

## Organizational Checklist for Managing Emergencies

### Pre Incident

- Train and hire skilled emergency response field and office staff
- Develop a comprehensive Risk Management and Emergency

### Response Plan and Employee Handbook

- Identify and/or retain attorney
- Stay updated on your insurance policy revisions
- Develop Media/Public Relations Protection and Response Plan
- Contact specialist or train staff in public relations/media outreach
- Identify or train facilitator for critical incident stress staff debriefs

### During Incident

- Provide first aid, rescue and evacuation services for injured party(s)
- Clearly identify incident response roles and responsibilities
- Contact company management
- Emotionally stabilize and make decisions on trip outcome for all other clients
- Contact attorney
- Contact family of injured party
- Implement Public Relations/Media Protection Plan
- Contact responsible sheriff's office public information officer (PIO)
- Contact river or field area permitting agencies
- Contact other outfitters in river or field area
- Contact company's critical incident stress facilitator
- Contact insurance company

### Post Incident

- Provide ongoing open, supportive communication with family and key relationships of injured party
- Perform critical incident stress debriefs with participating staff and whole company
- Continue to implement Public Relations/Media Protection Plan
- Manage ongoing legal issues
- Re-analyze and update Risk Management and Emergency

### Response Plan

- Evaluate and update insurance policy
- Provide ongoing emergency response training with field and office staff

## KEY ROLES FOR MANAGING OUTFITTER EMERGENCIES

