

Homewood -Flossmoor Park District

Crisis Management Plan

A step-by-step Guide to Managing A Crisis Situation...
So that the Situation Doesn't Manage You!



Compiled with assistance from the
Park District Risk Management Agency

Revised:

1997, 1998, 2001, 2002, 2003,
2004, 2005, 2006, 2007, 2008, 2009
2013, 2015, 2016, 2017, 2018, 2019
June 2020

A handwritten signature in black ink, appearing to read "Dallas Collins", is written over a horizontal line.

Dallas Collins, Board President

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Homewood-Flossmoor Park District Crisis Management Plan

What is a Crisis?

A crisis is a situation or event that causes, or has the potential to cause, public or media concern. It could be, among other things, accidental drowning, allegations of abuse, a severe vehicle accident, or a criminal act that occurred on agency property. The potential crisis list is endless. **If you know of a situation or event that could be of concern to the public or media, please contact the head of the Crisis Team immediately.** The Homewood-Flossmoor Park District has appointed the Executive Director, Debbie Kopas, as head of its Crisis Team. This person will decide whether the crisis plan needs to be implemented or whether the situation needs to be monitored and handled carefully. If the head of the Crisis Team is not available, a potential or immediate crisis should be reported to any Department Head. Do not report a crisis situation via voicemail, text, social media, or email as time may be of the essence, and you should communicate directly to an authorized person about a potential crisis situation.

Crisis Team/Chain of Responsibility

In the event that the designated Crisis Team Head is absent, the following chain of responsibility will be followed in descending order. The first available staff position listed below will take temporary responsibility for implementing the agency's crisis communication plan. All decisions and public responses should come through a consensus of the Crisis Team members.

The following is a list of the Crisis Team members and the chain of responsibility order for Crisis Team Head, which will depend on who is available and the location of the crisis.

1. Executive Director
2. Superintendent of Recreation / Ice Arena Manager*
Superintendent of Finance & Administration*
Superintendent of Parks & Planning*
Racquet Club Manager*
Manager of Irons Oaks*
Superintendent of Coyote Run*
Coyote Run Manager*
Marketing & PR Manager
3. Human Resources Manager

* Position 2 members float depending on the location of the crisis incident.

A chain of responsibility must be established for designated spokespersons. Spokespersons will be responsible for making official statements to the media of behalf of the Crisis Team and coordinating the dissemination of public information via social media and the Park District website. All listed spokespersons should review their duties on a periodic basis to help ensure their preparedness in the event of an unexpected crisis.

The following is a chain of responsibility list for agency spokespersons:

1. Executive Director
2. Department Head in charge of facility where crisis occurs.
3. Superintendent of Finance & Administration
4. Marketing & PR Manager

General Action Steps to Take When a Crisis Occurs

1. Whenever a crisis occurs that involves injury or property damage, the first responsibility of the Crisis Team is to ensure that the agency's emergency response plan is implemented, local EMS services are contacted, and any other actions are taken to minimize further loss. It is not recommended that any statements be made to the media until the Crisis Team has had time to fully assess the crisis and its impact on those involved.
2. Stay calm and in control. Notify employees that a crisis exists and that all information about the crisis needs to be immediately communicated to the Crisis Management Team. Notify the head of the Crisis Team at once and provide all known details. The head of the Crisis Team will direct actions depending on the severity of the crisis, the need for immediate information, and the time of day. If contacted, members of a Crisis Team must report to the administration building or other designated location immediately.
3. PDRMA and the Agency Attorney, Steve Adams, should be immediately contacted in all crisis or potential crisis situations. If applicable, an Accident Report Form should be submitted to PDRMA within 24 hours.
4. Depending upon the situation, contact the governing Board President to make him/her aware of the situation, followed by notifying other available Board members.
5. Continue to obtain and compile accurate information as quickly as possible so the Crisis Team can disseminate accurate information to the media, if warranted. PDRMA must be involved in the investigation. Document all events surrounding the crisis. Staff should be assigned to monitor (and videotape if possible) television news reports. In addition, local news radio stations should be monitored to gather facts being reported. Any staff directly involved should be interviewed by the Crisis Team as soon as possible. The Crisis Team may appoint fact gatherers to verify all facts necessary for the preparation of written press/media releases, an official meeting with the press, meeting with relatives, and other affected parties. Once a statement has been approved by the Crisis Team the PR Manager will post on the website, Facebook and other social media if appropriate.
6. Establish a Clerical Team to answer phone calls and emails, monitor social media outlets, and relay any pertinent information to the Crisis Team. The Clerical Team, as well as the entire Crisis Management Team, should document all information received: who called, their title, time of call, return phone number, or email address.
7. The designated spokesperson may address the media after a statement has been prepared by PDRMA and the Crisis Team. The designated spokesperson should speak on behalf of the agency and fault should not be discussed. (In certain instances, the Crisis Team should not disseminate information to the press or make a public statement.)
8. Depending upon the type of crisis, a press release may be prepared by the Crisis Team and presented to the media and posted on website, Facebook, etc.

