

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 camper is involved.
6. Initiate written Crisis Procedure Plans.
7. Immediately Start the Contact Chain / mobilize the Crisis Team.
8. Follow up with necessary Reports to the individuals on the Contact Chain.
9. Act in public interest. Life and Safety before buildings. **DO THE RIGHT THING!**
10. Refer requests from the media (to the State 4-H Office) Speak with one voice. *see initial holding statements

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 MCE/4-H philosophy is to do the right thing.
- ◆ The MCE/4-H has activated it's Response Team to resolve this matter as quickly as possible.
- ◆ We will notify family and friends involved as soon as we have more information.

Media Relations

- ◆ Follow crisis plan for approval of information to be released
- ◆ Deal only with the facts
- ◆ Never mislead
- ◆ Cooperate with media at all times
- ◆ If you do not know, promise to check it out and supply the answer later
- ◆ Keep track of all media inquires.
- ◆ **Do not speculate or give information "off the record"**

Internal Camp Plans

Who will:

- ◆ Make phone calls: _____
- ◆ Take care of program/campers: _____/_____
- ◆ Talk to Staff: _____
- ◆ Be in charge of security: _____
- ◆ Collect information: _____
- ◆ Other: _____

Maryland 4-H Camp Crisis Communications Reference



2008 Emergency Numbers & Crisis Management Team

Emergency Call 911

State Police: 911 or _____

County Police (non-emergency): _____

MD Child Protective Services:
(800) 332-6347

State 4-H Office: 301-314-9070

4-H Camp Emergency Contact Chain:

County Extension Educator: _____

Day # _____ Evening # _____

County Extension Director: _____

Day # _____ Evening # _____

Regional Extension Director: _____

Day # _____ Evening # _____

Interim State 4-H Leader: Kendra Wells

Home # (301) 871-7818 Cellular # (301) 367-5266

State 4-H Environmental Specialist: Denise
Friebertshauser

Home # (443) 871-5086 Cellular # (443) 871-5086

The contact chain above is designed for the Camp Director to call the CED who will call the RED etc. If the first in the chain is not available, call the next until contact is with a person on the list so the communication chain can be complete.

- ◆ ACA Emergency Hotline: (800) 573-9019
- ◆ ACA Chesapeake Section: (800) 653-1409

Other important numbers:

- ◆ Maryland Department of Health: (410) 767-8417
- ◆ Poison Control Center 1-800-222-1222
- ◆ Communicable Diseases: (410) 767-6712

MDH&MH Epidemiology & Disease Control Program:
(410) 225-6700

Local Child Protective Services:

Local Health Department:

Local Hospital: _____

Insurance Co : _____

Other: _____