

Accident/Incident Guidelines

1. **Safety for all individuals** is top priority.
2. Assess situation, define problem, contain.
3. Contact Emergency Services and/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

Maryland 4-H Camp
Crisis Communications Reference



2009 Emergency Numbers &
Crisis Management Team

Emergency Call 911

State Police: 911 or _____

County/city Police (non-emergency):

MD Child Protective Services:

Daytime: 800-222-1222

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 UME/4-H philosophy is to do the right thing.
- ◆ The UME/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.

4-H Camp Emergency Contact Chain:

County/city Extension Educator:

Day # _____ Evening # _____

County/city Extension Director:

Day # _____ Evening # _____

Regional Extension Director: _____

Day # _____ Evening # _____

State 4-H Leader: Jeff Howard

Office# (301)314-9070 Cellular # (979) 219-4887

State 4-H Environmental Specialist: Denise Frebertshauer

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"**

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

Internal Camp Plans

Who will:

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

Other important numbers:

◆ Maryland Department of Health: (410) 767-8417

◆ Poison Control Center 1-800-222-1222

◆ Communicable Diseases: (410) 767-6712

Local Child Protective Services: _____

Local Health Department: _____

Local Hospital: _____

Insurance Co : _____

Other: _____

Updated for Extension name and logo change –AMT 2/2010