Specific Action Steps for Crisis Team

During a crisis, it can be difficult for the Crisis Team to know where to start in the information gathering process. The following is a list of questions that should be addressed in order to begin the process of responding to a crisis. Depending upon the circumstances, there may be much more information to gather.

1. When appropriate, have the proper authorities been notified? (Police, fire, poison control, EPA, utility companies, etc.)
2. Have the agency attorney and board members been notified?
3. Has PDRMA been notified?
4. Have victim's families been contacted?
5. What outside parties should be notified? (i.e. - Vendors, Contractors - anyone involved with the occurrence).
6. Has the crisis situation been fully investigated? What is the potential for a secondary crisis?
7. Are damage estimates accurate?
8. How can the Crisis Team assure the public that the crisis is under control?
9. Will a formal press conference be appropriate and/or necessary? When: Where:
10. Has the spokesperson been updated with current information and tested with anticipated media questions?
11. Will a crisis center need to be established? Where?
12. Have false statements been reported by the media that should be balanced with facts?
13. Have photographs or videotape been taken to document the damage?
14. Is it necessary to contact the EAP or other counseling services for employees or public involved in the crisis?

Members of the Crisis Team and Their Roles:

Agency Executive Director Duties (Executive - Official Spokesperson and Crisis Team Head)

The Agency Executive Director will be responsible for the overall coordination of the agency's crisis management plan. She will be the primary voice of the park district throughout the crisis, but may request that others with more knowledge of the affected department operation also speak to the media.

Department Head Duties (Recreation and Ice, Racquet, Irwin, Pools, Parks, Irons Oaks, Golf)

The appropriate Department Head will coordinate the processing of incoming information such as witness statements, employee statements, in-coming phone calls, radio reports, television reports, accident investigation results with the safety coordinator and PDRMA. The Public Relations Manager will assist them in their tasks. Department Heads are responsible for establishing the following:

- Exactly what happened?
- Who was/is involved?
- Where did the incident occur?
- Why did it happen?
- What is currently being done to control or minimize the existing crisis?
- If the answers to the above questions are not known, when will they be known?
- Update the official spokesperson about changes in the situation as they occur.

All staff involved should be moved to a separate area as soon as possible. This is intended to make them feel comfortable and isolate the staff from the press, customers, family, friends, etc. While removed from the crisis, the Department Head can assess what steps should be taken next. Staff statements should be recorded and witnesses identified. The Department head may determine whether the staff will need professional intervention. If at all possible, PDRMA should talk with the staff involved. The Safety Coordinator may assist with this step.

Superintendent of Parks & Planning Duties

The Superintendent of Parks should ensure that the Crisis Management Team has access to the necessary buildings, facilities, and power sources. Depending upon the crisis, the Superintendent will coordinate efforts with the Village Public Works Department, Police Department, Utility Companies, etc.

If directed by the Crisis Team Head, the Superintendent of Parks & Planning will establish a media center. When applicable, the media should be guided to a designated location so they can monitor the crisis and receive the most up-to-date information on the crisis situation. The Superintendent of Parks & Planning will also work with the Public Information Supervisor to obtain any needed audiovisual equipment.

Supervisor Duties (Pool, Camp, Recreation and Ice, Racquet & Fitness Club and Golf Staff)

Agency supervisory staff may be assigned to assist the director, superintendents, Crisis Team, safety coordinator, or clerical staff. Some potential assignments may include:

- Providing specific information on a program or facility.
- Organizing public, staff involved in incident.
- Help assemble accurate information and formulate accurate answers to questions.
- Assist the spokesperson in responding to inquiries as directed.
- Record and date all statements given to the media.
- Social media site information/website updates.

