



## Crisis Response Checklist

1. Specific information to be gathered from the site
  - a. What happened?
  - b. Where did it happen?
  - c. When did it happen?
  - d. Who was involved?
  - e. Who are the witnesses?
  - f. Who has been contacted?
  - g. What action, if any, has been suggested by authorities at the site?
2. It is critical to get detailed information regarding names, times, places, witnesses, etc.
  - a. Status of participants
  - b. Where are the participants?
  - c. What is the physical condition of the participants?
  - d. What is the mental health of the participants?
  - e. What communication system has been established among the participants?
  - f. What information needs to be communicated to the participants?
  - g. Do the participants have any immediate needs?
3. Specific contact information
  - a. Who contacted the home university/organization?
  - b. When did the contact occur?
  - c. How was the contact made?
  - d. What was discussed?
  - e. What plan was developed?
  - f. Who was to take what action?
4. Double-checking facts
  - a. What agencies/organizations need to be contacted?
  - b. Who will contact each agency/organization?
  - c. When will the agency/organization be contacted?
  - d. How will the gathered information be communicated?
  - e. Who will collate information?
  - f. How will the Crisis Team receive the information?
5. Action Plan
  - a. What action needs to be taken?
  - b. What are the legal issues to be considered?
  - c. Who needs to be contacted?
  - d. What financial arrangements need to be made?
  - e. What legal action needs to be taken?
6. Post-crisis follow-up
  - a. What debriefing is needed and who should be included?
  - b. What post-trauma counseling is needed?

<sup>4</sup>Patricia Burak and William Hoffa, eds. Crisis management in a cross-cultural setting (Washington D.C.: NAFSA Association of International Educators. 2001) 251-254