

THINKING THE UNTHINKABLE



July 2018

FIRST RESPONSE PROTOCOL

The first hour of a crisis

Roles & Responsibilities	Confirm respective roles and responsibilities including any cover for absences; recap on standard process/protocols and any technical support needed to establish secure communications among remote CMT members.
Facts	What is known and what more is needed to be known? Get as much information as possible. Ensure all parties share the same set of information.
Assumptions	What is believed to have occurred or contributed to the situation?
Scenarios	Worst case and most likely . (Consider first as individuals and then brainstorm. Don't discount anything, and then bring together.)
Priorities	Establish priorities including staff welfare, information requirements, and immediate tasking.
Response Options	Consider the range of options available. What needs to be done now and what can wait ?
Objectives)	Set objectives (i.e. what indicators must be achieved to solve the problem and return to normal business).
Stakeholders	Whose crisis? Identify the range of stakeholders and prioritize them according to the interest/influence they have.
Key Messages	Establish the messages that must be conveyed to stakeholders and who is responsible for preparing and communicating. Identify who the main contact point is for each stakeholder.
Review	Review at the end of the hour.





Scenario

Yesterday, at 3:20 p.m. an SUV zoomed past a busload of US college students and forced the bus to stop on a remote stretch of highway. Five men in street clothes – most with pistols and one carrying an automatic weapon – jumped out of the SUV and immediately began firing into the air.

The attackers forced open the bus doors, pulled the driver out of the vehicle, one leapt behind the wheel, and drove



Scenario

Thus, began a five-hour ordeal in which the group from OMG University was robbed and five young women were sexually assaulted. US embassy officials stated that the site of the attack was known as a dangerous rural road that they would have strongly advised OMG University against taking, had they known of the itinerary.

The incident has raised questions about University responsibilities

Reasonable Measures

Reflecting on the scenario and your own experience what measures should OMG University have had in place prior to sending students and faculty on this trip?

(20 minutes)

Response

Imagine you are the OMG University Education Abroad Administrator.

- What are your concerns?
- Who are the stakeholders?
- What immediate actions would you take?
- Who would you notify?

(40 minutes)

Personal Reflections

- List three things that you learned about critical incident management that you can apply in your role.
- Let's discuss

(20 minutes)