- **County 4-H Ext. Educator:**
- **County Extension Directors:**
  - NC: Maria Pippidis, O: 302-831-1239; H: 410-658-7266
  - KC: Jen Volk, O: 302-730-4000; C: 302-388-9713

#### Notes

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Revised 12-16
### Accident/Incident Guidelines

1. **Safety for all individuals** is top priority.
2. Assess situation, define problem, contain.
3. Contact Emergency Services, &/or necessary authorities if needed.
4. Stabilize the situation.
5. Immediately notify the parent/guardian if a 4-H member is involved.

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7. Immediately Start the Contact Chain / mobilize the Crisis Team.
8. Follow up with necessary Reports to the individuals on the Contact Chain.
10. Refer requests from the media to the State 4-H Office.

### Initial Holding Statements

- We are gathering information now and will get back to you as soon as possible.
- We put life and safety before other considerations.
- The UDCE/4-H philosophy is to do the right thing.
- The UDCE/4-H has activated its Response Team to resolve this matter as quickly as possible.
- We will notify family and friends involved as soon as we have more information.

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### Media Relations

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- Deal only with the facts
- Never mislead
- Cooperate with media at all times
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<td><strong>Take care of program/campers:</strong></td>
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<td><strong>Talk to Staff:</strong></td>
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<td><strong>Be in charge of security:</strong></td>
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</tr>
<tr>
<td><strong>Collect information:</strong></td>
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</tr>
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Revised 3/05