Safety Coordinator Duties (Safety Coordinator and Safety Committee)

- Make initial and immediate contact with PDRMA.
- Assist PDRMA with investigative efforts.
- Coordinate the identification of witnesses and gather contact information.
- Take photographs and preserve any evidence.
- Contact the necessary governmental agencies when applicable (i.e. EPA following chemical spills, Illinois Department of Labor following the death of an employee, etc.)
- Obtain, compile, or present pertinent safety documentation or practices conducted by the agency.
- Complete the Accident/Incident Report Form which should be emailed to PDRMA (newclaims@pdrma.org) within 24 hours. The Safety Coordinator will be responsible for gathering employee statements in a narrative format to supplement the accident report form.
- Review the accident circumstances and causes and decide a course of action to eliminate, or hopefully, prevent a similar situation from occurring in the future. This information will be presented to agency staff after the crisis is controlled.
- Coordinate the dissemination of information to Office Staff Coordinator and others on the Crisis Team.

HR Manager Duties

(In the absence of the HR Manager, to be completed by the Superintendent of Finance & Administration)

- Contact EAP services or other counseling agencies as directed by the Crisis Team Head.
- Work with EAP to coordinate counseling.

Marketing & PR Manager Duties

Marketing & PR Manager ensures consistency in information and efforts at all facilities.

- Provide a script with the most current information.
- Assign staff to monitor and record radio and T.V. broadcasts.
- Monitor incoming calls and visitors.
- Prepare for press conference.
- Refer inquiries to website/Facebook statement.

Office staff may include: Receptionists, secretaries and other service desk staff.

Answers telephone inquiries associated with the emergency and screens reporters, photographers, or others who arrive unannounced at the Administration Building. Before answering any questions, obtain the following information and keep a log of the calls and media visitors:

- Name of the person who is calling or visiting.
- Title and organization.
- Name of the newspaper, radio, or TV station (if applicable).
- Telephone number where the inquirer can be reached.
- Nature of inquiry.
- Reporter's deadline (if applicable).
- Email address of person, if applicable.

Spokesperson Duties (Executive Director)

The official spokesperson will present official, accurate information to the media on behalf of the agency, when appropriate. The agency is not obligated to share any information with the media. However, the term “no comment” can lead the media to look for unreliable sources of information. In limited circumstances, it may be prudent not to discuss the crisis with the media pending further investigation. The designated spokesperson should have an in-depth knowledge of the organization, be a good public speaker, present oneself in a professional manner, and be trained as a spokesperson

On behalf of the agency and Crisis Team, the spokesperson should present factual information to the media at the crisis location, or at a press conference. It is best to begin any interview by reading a prepared statement to accurately present the agency’s response to a crisis.

The spokesperson should refrain from answering any questions when verified facts are not available. In addition, spokespersons should never:

- Release victim information until family members are notified;
- Speculate on liability, damage costs, causes, etc. (until verified);
- Fix blame on others or mislead;
- Speak off the record.

The spokesperson should admit that a crisis has occurred, and highlight what steps are being taken to control it. The spokesperson should:

- State the facts surrounding the crisis;
- Highlight rescue efforts;
- Highlight positive safety record;
- Use the media to tell the agency’s story;
- Balance any false statements made by the public or others.

An effective means of preparing for a spokesperson’s role is to conduct a simulated press conference.

When a spokesperson is confronted with a difficult question it is best to respond by stating (the question) is still under investigation and that additional information will be released when available. This will give the spokesperson and the Crisis Team additional time to confirm facts, gather additional facts and formulate a specific answer to the difficult question.

The spokesperson would keep agency employees informed regarding the facts of a crisis when appropriate. Failure to inform employees can lead to the release of misinformation, speculation and false rumors.

Role of Board Members and Elected Officials

It is recommended that board members and elected officials not make any statements to the news media until after meeting with the Crisis Team. It is recommended that any statements made to the news media only come through a designated spokesperson.

Role of Employees in Dealing with the News Media

In a crisis situation, all information should be released from members of the Crisis Team through the designated spokesperson for the agency. Reporters may approach employees who are knowledgeable

of the event or who are witnesses to the event. Employees would direct reporters and others to the agency spokesperson for their information.

Listed below are some guidelines employees can follow when talking with reporters.

