

Employee Crisis Safety Protocol

This playbook outlines the necessary steps to ensure the physical and mental wellbeing of employees during a crisis. The focus is on establishing and following protocols that prioritize employee safety, provide support, and maintain clear communication.

Step 1: **Crisis Identification**

Assess the situation to determine if it qualifies as a crisis that could affect employee wellbeing. Consider factors such as imminent danger, potential for harm, and the level of impact on company operations.

Step 2: **Alert Employees**

Notify employees of the crisis using the fastest and most reliable communication channels available. Provide clear and concise information, including the nature of the crisis and immediate actions to be taken.

Step 3: **Activate Response Plan**

Implement the organization's emergency response plan which should outline specific roles and responsibilities, evacuation procedures, and contingency plans.

Step 4: **Physical Safety Measures**

Take necessary steps to secure the physical safety of all employees. This could include evacuations, shelter-in-place orders, or other measures consistent with the assessed risk.

Step 5: **Offer Support Resources**

Provide employees with access to support services such as counseling, medical assistance, or other resources to help manage emotional and psychological stress.

Step 6: **Ongoing Communication**

Keep lines of communication open with regular updates about the status of the crisis and additional instructions or support as needed.

Step 7: **Crisis De-escalation**

As the crisis stabilizes, focus on transition strategies to resume normal operations safely. Assess any ongoing risks and provide guidance for a phased return to work if necessary.

Step 8: **Post-Crisis Evaluation**

Conduct a thorough review of the crisis management efforts to identify lessons learned, opportunities for improvement, and to update the emergency response plan accordingly.

General Notes

Crisis Readiness Training

All employees should receive regular training on crisis response protocols to ensure prompt and effective action when needed.

Mental Health First Aid

Designate and train individuals within the organization who can provide immediate mental health support and understand when to refer employees for professional help.

Emergency Contact Information

Maintain current emergency contact information for all employees for use in a crisis and check regularly to ensure its accuracy.