

## **CRISIS MANAGEMENT POLICY**

March 2022

### **PURPOSE**

The Diving Plongeon Canada Board is aware that crisis situations may arise at any time. To ensure that crises are well-managed and result in minimal negative consequences to the organization, DPC will endeavour to resolve crises by instigating planned action and delivering appropriate responses.

### **DEFINITIONS**

“Crisis” means one or more unwanted or unexpected events leading to major disturbances and uncertainty which may cause significant harm to the organization or individual participants.

“CET” means DPC’s Crisis Executive Team

“CMP” means DPC’s Crisis Management Plan

“CRT” means DPC’s Crisis Response Team

“DPC” means Diving Plongeon Canada

### **CRISIS EXECUTIVE TEAM (CET)**

#### **Membership**

DPC shall establish a CET which will be composed of DPC’s president, COO, CTO and communications manager. A crisis management consultant and a legal consultant should be identified and ready to be part of the CET, if required.

Depending on the nature and location of a given Crisis, the CET may be called upon to assume the lead role in an identified Crisis, thus becoming a crisis response team (CRT), in accordance with the provisions of the CMP.

#### **Scope of Authority**

The CET is authorized to propose the spending of emergency funds that may not be in the regular operating budget.

#### **Responsibilities**

The CET shall:

- 1) Include crisis management detection as part of board agendas on a periodic basis.
- 2) Incorporate crisis management activities into DPC’s plans and priorities.

- 3) Incorporate risk management activities into the communication manager's job description.
- 4) Collaborate with staff to discuss identified areas of concern.
- 5) Collaborate with DPC staff to prepare the CMP (crisis management plan)
- 6) When appropriate, make and implement decisions rapidly during a crisis

## CRISIS RESPONSE TEAM (CRT)

The purpose of a CRT is to provide a centralized group of key people that can make and implement decisions rapidly during a Crisis.

### Membership

For each Crisis, the CET will designate a leader to serve as the primary leader and contact for the CRT. The designated leader will identify at least two other people who are willing to be actively involved in the resolution of the Crisis and be available to assist in a crisis situation as deemed necessary by the designated leader.

### Scope of Authority

With stewardship, social and financial responsibility, the CRT will aim to rapidly resolve and manage the effects of an identified crisis.

### Responsibilities

The CRT shall:

- 1) Have a designated leader
- 2) Identify at least 2 other key members
- 3) Clarify roles and responsibilities
- 4) Refer to the crisis management plan (CMP)
- 5) Ensure open and transparent communication with stakeholders
- 6) Ensure follow-up and reporting is submitted as required

## CRISIS MANAGEMENT PLAN

DPC will implement a CMP which will:

- Provide suggested actions to be taken by the CRT to maintain the organization's reputation and standing
- Give an overview of the roles and responsibilities of staff/volunteers during a crisis
- Provide direction to reduce the after-effects of any Crisis
- Assist any CRT to take quick and relevant actions appropriate to the situation.



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The CMP will include:

- principles/philosophy
- administrative actions
- criteria to determine the designated leader and CRT members
- sample response action plans
- communication plans

## RENEWAL

The CMP will be reviewed annually by the communications manager or after any crisis that required a response.

This policy will be reviewed every four (4) years or as determined by need.