

Crisis Communications Procedures For Volunteers and Staff

1. Give priority to the protection of the injured person or take action as necessary to reduce danger. If the crisis involves a serious injury, care for the injured and call 911 if necessary.
2. Notify council staff immediately following completion of step 1. Contact the Chief Executive Officer first, use the other numbers listed as emergency contacts in her absence.
3. DO NOT make any statements (written or oral) which would be interpreted either as an assumption or rejection of responsibility of the occurrence.
4. Refer all media inquires to the CEO. Say, "I'm sorry. I'm not in a position to answer your questions. Will you please contact the Girl Scouts of Black Diamond CEO?" Provide the CEO's phone number to the media.
5. DO NOT speculate as to the cause, outcome, motive or other circumstances to anyone.
6. Get names and addresses of witnesses and parents or guardians, if necessary.

Emergency Contact Numbers

1. Beth Casey, Chief Executive Officer, (304) 767-1175
2. Jessica Richards, Chief Operations Officer, (304) 634-9477
3. Denise Hershey, Chief Financial Officer, (304) 542-0968
4. Headquarters, (304) 345-7722 or (800) 756-7616
Open Monday - Friday, 8:30 a.m. - 4:30 p.m.

Cut the card below on the dotted line and fold in 1/2. Place in wallet.

**For a digital version, please take a picture of this card with your camera phone.*

<p style="text-align: center;">GSBDC Crisis Communications Procedures</p> <ol style="list-style-type: none"> 1. Give priority to the protection of the injured person or take action as necessary to reduce danger. If the crisis involves a serious injury, care for the injured and call 911 if necessary. 2. Notify council staff immediately following completion of step 1. Contact the Chief Executive Officer first, use the other numbers listed as emergency contacts in her absence. 3. DO NOT make any statements (written or oral) which would be interpreted either as an assumption or rejection of responsibility of the occurrence. 4. Refer all media inquires to the CEO. Say, "I'm sorry. I'm not in a position to answer your questions. Will you please contact the 	<p style="text-align: center;">Emergency Contact Numbers</p> <ol style="list-style-type: none"> 1. Beth Casey, Chief Executive Officer, (304) 767-1175 2. Jessica Richards, Chief Operations Officer, (304) 634-9477 3. Denise Hershey, Chief Financial Officer, (304) 542-0968 4. Headquarters, (304) 345-7722 or (800) 756-7616 Open Monday - Friday, 8:30 am - 4:30 pm
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