Critical Incident Management Plan

Take one copy of this sheet with you when you attend any Texas AgriLife Extension Service event or Extension-involved activity. Leave a second copy with the county office staff.

Preparing to leave for an activity or event
1. Take the completed Critical Incident Management Planning form with you.
2. Take completed and signed health forms for all participants. Review the health forms for any special conditions or other pertinent information.
3. Gather emergency contact information for parents or guardians of all participants. Leave a copy with your office. Make sure parents or guardians understand that only those persons listed on the form will be allowed to pick up the children in case of an accident.
4. Send any required pre-trip forms to your insurance company.
5. Take with you:
   • Cellular telephone
   • First aid kit
   • Insurance information from your county/district
6. Know the number for Emergency Services (911) based on your location (i.e. on TAMU campus it is 9-911).
7. Have the ability to call Emergency Services (911) from either cellular, satellite, or land-line phone.

Packing to leave for an activity or event
1. Stow large suitcases securely under the bus or in another vehicle.
2. Make sure that passengers know the evacuation plans or appropriate emergency procedures.

Responding to an incident or accident
1. Call appropriate emergency personnel: 911 (emergency); or ________________________________.
2. Attend to any injured people using appropriate first aid.
3. Get other participants to a safe location to avoid further injuries.
4. Have insurance information and release forms available for hospital or other emergency personnel.
5. Release children and their luggage, if available, only to parents or guardians listed on the “in case of emergency” contact form. Request to view photo identification to verify each parent or guardian if unknown.
6. Get the name of investigating officer(s), witnesses, by standers, and appropriate contact information (name, address(es), phone number(s), e-mail address).
7. Call your county/district Research and Extension Center office, if it is open, and ask it to make the remaining contacts.
8. Be aware any written statements generated during an incident investigation are discoverable in any legal proceedings.
   County/District office number:_____________________________________________, or home number(s)________________________________________________________.
Communicating vital information about an incident to and receiving information from the county/district office

1. Be prepared to tell Extension personnel as much information as possible, even that which has not been confirmed. (Administrative offices can help confirm the facts.) This includes:
   • Number and extent of injuries
   • Names of injured
   • Location of responding hospital or emergency care center(s)
   • Description and location of the incident
   • Total number of people involved (number of youths, number of adults)
   • Contact from any media.

2. Because county/district office phones may quickly become clogged with calls for information, identify an alternative phone (such as the office next door) if at all possible: __________________________

3. Instruct contact(s) from inquiring parties, radio, newspaper, or other media to call the Texas AgriLife Extension Service Agricultural Communications Unit at (979) 845-2211 for the most complete information.

4. If the county/district office is closed, make sure the following are notified as soon as possible. Be prepared to pass along the information listed in #1. If possible, also include the county/district Extension office

   Name: __________________________________________
   Fax: __________________________________________
   Phone: _________________________________________
   Alternative phone: ________________________________

   Call:
   Extension Agent(s) at home and/or other offices that have people involved in the activity
   Phone(s): ____________________________ ____________________________ ____________________________

   District Extension Administrator (Don’t just leave a message; talk to a person.)
   Name: ________________________________________
   Phone: ________________________________________
   Cell: ________________________________________

   Backup #1, if the District Extension Administrator is not available
   Name: ________________________________________
   Phone: ________________________________________

   Or Backup #2
   Name: ________________________________________
   Phone: ________________________________________

   County Judge’s Office (if applicable, depending on the event)
   Phone(s): ____________________________ ____________________________ ____________________________
District Office protocol for a critical incident
1. The District Extension Administrator or his/her backup will contact:
   Associate Director for County Programs: (979) 845-7896 (office) or (979) ________________ (home).
   Backup: Executive Associate Director: (979) 845-7907 (office) or (979) ________________ (home).

   Other contacts if Associate Director for County Programs (or Executive Associate Director) are not available:

   Name: ______________________________ Name: _________________________________
   Phone: _____________________________ Phone: ________________________________

State Office protocol for a critical incident
1. The Associate Director for County Programs or his/her backup will contact:
   A. Texas AgriLife Extension Service Director’s Office (979) 845-7967
   B. Texas AgriLife Extension Service Agricultural Communications staff (979) 845-2211
   C. Others as appropriate (such as the Texas AgriLife Extension Service Assistant Agency Director)
2. Texas AgriLife Extension Service Agricultural Communications will write a statement for the media as soon as possible and forward it by telephone, e-mail, and/or fax to the county and district Extension offices or another designated location. At the same time, Agricultural Communications staff will release the statement from College Station, using standard media distribution channels. After that, they will provide updates in the same manner as soon as additional information becomes available.

Post-incident recovery
1. Return any necessary post-trip insurance forms required by the insurance company (applies to non-crisis events as well).
2. Make sure that the victims and their families are given pertinent and accurate information.
3. Know where the victims’ belongings are and if and when they will be returned.
4. Schedule sessions to discuss the event.
5. Take advantage of county and state resources for counseling, both for individuals and for the group. Families need to be told what to expect. Continued communication with the families is important.
6. Be prepared for insurance claim form questions.
7. Know when and where the event will be rescheduled, if applicable.