

# **Joseph T. Simpson Public Library Critical Incident Management Plan Adopted June 8, 2021**

## **Prior to Allegation/Incident**

- The Executive Director, Assistant Director, and Youth Services Coordinator serve on the Critical Incident Management Team.
- Educate all employees and volunteers on what to do if someone alleges current or historical abuse involving a library patron, employee, vendor, or volunteer.
- Ensure that all employees and volunteers know how to fulfill their duties as mandated reporters.
- Explain to all employees and volunteers how to complete incident reports.

## **Immediate Safety**

- Follow all mandated reporting requirements and contact the authorities as appropriate.
- Where applicable, prevent the accused from having further access to children until a thorough incident review is completed. Before beginning an internal incident review, verify with local authorities that this will not interfere with their investigation.
- If the accused person is an employee, follow progressive discipline procedures accordingly. This may involve suspending the accused during the investigation.
- When applicable, notify other employees.

## **Initial Communication Plan**

- The Executive Director will respond to all inquiries from parents, the media, and other stakeholders.
  - Prepare a short media statement in advance of getting a media inquiry.
  - All oral and written communication should speak with a voice of compassion and confidence.
  - All employees and volunteers will refer media inquiries to the Executive Director.
- As soon as possible, meet in person with identified victims and their parents/guardians.
  - Reassure them that we are taking this seriously and will fully cooperate with the investigation and follow recommendations after the investigation is completed.
- Host a parent/guardian meeting to speak directly with concerned families and directly answer any questions before rumors or misinformation is spread.
  - Communicate as much information as you can about the incident.
  - Provide information regarding the proactive steps leadership is taking in response to the incident.

- Describe resources you are providing families, and give parents a chance to ask questions.
- Provide parents with information about how to talk to their children about abuse.

### **Ongoing Communication and Response**

- Determine how to manage ongoing relations with authorities, parents, the community, and media.
  - Designate specific individuals in your organization to handle various communications and outreach efforts.

### **Promote Prevention at All Levels of the Organization**

- Educate parents on abuse prevention. Offer a workshop during which parents can learn how to protect their children from abuse.
- Provide a patron education program to all patrons involved with the Library on how to protect themselves from abuse and how to express concerns.
- Train all employees and volunteers on how to identify and report “red-flag” behaviors that do not rise to the level of suspected abuse.