



The American Classical League

Crisis Plan

Organizations have a legal duty of care to put participant safety first and foremost in planning events and during the event itself, taking vulnerabilities into account. However, unexpected events happen, and the leadership must react thoughtfully to care for all participants.

ACL's Crisis Management Team

In this document, the term ACL includes JCL, ETC, and any ACL-sponsored activity.

The Crisis Management Team (CMT) has been established as an administrative decision-making group to respond to critical incidents that may occur. This team is essential to identify what actions should be taken in the event of an organizational crisis and to assist with decision-making, communication flow, and operational response capability.

ACL's Crisis Management Team is comprised of:

- Executive Director
- ACL President
- Chair of the committee in charge of the event (for example, ACL VPPI, NJCL Chair, or Convention Advisor)
- Communications – ACL Secretary and/or Communications Chair for NJCL or ETC
- The Chair of ACL's DEI Committee or their designee

The event chair will contact the CMT before an event to remind them of their responsibilities.

The job of this team is to come up with a plan of action, affirm the chain of command, and decide who the appropriate spokesperson(s) should be in order to protect the integrity, reputation, and funding of ACL.

The Crisis Management Team may also include other staff or individuals as determined by the Crisis Management Team.

The CMT will be in contact with the event venue team, such as a host University, hotel, or school.

ACL Crisis Protocol

In the event of an incident that could be considered a crisis, staff and volunteers should first think of their own safety and that of participants. Call 911 if you or others are in danger. Once out of danger, staff or participants should tell their immediate supervisor or the Executive Director about the incident. Immediate supervisors who are told about an incident are called upon to use their judgment if a crisis requires immediate notification of the Executive Director. If you are somewhat uncertain as to whether to report it or not, we suggest you err on the side of caution and report it.

After the Executive Director has been notified of the incident, they make a decision on whether to convene the Crisis Management Team. All members of the CMT will have a copy of this Crisis Plan to rely on in such circumstances.

Once called, the members of the CMT will set aside all other duties and place the critical incident as their top priority. It is the responsibility of each member of the Crisis Management Team to provide for an alternate individual to carry out assigned responsibilities in their absence.

At the first meeting, the team will designate one member who will be the “record keeper” for the team. This member will document key information during the crisis and afterward. All team members will use great care in what is written and documented, especially what is communicated via email.

Message Discipline

During the time of notification and assessment some staff, volunteers or participants may be aware that an incident has occurred or is ongoing. It is important that ACL’s leaders not engage in conversations with other friends, allies, etc., until such time as you receive some direction or information from the CMT. This includes social media communications, which could unintentionally make the situation worse. The CMT will keep everyone informed, as needed, and will be creating a communications plan and strategy.

Situational Assessment

Once called, the CMT will assess the situation, determine all known facts, and begin delegation of work. The following questions should be to help develop an appropriate crisis response:

- 1.) What is known, and who already knows it?
- 2.) What immediate steps need to be taken?
- 3.) What additional information is needed, who will get it, and when will it be available?
- 4.) What do we think might happen next?
- 5.) Who on staff or the Board needs to be notified or involved?
- 6.) Do we need to notify legal counsel, insurers, or authorities?

- 7.) Are there key allies who should be notified and when?
- 8.) Is there a need to notify members and/or stakeholders?

Communication with the hosting venue will supply the team with the necessary information, such as evacuation plans, safe spaces, or other resources.

Plan Implementation

Once the situation has been assessed and a plan developed, the CMT will communicate with staff and volunteers what their roles and responsibilities are. In a crisis, the situation may change and roles and responsibilities may change to meet the new demands.

In the event of a national, state, or city emergency:

During a disaster, both modes of communication may be down at times. The Executive Director's cell number (513) 461-1301 should be saved in the phone of the organization's leadership. Expect delays in communication.

Post Crisis Evaluation

When the crisis has been resolved the CMT will meet to evaluate their management of the crisis and prepare a report for the Board.

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