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# Creating 9-1-1 Fact Sheets for your employees. Why your employees' personal safety matters to your business.

Creating 9-1-1 Fact Sheets for your employees. Why your employees' personal safety matters to your business.

Posted by [Singer, Nicole](#) at Thursday, 06/28/2012 2:47 pm

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After September 11, many organizations put new emphasis on crisis management, creating crisis teams and Business Resilience Departments to:

- Protect the safety and health of employees, assets and customers,
- Minimize the impact of disruptions to business operations, and
- Manage company records.

Implementing a system that allows for the proper collection, integration and confidential management of family contact information and other important employee information helps HR professionals communicate with employees and keep their families safe during a crisis on a real-time basis. This type of system ensures that families receive accurate and timely information about their loved one's whereabouts or health status at the time of a disaster.

FEI Behavioral Health worked with a Fortune 100 company to create "Family Profiles" for each executive on that company's crisis team. The profiles include maps of where families live, as well as other important information about security, transportation and medical needs. FEI uses this reference to prepare better support response if needed. The two organizations constantly update and re-evaluate the forms to streamline or add data.

Executives at the Fortune 100 company knew that while their department teams were focused on the crisis, those same employees would be concerned about their families. The company knew executives would perform their roles better if they were assured of their own families' well-being. During times of crisis or natural disaster, a crisis management company steps in to focus on the employees' families, making sure they are safe and managing their everyday lives, easing the minds of the employees who are focused on getting the company through the crisis.

For example, during a hurricane or tornado, a team member of a crisis management company could drive an employee's family out of town to safety if Mom, the employee, is unable to get home. Using the Family Profile, they will know to pack her son's asthma medicine and find a pharmacy near the relocation spot to get necessary refills. They will also know to grab the hamster cage from Johnny's bedroom to take to safety.

An employee 9-1-1 fact sheet or family profile should be set up to include such information as:

- employee name, address, work, home and cell phone numbers
- e-mail addresses, Face Book or Twitter addresses (for contact via social media)
- immediate family members and their contact information
- a neighbor or emergency contact name and number
- number of pets and pet names
- medical conditions, prescriptions, impairments or special needs
- vehicle information and plate numbers

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A new database, called Smart911 (smart911.com), allows citizens to provide important information regarding their family members, including pets. When a 9-1-1 call is placed, this previously submitted additional information will pop up on the responders' screen, allowing them access to pertinent information before emergency help is on the way. It allows emergency personnel to respond more quickly and effectively as they are aware of the specific needs of each member of the household. This is a free service, but is not available in all areas. Taking the time to pull this information together before a crisis strikes will save countless hours and provide both employees and employers peace of mind.

*For more than 30 years, FEI Behavioral Health has been a trusted partner in protecting and enhancing workforce effectiveness and organizational resiliency. FEI offers flexible solutions for the full spectrum of workforce resilience goals, from crisis preparedness and management to EAP and wellness services. The company integrates its mental health expertise and critical incident experience to provide emotional support and assistance in times of crisis both onsite and by phone. More information about FEI Behavioral Health is available at [www.feinet.com](http://www.feinet.com).*

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