1. If a reporter questions you, you are not required to give an interview. If you are uncomfortable, you can say, "I'm not the best person to answer that question. You may want to discuss this with (state proper person), the agency's official spokesperson."
2. It is acceptable not to know the answer to a question. Just openly admit, "I don't know." Direct the reporter to the spokesperson who may have the answer.
3. It is okay to express sympathy for any persons injured during a crisis. However, employees should direct any specific questions concerning the crisis to the agency's spokesperson.
4. Don't say, "No comment." Reporters may interpret the "no comment" phrase to imply guilt and reluctance to talk with the media. You can say "at this time, it would be premature and speculative to discuss the matter pending further investigation."
5. Don't say anything you don't want to see in print. A negatively phrased "joke" loses its humor in print and can be very embarrassing when read later.
6. Never make an "off-the-record statement." The confidentiality of off-the-record statements cannot be guaranteed.

Media Relations Plan

Through direction of the Crisis Team Head, the spokesperson will coordinate all interactions with the media. In general, it is beneficial to communicate with the media when accurate information is available. In some cases it may not be prudent to present detailed information on a crisis to the media. The Crisis Team and legal counsel should make this decision. However, in some situations failure to make an official statement to the media or release information may lead to the media seeking alternative and unreliable sources of information.

The spokesperson may designate other individuals to be interviewed as appropriate, and will coordinate these interviews and be present for difficult questions. The agency's legal counsel or PDRMA's General Counsel should also be available to assist in answering certain questions.

After A Crisis - - Working with an Employee Assistance Program

Crisis such as violence, natural disasters, serious illness and fatal accidents are all considered to be critical incidents -- single events with the power to cause unusual psychological distress in healthy people. These kinds of crises can create traumatic emotional responses and dislocations.

After a critical incident, the Park Districts Employee Assistance Program (EAP) counselors can help determine the best course of action. They will assess the Park District's need and the needs of all involved and determine a plan of action. If appropriate, the EAP will send a trained professional on-site to defuse and debrief the situation with the staff.

and determine a plan of action. If appropriate, the EAP will send a trained professional on-site to defuse and debrief the situation with the staff.

There are normally two ways in which a clinical on-site response is delivered, either through Crisis Intervention Management or Critical Incident Debriefing.

Crisis Intervention Management helps to support the victims and affected employees by providing “emotional first aid,” observing behaviors and reactions from the staff, providing reassurance to management, and assessing the needs for a Critical Incident Debriefing (CID).

Critical Incident Debriefing (CID) - a group debriefing process typically occurring within 24 to 72 hours after the crisis, when symptoms have had time to develop. The goal of the CID is for individuals affected by the crisis to be able to “tell their story” and relate their perspective of the incident. CID sessions can be highly effective in helping employees deal appropriately with trauma, and resume a normal work environment as quickly as possible.

In situations where only one or two employees may be affected by an event, individual sessions with an EAP counselor may be the most appropriate route. EAP professionals will help to determine which course of action to take.

Contacting EAP after a Critical Incident

A member of the Crisis Team will be responsible for contacting the EAP. The following steps describe what will occur once the call is made.

1. Contact the EAP (Work Place Solutions at 1-877-215-6614, www.wseap.com). Tell the intake counselor that there is an emergency. Tell him/her the nature of the crisis.
2. Inform the intake staff of your name and organization. Your call will be transferred to a crisis specialist or a crisis specialist will be paged.
3. If a crisis specialist is not immediately available, you will receive a call back from a specialist within 20 minutes.
4. The crisis specialist will ask you a series of questions about the incident and whom it has affected. The specialist will discuss with you their assessment of the most appropriate action to take.
5. Between the two of you, it will be determined which of the following three options is the most clinically appropriate:
 - Crisis intervention over the phone with a crisis specialist.
 - Crisis intervention arranged on-site immediately, or
 - Critical Incident Debriefing (CID) scheduled for 24 to 72 hours after the event

2. Confidentiality and privacy of the meeting needs to be stressed. Management may choose not to be present during the session.
3. Be clear and precise about the purpose of the meeting and who is to be included. Sometimes employees who aren't directly affected are still traumatized.
4. If rumors arise prior to the debriefing, arrange a group meeting to tell the specific facts to the employees. This can help aid in reducing further fears or anxiety.
5. In case of serious accident or a violent crime, it is usually better to intervene with the victim individually. Then a formal group debriefing can be held for the others. At a later time, another meeting may be conducted with the victim and the other employees, but only if the victim consents to the meeting.
6. Encourage employees to contact the EAP for their individual needs as well.

