

2 **Title: Crisis Management Plan**

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5 **Effective Date: New: Draft: April 27, 2011**

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7 **Scope:** This policy provides directions for responding to unanticipated incidents.

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10 **16.1 What is a Crisis Management Plan?**

11 16.1.1 A Crisis Management Plan is an organized procedure to respond to an unforeseen
12 incident.

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14 16.1.2 Wisconsin Swimming, Inc. is one of 59 Local Swimming Committees of USA
15 Swimming, Inc. which is a not for profit organization that provides education,
16 training, and competitive opportunities for swimmers at all levels and ages.

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19 16.1.3 This crisis management plan for Wisconsin Swimming, Inc. prepares for two
20 different types of incidents: a pool incident and a non-pool incident.

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23 **16.2 General Information:**

24 16.2.1 The Spokesperson for Wisconsin Swimming for any inquiry about an
25 incident is the General Chair (cell number and land line number)

26 16.2.2 Members of Wisconsin Swimming refer nay inquirer to the spokesperson
27 (General Chair) for the incident and provides his/her telephone numbers. The
28 spokesperson for Wisconsin Swimming:

- 29 A. Does not say “no comment” – Ever.
30 B. Returns telephones calls and e-mails promptly.
31 C. Is honest, relates only facts.
32 D. Shares information with the Wisconsin Swimming House of Delegates at its
33 next meeting – does not “Go Silent” or “Wait it out.”
34 E. Follows-up wit the person(s) involved with the incident as appropriate.

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37 **16.3 Pool Incident**

38 16.3.1 A pool incident may be a serious accident that occurs in the pool venue that shall
39 include the pool itself, spectator seating, locker rooms, rest rooms, swimmer
40 relaxation area, any cool down or warm up area, pool facility entrance, etc.

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42 16.3.2 The Meet Director, or designee, shall:

- 43 1. Know the location of the response procedure manual for the pool facility and
44 follow it when an incident occurs.
45 2. If no pool facility crisis plan is known or is incomplete, proceed as follows:

- 46 1. Know the location of the Life Guard on duty to contact the Life Guard quickly
47 when needed.
- 48 2. Know the telephone number for emergency help, especially if it is a number other
49 than "911;" if more assistance is needed than a Life Guard, call the emergency
50 number.
- 51 3. Know the facility entrance door closest to the pool, i.e., address or door
52 number/name or other means of describing the entrance closest to the pool to
53 provide to emergency response personnel.
- 54 4. Assign a person to meet emergency response personnel and lead them to the
55 incident site.
- 56 5. Assign a person to clear a path for the emergency response personnel to proceed
57 without hindrance from entrance to the incident site.
- 58 6. Insure that the parent(s) or guardian, when the person is a minor, is
59 knowledgeable about the incident.
- 60 7. Establish a crisis control center, likely in an office or large hallway
61 a. Assign a person(s) to promptly: (These records may be made in the crisis
62 control center)
63 b. Identify witnesses and obtain names, addresses, and telephone numbers of
64 witnesses to the incident; and
65 c. Record witnesses' relations to the person(s) involved in the incident;
66 d. Record witnesses' observations of the incident -- be obsessive about
67 getting details; and
68 e. Record date, time, and location of the incident as well as any reason for
69 the incident to have occurred.
- 70 8. Complete Wisconsin Swimming "Report of Incident" immediately after the
71 incident and submit to the Wisconsin Swimming Safety Coordinator, whose name
72 and address is given on the form.
- 73 9. Contact Wisconsin Swimming General Chair, Drew Walden (xxx-xxx-xxxx) and e-
74 mail (xxxxxxxxxxxx) provide information on incident and forward a copy of the
75 "Report of Incident."
- 76 10. Refer any inquiry to General Chair who functions as spokesperson for Wisconsin
77 Swimming and who:
78 a. Follows up with individuals involved with the incident; and
79 b. Reports on the incident to Wisconsin Swimming, Inc. Board of Directors
80 and to the House of Delegates at their next meetings.

82 **16.4 Illegal Incident**

- 83 16.4.1 An illegal incident may be the arrest of a Wisconsin Swimming, Inc. Officer,
84 initial investigation of an embezzlement, a law suit filed against Wisconsin
85 Swimming, Inc. or similar matter.
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- 87 16.4.2 The General Chair, unless he/she is personally involved with the incident, then the
88 Administrative Chair, is the spokesperson for Wisconsin Swimming, Inc.
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- 90 16.4.3 The General Chair:
91 A. Recruits legal counsel with knowledge in the subject of the incident;

- 92 B. See concurrence of the Executive Committee in his/her recommendation for
93 Legal Counsel.
- 94 1. Executive Committee members are the General Chair, who chairs the
95 Executive Committee, the Administrative Vice Chair, Senior Chair,
96 Age Group Chair, Finance Chair, Senior Athlete Representative
97 (by age), Coach Representative, and one other at large Athlete
98 Representative.
- 99 2. Executive Committee quorum is at least 4 members in attendance; and
100 including the General Chair with at least 3 days notice required.
101 (Bylaw 605.8)
- 102 C. Asks advice of Legal Counsel regarding any type of investigation, internal or
103 by whomever and follows through.
- 104 D. Completes written report for Board of Directors and House of Delegates with
105 a copy to USA Swimming.
- 106 E. Informs the Board of Directors and the House of Delegates of the incident at
107 their next meetings.
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110 **16.5 *Rented or Donated Facility Incident***

- 111 16.5.1 An incident in a rented or donated facility may be a fire or a collapsed roof or
112 similar matter.
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- 114 16.5.2 The person who identifies the incident or other volunteer:
- 115 A. Calls for emergency help by dialing 911 and giving the location/address of the
116 incident and the nearest facility entrance to the incident;
- 117 B. Assigns a person or team of persons to help or ensure all individuals vacate
118 the facility;
- 119 C. Assigns a person to meet the emergency personnel and to escort them to the
120 site of the incident;
- 121 D. Assigns a person(s) to identify individuals who observed the incident,
122 obtaining name(s), address(es), telephone number(s), e-mail(s) and
123 description(s) of his/her observations;
- 124 E. Contacts the Meet Director who contacts the facility owner to alert him/her of
125 the incident.
- 126 F. Completes the USA Swimming Incident Report and gives a copy to the
127 General Chair who function as the spokesperson for the incident, to the Safety
128 Coordinator whose name and address appear on the Report with a copy to
129 USA Swimming
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- 131 16.5.3 The General Chair informs the Board of Directors and the House of Delegates of
132 the incident at their next meetings.
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