

crisis management: education

No one wants to imagine the worst case scenario, yet the perception of your preparedness in the wake of a disaster will have significant impact on your reputation and the continuity of your business. FEI offers consultation and support to help you implement the most effective plan. No one is better prepared to handle a crisis than FEI, because no one has more experience than we do.

The FEI Advantage

UNPARALLELED EXPERIENCE

- Our experienced consultants work with you to develop, test, and refine crisis management plans with an eye on the human aspect.
- Responded to more than 30 significant incidents since 1995, including the events of 9/11.
- Serve more than 50 domestic and international airlines, both charter and scheduled service carriers, as well as hotel chains, and corporations across a variety of industries.
- No one is better prepared to handle workforce continuity issues than FEI, because no one has more understanding than we do. Our crisis management staff has an average of 20 years of experience.

24/7/365 RESPONSE, WORLDWIDE

- Ready to respond at any hour, day or night.
- Help manage your response at all identified locations.
- Help you immediately respond to public and media inquiries.



PROFESSIONAL, COMPASSIONATE RESPONSE

- We integrate our mental health expertise and critical incident experience to provide emotional support and assistance both onsite and by telephone.
- Provide Family Assistance Representatives for each family to help support them through the response.
- Help you recover, restore and return personal effects to families.



INBOUND CALL CENTER

- Inbound call centers are operational within 60 minutes of notification.
- Can simultaneously activate up to 16 geographically dispersed call centers.
- Capacity to handle up to 3,000 calls per hour, and provide translation services for more than 140 languages.
- Toll-free information line provides verified details about the incident and critical contact information.
- Collect information from callers regarding individuals and groups who may be affected by the incident.
- EMFASIS (Emergency Management Family Assistance Information System) software tracks victim and caller demographics and helps manage the high volume of data generated by a response.

FAMILY INFORMATION CENTER (OUTBOUND CALL CENTER)

- Family Information Center is operational within 60 minutes of notification.
- More than 250 trained master's and doctoral-level counselors staff multiple 50-port conference bridges to perform the difficult task of notifying family members, and provide support throughout the response.
- Provide individual toll-free phone lines for families to maintain contact.
- Can be operational for up to 45 days post incident or as directed by customer.

ON-SITE RESPONSE

- On-site within hours of an incident, working side-by-side with you and your teams.
- Supplement your Family Assistance team, as needed, to provide support for victims and family members.
- Help coordinate on-site logistics such as the Family Information Center, family hotel accommodations, incident-site escorts and transportation for family members.
- Our crisis communication experts help your organization maintain its reputation, integrity, and credibility in extremely difficult times.



POST INCIDENT SUPPORT

- Reduces the likelihood that employees will experience long-term traumatic effects following the incident.
- Provide consultation, emotional support, and daily briefings to you and your employees during the response.
- Communicate your company's continuity plans, operational information and organizational needs to employees so your business can maintain its function.
- Exit interviews provided at the end of the response to help transition both you and your employees to a "regular ops" environment.

IACLEA's report on Virginia Tech said the family assistance center "fell short in helping families and others for two reasons: lack of leadership and lack of coordination among service providers."

IACLEA Blueprint for Campus Safety 2008

the incident:

There was a shooting on campus. There are ten known casualties, and fifty more people are injured. The gunman is still on the loose. Faculty, students, and campus visitors are all among the dead and injured. Police have the area on lockdown, paramedics are on the scene, and the media is demanding answers. The Administration's phones are ringing incessantly. Parents and family members are calling, concerned their children or friends may have been injured or killed. You have numerous critical issues to attend to, a public demanding answers, and you are not sure which to address first: Who's going to handle these calls? Who will organize the response for family support? We have a crisis management plan but how do we implement it? We have an open population base of employees, students, and visitors, how are we going to know who is missing? How are we going to get updates to students and employees about classes and payroll?



the response:

Through planning, training, and drills with FEI you will be well prepared and equipped to handle any event.

Phase 1: Call our toll-free number and notify us of the situation. We will consult with you on the scale and type of response to best support the situation. Within 60 minutes, we will have an inbound call center operational with a number that you can provide to the public. The inbound call center will screen callers to determine the likelihood that their loved one was on campus during the shootings.

Phase 2: Callers that are determined to likely be family or friends of employees, students, or visitors are warm-transferred to our Family Information Center. Each family is provided with their own personal counselor and telephone number. The counselor will help notify other family members of the incident, provide informational updates, and arrange lodging and travel to a nearby area if needed. Counselors use our information management software to track victim and caller demographics, which allows us to provide families and your team with frequent status updates. This software enables us to track open populations and allows uploading of name lists from various agencies who may be involved in the response.

Simultaneously, members of our highly-trained Crisis Management Team and Senior Family Assistance Representatives will be available to help your team manage the situation and respond to public and media inquiries. Our experienced team will support you and help facilitate the response efforts at all locations associated with the response.

Phase 3: FEI will begin implementing plans to support mission-critical staff, officials, and their families in the event they are required to be away from home. Options include concierge services, such as daycare, security, pet care, and family transportation. Additionally, our on-site staff works with faculty, staff, students, and their families to provide the emotional support that is crucial following a crisis event.

Phase 4: Throughout the process, our outbound call center will help you maintain two-way communication between management and staff for business continuity purposes. Information on ability to work, payroll issues, and other needs will be communicated as needed. As the event begins to wind down, our team will work with you to help your employees transition back into a non-emergency environment.

more information:

If you would like more information on how FEI can help, or would like to talk with a member of our Crisis Management team, please use one of the options below.

1) Fax

Print this page, fill out the form below, and fax it to (414) 359 - 1973

YES! Please contact me

Name: _____

Title: _____

Organization: _____

Email: _____

Telephone: _____



2) Telephone or Email

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