SAMPLE INITIAL PRESS RELEASE

The Homewood-Flossmoor Park District has recently been informed that on _____
(date of crisis)

at approximately _____, the following occurred:
(time of crisis)

(briefly describe crisis)

At this time, the specific facts and circumstances surrounding this event have neither been fully substantiated nor confirmed.

We are currently in the process of investigating this matter in full cooperation with:

(identify investigative authorities)

Pending the outcome of our investigation, and in fairness to the families and parties involved, it is premature to discuss this matter at this time.

In the interim, concerned or interested parties may contact _____
for further information or development dates. Information will be posted on our website when available.

If a press conference must be held or the press must be notified

NEWS MEDIA OUTLETS

TELEVISION STATIONS

Chicago Area

WGN	773/528-2311
WLS (ABC)	312/750-7777
WMAQ (NBC)	312/836-5555
WBBM (CBS)	312/899-2200
WFLD (FOX)	312/565-5532

CABLE OUTLETS

Village of Homewood subscribers Allisa Opyd	708/798-3000 events@homewoodil.gov
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Village of Flossmoor subscribers Amy Kent	708/798-2300 akent@flossmoor.org
--	--

PATCH

Tim Moran	Homewood-Flossmoor@patch.com tim.moran@patch.com
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HF CHRONICLE

Eric Crump	ewcrump@hfchronicle.com 630-728-2661
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Tom Houlihan	thoulihan@hfchronicle.com
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Marilyn Thomas	mthomas@hfchronicle.com
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NEWSPAPERS

Chicago Tribune	312/222-3232
Chicago Sun Times	312/321-3000
Daily Southtown	312/321-3000

RADIO STATIONS

Chicago Area

WBBM AM 780	800/784-6397
WGN AM 720	312/981-7200
WMAQ AM 670	312/729-3967

Post Crisis Evaluation Form

Attorney/Client Privileged Information

Everyone involved with the crisis situation should complete this questionnaire.

Name: _____ **Date:** _____
Position: _____
Department: _____

1. What was your role?

2. How did you learn of the incident?

3. Were you satisfied with how you were notified?

4. How could notification be improved?

5. Rank how you feel the Park District handled the crisis. (Scale of 1 – 10; 1 = poor, 10 = excellent)

6. How can the Park District improve its Crisis Plan?

7. How could this accident have been prevented?

8. What steps need to be taken to prevent a future incident?

Return this form to Safety Coordinator

Emergency Phone List

Agency Executive Director: Debbie Kopas

Time Called _____

Office 708/957-0300

Home 708/957-3962

Cell Phone 708/285-4594

Recreation Department Head: Stephanie Simpson

Time Called _____

Office 708/957-0300

Cell Phone 815/954-5641

Parks & Planning Department Head: Doug Boehm

Time Called _____

Office 708/957-0280

Home 708/957-0677

Cell Phone 708/954-7218

Racquet & Fitness Club Department Head: Eileen Rohrer

Time Called _____

Office 708/799-1323

Home 708/799-2178

Cell Phone 708/653-7027

Ice Arena Department Head: Stephanie Simpson

Time Called _____

Office 708/957-0100 (Ice Arena); 708/957-0300 (Goldberg)

Cell Phone 815/954-5641

Irons Oaks Department Head: Cheryl Vargo

Time Called _____

Office 708/481-2330

Cell Phone 708/340-8325

Safety Coordinator: Sharon Dangles

If Sharon Dangles is not available, contact safety coordinator alternates (Doug Boehm or Dave Ward)

Time Called _____

Office 708/957-0300

Cell 815/616-4383

Superintendent of Golf: Dave Ward

Time Called _____

Office 708/647-2520
Home 708/799-0895
Cell 708/932-9008

Golf Manager/Pro: Tom Denklaue

Time Called _____

Office 708/957-8700
Home 630/762-8331
Cell 630/440-7607

PR & Marketing Manager: Darren Jasieniecki

Time Called _____

Office 708/957-0300
Cell 219/808-2133

Human Resources Manager:

Time Called _____

Office 708/957-0300
Cell

Irwin Center Manager:

Time Called _____

Office 708/957-7275
Cell

PDRMA

Time Called _____

Office 630/769-0332
Fax 630/769-0449

PDRMA After Hours – answering machine will give emergency number

Park District Attorney**Steve Adams, Robbins Schwartz**

Time Called _____

Office 312/332-7760
Cell 630/890-9700

Governing Board President: Dallas Collins

Time Called _____

Home 708/957-1879

Cell 773/484-5008

Governing Vice President: Debbie Dennison

Time Called _____

Cell 708/218-2089

Board Member: Brent Bachus

Time Called _____

Home 708/798-1405

Cell 708/267-4660

Board Member: Steve Johnson

Time Called _____

Home 708/798-9579

Cell 312/404-5362

Board Member: Linda Ojode

Time Called _____

Home 708/960-4222

Cell 847/331-1982

Other Calls Made:

