

Crisis Management of Events that Will Impact your Emergency Management Program

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Crisis = Opportunity

- ***“How Can I Be Sure In A World That Is Constantly Changing...How Can I Be Sure”***
- **Opportunity to recognize the turning point in events.**
- **Opportunity to avoid the crisis, or face it from stronger position.**



Examples of EM Program Crises

- Leased facility brings unexpected hazards on your site.
- City permits residential development near your high hazard site.



Examples of EM Program Crises

- Labor dispute impacts your ERO.
- Life-flight refuses to serve your facility.
- Community college pulls out of agreement to use facilities for JIC.



Early Recognition

- Eyes wide open to details & big picture
- Keep an active informal network—internal and external



Early Recognition

- Link to formal change management systems, eg. MOC
- Connect the dots when situations do occur



Discussion of Crisis Examples

- Early detection opportunities?
- Internal interfaces to support early recognition?
- External interfaces to provide early recognition?



Discussion of Crisis Examples

- Management processes that could help in early detection?
- How could early recognition make a difference?



BE AWARE or BEWARE

“Oh, my!”

Or

How do all these things connect?



Connecting the Dots

- Complacency is not allowed
- What are my hazards – Really!
- EM does not have a NEED to KNOW !?!
- POD / PORC / ? – Gee, I never attend.
- I like my office – why go to the Field ?
- RadCon / IT / Security is Responsible

