



## Crisis Management Planning

### ABOUT CRISIS MANAGEMENT

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These questions are phrased in terms of a crisis that is a natural disaster, major fire, train derailment and other such crisis situations. They may be adapted for dealing with an organizational crisis (for which the Questions on Risk, Strategy and CAO Succession may also be relevant).

### PLANNING FOR A RESPONSE

1. Is the municipality's Emergency Response Plan up to date? When was the last exercise to practice the Plan?
2. Who is the person in charge of implementing the Plan in the event of a crisis? Do we understand the role of Council and any role assigned to individual Councillors in the Plan?
3. Is there a "hot line" for people to call who need immediate assistance? How often is it tested?
4. Who is the official media spokesperson in the event of a crisis?

### UNDERSTANDING THE CRISIS

*(These are questions on which the Chief Administrative Officer should brief Council.)*

5. What is the crisis?
6. How could it affect the municipality's ability to deliver services?
7. What is the public safety impact of the crisis?
8. Are the required resources available/being acquired to respond effectively to the crisis? Maintain/resume municipal services? Protect public safety?
9. How is the public being informed of the crisis and the response? How will Council be kept up to date?
10. For Councillors who do not have an assigned role in the Plan, are there volunteer responder opportunities so that they feel involved in the response?

### ASSESSING AND EVALUATING CRISIS MANAGEMENT

11. Did Council, the CAO and other officials involved function effectively as a team?
12. Were there any early warning signals that this crisis should have been anticipated? Were preparations made in response to those signals? Did the preparations mitigate the crisis results?

13. Was the Emergency Response Plan followed?
14. Did the Emergency Response Plan work? What needs to be updated/changed/strengthened?
15. Were all Councillors kept informed?
16. Was there effective communication with the public and other stakeholders?
17. Was our CAO prepared to respond effectively to the impacts on our municipal organization?  
Were basic services maintained/restored in a realistic timeframe?
18. Was Council able to make any decisions required of it? If not, why not?
19. Was this situation preventable? What needs to be done to mitigate the impact of future events like this?
20. What did we learn from this situation?