Name	Time
_____	_____
_____	_____
_____	_____

EMERGENCY NUMBERS

Flossmoor Fire Department	708/798-3885
Homewood Fire Department	708/206-3400
Flossmoor Police Department	708/957-4500
Homewood Police Department	708/206-3420
Environmental Protection Agency	800-782-7860 217/782-7860
Illinois Emergency Management Agency	217/782-2700 800/782-7860
Poison Control	800/222-1222
Chemtrec <i>(Immediate action information regarding hazardous material accidents)</i>	800/262-8200
ComEd	800/334-7661
Nicor	888/642-6748
Homewood Public Works	708/206-3470
Flossmoor Public Works	708/957-4100
South Suburban Humane Society	708/755-PETS (7387)

Appendix E – Statements of Admission and Social Media

(To be read or otherwise communicated to staff from Management)

In a tragedy such as the one that has occurred, it is important to remind everyone of the Homewood-Flossmoor Park District's communication policy. It is critical to the reputation of the Park District that all incident-related communications be accurate, appropriate and properly attributed. Only those employees officially designated by the Park District have the authorization to speak on behalf of the Park District. In this matter, Darren Jasienicki has been designated the Park District Spokesperson. Staff is expected to refer all media inquiries to the Marketing & Public Relations Manager as our Spokesperson. Should anyone from the media contact you, a simple and appropriate response would be: *"Please understand that the Marketing and Public Relations Manager has been designated as the Homewood-Flossmoor Park District Spokesperson. Kindly direct your inquiries to him."* You can then simply walk away, hang up the phone, or close the door. You have no obligation to talk to the media and should not feel pressured to do so.

Staff should be cautious in discussing the incident with family members, friends, residents and other third parties. Your communications may be inaccurate, misunderstood, misperceived, or result in rumors that can negatively impact the image of the Park District and our staff, and compromise our ability to defend potential litigation. Similarly, the Park District recognizes and respects the right of employees to use social networking, personal websites, texting and weblogs as a medium of self-expression. Again, only those employees officially designated by the Park District have the authorization to speak on behalf of the District. It is important to keep in mind that this matter is currently under investigation. Many facts remain unknown, and there is significant information that has yet to be confirmed.

Please be careful to avoid disclosing any information that may compromise the investigation, is confidential, or may violate privacy rights or privacy perceptions. Show proper consideration and respect to coworkers, the victim(s), our patrons and others. While we cannot prevent you from using social media, we strongly recommend you do not use it to discuss the incident or to discuss this incident in an inappropriate or counterproductive manner. Your perceptions or representations may not be accurate, may violate attorney/client privilege, may violate privacy rights, and can later be used against you or the Park District by the media or in a future lawsuit against the Park District. In short, remember that what you post will be around for a long time, so consider the content carefully.

The Park District and its Employee Assistance Program provider are available to you if you should need help coping with the incident. Please talk to your supervisor or the HR Manager if you have questions about this policy.



Accident/Incident Report

Attorney/Client Privileged Document

Form
01

1	Agency name HOMEWOOD-FLOSSMOOR PARK DISTRICT	Today's date
2	Date of Incident (mm/dd/yyyy)	Time of Incident (hh/mm a.m./p.m.)
3	Name of person completing report	Title of person completing report
4	Business phone number	Business email
5	How did the incident occur? (Provide a brief, factual description; do not speculate on fault, etc.) 	
6	Name of the location (park, pool, community center; <i>Ex. Smith Pool, Johnson Community Center</i>) or nearest intersection where the incident occurred. 	
7	Is there an address for this location? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown If yes, please provide the following: Street address _____ City _____ State _____ Zip code _____	
8	Location (Specify the exact type of location/facility where injury occurred. <i>Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.</i>) 	
9	Primary location (Specify exact location. <i>Ex. lap pool, cart storage, classroom, pavillon</i>) 	

BODILY INJURY

If an employee was injured, please submit the form for an Employee Injury (Form 04) type of incident.

