

**Module 6: Roadside Assistance**  
**Topic 2 Content: Crisis Management**

**Crisis Management**



It is important to take measures to prevent a crisis, be prepared for the worst-case scenario, know the steps to take in response to a crisis, and understand the best way to recover from a crisis.

## Module 6: Roadside Assistance

### Topic 2 Content: Crisis Management

#### Have a Plan



**Have a Plan**

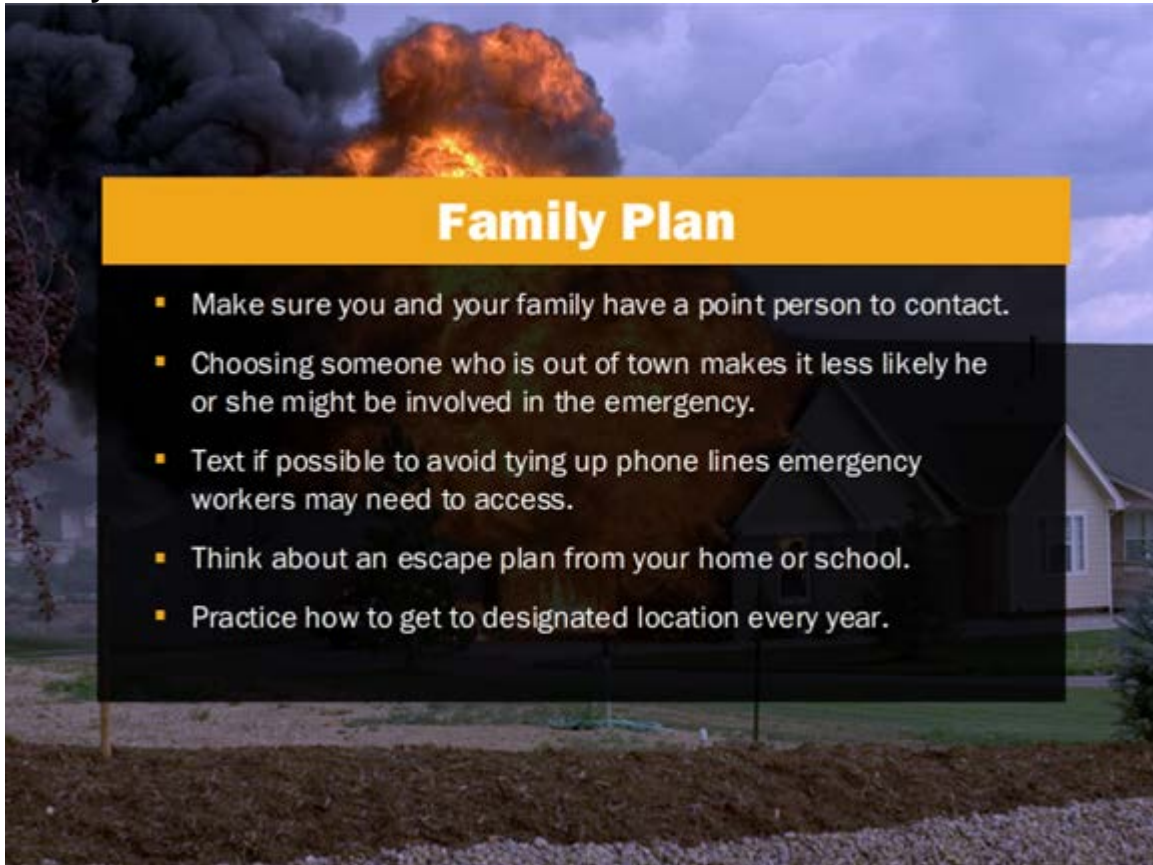
- Plans should be in place prior to an event.
- Before a crisis happens at school, a crisis management team should already exist.
- Examples of team members include: principal, nurse, psychologist, police department, or fire department.
- Each team member will have a specific job.

Because it is necessary to respond quickly during a crisis, plans should be in place prior to an event, that will help people anticipate needs during and after. Before a crisis happens at school, for example, a crisis management team should already exist. Some examples of team members may include a principal, nurse, psychologist, police department, or fire department. Each team member will have a specific job to do during and after the crisis.

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#### Family Plan



**Family Plan**

- Make sure you and your family have a point person to contact.
- Choosing someone who is out of town makes it less likely he or she might be involved in the emergency.
- Text if possible to avoid tying up phone lines emergency workers may need to access.
- Think about an escape plan from your home or school.
- Practice how to get to designated location every year.

Before a crisis happens, make sure you and your family members have a point person to contact. Perhaps consider choosing someone who is out of town, and thus less likely to be involved in the emergency. If you have the option, text your point of contact so you do not tie up phone lines emergency workers may need to access. Also, think about an escape plan from your home or school, and practice how to get to the designated location every year.

## Module 6: Roadside Assistance Topic 2 Content: Crisis Management

### Emergency Kit



In addition, create an emergency kit filled with the following items:

- Non-perishable food
- First aid kit
- Batteries
- Water-proof matches
- Hygiene items
- Water
- Battery-powered radio
- Flashlights
- Whistle
- Manual can opener

## Module 6: Roadside Assistance Topic 2 Content: Crisis Management

### Stay Calm



Regardless of who is managing a crisis situation, it is important to remember to stay calm, and help others do the same.