10	Was a person injured? (<i>Ex. patron, citizen, participant, volunteer</i>)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
11	If yes, please provide the following information: Last name _____ First name _____ Address _____ City _____ State _____ Zip code _____ Home phone # _____ Work phone # _____ Cell phone # _____ Age _____ Sex <input type="checkbox"/> Male <input type="checkbox"/> Female			
12	Is injured person an agency volunteer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
13	Describe the injury (affected body part and type of injury; <i>Ex. contusion, bruise, laceration, sprain, break, etc.</i>) 			
14	Did injured person make any statements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
	If yes, what did injured person say? _____ 			



Accident/Incident Report

Attorney/Client Privileged Document

Form
01
(pg. 2)

15 Was first aid administered? Yes No Unknown

Name and position of person who administered first aid _____

What first aid was given? _____

Did first aid involve AED and/or CPR? Yes No Unknown

If yes, please submit a PDRMA post-AED form.

Were paramedic services offered?

Called and refused (at scene by patron) Yes Offered and called Yes

Offered and refused Yes Offered, refused, called by agency anyway Yes

Unable to respond and called Yes

Were police called? Yes If yes, please provide the following information.

Name of police department _____

Name of officer _____

Do you expect this person to submit a claim? Yes No Unknown

PROPERTY DAMAGE

16 Was property damaged as a result of this accident/incident? Yes No Unknown

17 If yes, how was the person involved in the accident/incident?

Owner of property adjacent to park district

Vehicle owner Patron Other

18 Last name (or business name) _____ First name (not necessary if business name) _____

Address _____

City _____ State _____ Zip code _____ Phone number _____

Describe the property damage _____

WITNESS INFORMATION

19 If there was a witness(es) to the accident/incident, please provide the following information:

Last name _____ First name _____

Address _____

City _____ State _____ Zip code _____ Phone number _____

20 Did witness make any statements? Yes No Unknown

If yes, what did witness say? _____

21 Where was witness when the accident/incident occurred? _____



Accident/Incident Report

Attorney/Client Privileged Document

Form
01

1	Agency name HOMEWOOD-FLOSSMOOR PARK DISTRICT	Today's date
2	Date of Incident (mm/dd/yyyy)	Time of incident (hh/mm a.m./p.m.)
3	Name of person completing report	Title of person completing report
4	Business phone number	Business email
5	How did the incident occur? (Provide a brief, factual description; do not speculate on fault, etc.)	
6	Name of the location (park, pool, community center; <i>Ex. Smith Pool, Johnson Community Center</i>) or nearest intersection where the incident occurred.	
7	Is there an address for this location? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown If yes, please provide the following:	
	Street address _____	
	City _____	State _____ Zip code _____
8	Location (Specify the exact type of location/facility where injury occurred. <i>Ex. maintenance garage, sports field, aquatic outdoor, golf course, etc.</i>)	
9	Primary location (Specify exact location. <i>Ex. lap pool, cart storage, classroom, pavillon</i>)	

BODILY INJURY

If an employee was injured, please submit the form for an Employee Injury (Form 04) type of incident.

10	Was a person injured? (<i>Ex. patron, citizen, participant, volunteer</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
11	If yes, please provide the following information:	
	Last name _____	First name _____
	Address _____	
	City _____	State _____ Zip code _____
	Home phone # _____	Work phone # _____ Cell phone # _____
	Age _____	Sex <input type="checkbox"/> Male <input type="checkbox"/> Female
12	Is injured person an agency volunteer?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
13	Describe the injury (affected body part and type of injury; <i>Ex. contusion, bruise, laceration, sprain, break, etc.</i>)	
14	Did injured person make any statements?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
	If yes, what did injured person say? _____	

15 Was first aid administered? Yes No Unknown

Name and position of person who administered first aid _____

What first aid was given? _____

Did first aid involve AED and/or CPR? Yes No Unknown

If yes, please submit a PDRMA post-AED form.

Were paramedic services offered?

Called and refused (at scene by patron) Yes Offered and called Yes

Offered and refused Yes Offered, refused, called by agency anyway Yes

Unable to respond and called Yes

Were police called? Yes If yes, please provide the following information.

Name of police department _____

Name of officer _____

Do you expect this person to submit a claim? Yes No Unknown

PROPERTY DAMAGE

16 Was property damaged as a result of this accident/incident? Yes No Unknown

17 If yes, how was the person involved in the accident/incident?

Owner of property adjacent to park district

Vehicle owner

Patron

Other

18 Last name (or business name) _____ First name (not necessary if business name) _____

Address _____

City _____ State _____ Zip code _____ Phone number _____

Describe the property damage _____

WITNESS INFORMATION

19 If there was a witness(es) to the accident/incident, please provide the following information:

Last name _____ First name _____

Address _____

City _____ State _____ Zip code _____ Phone number _____

20 Did witness make any statements? Yes No Unknown

If yes, what did witness say? _____

21 Where was witness when the accident/incident occurred? _____

Suggestions for Speaking With Bereaved Individuals

Supporting bereaved individuals can sometimes be difficult and uncomfortable. You may feel tongue-tied and unsure of how you can help. Although you can't change the reality of the loss, your presence may be more important than you'll ever know. Nothing can take away a bereaved person's pain. However, being available will give comfort during the critical grieving process. People with strong social support tend to cope better after a significant loss. Below are a few suggested dos and don'ts to consider before speaking to individuals who have lost a loved one.

Dos

- Reach out and show your concern and compassion. If you find yourself struggling for the "right" words, don't worry. Be genuine and say something like, "I'm not quite sure what to say, but I want you to know that I care. I'm so sorry for your loss."
- Ask if the person wants to talk, and then be available to listen. Put aside your cell phone, and don't try to multitask; just focus and listen. Give the person your full attention. You don't have to say much; try to be comfortable with any silences.
- Allow people to express whatever they are feeling at the moment and are willing to share. There is no "right" way to grieve. Some people cry, some get angry and still others don't outwardly express any emotion. Grief has been compared to being on a roller coaster with its accompanying emotional ups and downs. Accept and acknowledge their feelings without judgment, even if you don't understand or haven't experienced those feelings yourself.
- Let the bereaved individuals move the direction of the discussion. They may want to speak about their loved one or talk about the details of the death. On the other hand, they may want to take a break and enjoy the distraction of taking a walk with you or hearing about your family instead.
- If you knew their loved one, share something you admired or appreciated about the person. They will find comfort in hearing such positive memories.
- Participate in the visitation, funeral, or memorial to show your support and concern.

Don'ts

- Don't give unsolicited advice about how the grieving individuals should feel or what they should do. Don't assume you understand what they are going through; you may be way off base. This is a time when you won't be able to fix the problem.
- Avoid saying "You're so strong," which puts pressure on the bereaved to hold in feelings.
- Don't change the subject when they mention their loved one. You may want to protect them from experiencing more pain, but you can't. If they feel comfortable talking to you, don't stop them from taking the opportunity to do so.
- Don't share stories of your own losses, which can come across in an insensitive way to the bereaved.
- Don't try to find something positive about the death. Avoid making statements like "It is God's will," "She's in a better place," or "Now you can get on with your life." Such comments can be misunderstood and stir up anger, resentment, or confusion. Unless asked, keep your beliefs to yourself.

Next Steps

Although there are many tasks that need to be done following the death of a loved one, grieving individuals frequently do not have the energy or concentration to complete them. Not wanting to be a burden or imposition, they often will not ask for help. Consider reversing the order, being proactive and reaching out to them with specific offers instead.

Here are some suggested ways you can help. Ask the bereaved individuals if you can

- Communicate the news of the death and funeral or memorial service arrangements to people you know in common
- Help to make the funeral or memorial service arrangements
- Run errands, shop for food, or cook a meal
- Mow the lawn or perform other outside garden tasks
- Do household cleaning or laundry
- Babysit or pick up the children from school or other outside activities
- Care for any pets

With time, many people stop sending cards, calling, or visiting. However, the grieving process persists, sometimes for years. Continuing to reach out to bereaved individuals may be more important at this period of time than immediately after their loved one's death, when many family, friends, and neighbors initially came forward. Be mindful of the sensitivity that holidays and anniversaries provoke. You may want to touch in with them before those special times. Asking if they need anything will be much appreciated.

EMPLOYEES MAY SPEAK TO A LICENSED COUNSELOR, 24/7 AT 877-215-6614

Sources

Hospice Foundation of America. (n.d.) *Grief and the workplace*. Retrieved July 9, 2014, from <http://hospicefoundation.org>

Turner, J., & Lerner, S. (2012). *Grief at work: A guide for employees and managers*. [Brochure]. Washington, DC: American Hospice Foundation. Retrieved July 9, 2014, from <http://americanhospice1.files.wordpress.com>

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