

	<b>Gasóga na hÉireann / Scouting Ireland</b>			
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	Category: Board of Scouting Ireland			
	<b>Scouting Ireland: Crisis Management Project Team – Procedure Guidelines</b>			
<b>Related Documents: Crisis Management Policy</b>				
<b>Revision</b>	<b>Date</b>		<b>Description</b>	
1	15 <sup>th</sup> April 2023		Approved by Board of Directors	

## Assigned Duties

This document outlines the necessary steps to be taken by Scouting Ireland during a crisis. This procedure focuses on the support and welfare of our Scouts, Scouters and Scouting Ireland.

The definition of a “crisis” for this document is the occurrence of an extraordinary event which requires the immediate reaction of Scouting Ireland and which could not be attended to by an officer of the Organisation as it falls outside that officer’s usual operational remit or where an officer determines that it falls beyond their normal capabilities for them to react given the extraordinary nature of the event and where an immediate reaction is required.

The Chief Executive Officer, in conjunction with the Crisis Management Project Team Lead, is tasked to manage the crisis/critical incident pending the notification of the crisis. This process also involves the briefing of the Communications Officer.

## Pre Crisis

The Crisis Management Project Team should perform regular desktop exercises to ensure all team members know their responsibilities. This exercise should be carried out annually, and where possible, the exercise should be managed by experts in crisis management. In addition, the exercise should be reviewed by external experts, and they should report to the Crisis Management team on their readiness for dealing with a crisis. This report should be shared with the Board of Directors.

## Types of Crisis

Most crises scenarios from a Scouting Ireland perspective are likely to centre on the safety of a Scout(s) (young person or young people), the safety of a Scouter(s) (adult leader or leaders) or Scouting Ireland, e.g., an occurrence at a particular event or location involving one or more of the above. For example, some likely crises could be the following:

- A Scout or Scouter is seriously or fatally injured whilst on a Scout activity.
- A large group of Scouts and Scouters injured whilst on an activity (i.e., lost in the mountains or involved in a coach accident).
- Serious damage due to accident or vandalism to a local or national scouting facility (i.e., fire or arson).
- A Scouter or other member of Scouting Ireland is charged with or convicted of a serious offence.
- A public person, an elected official, or another high-profile person publicly criticising Scouting Ireland for some reason.

## Notification of a Crisis

A crisis may be notified to Scouting Ireland:

- Contact from a member, a parent/guardian, media, etc. This contact may include notification of an accident, incident, or complaint to the CEO or a senior volunteer.
- By parties both within and outside the organisation.
- The Crisis Management Team may include or involve the person or persons within Scouting Ireland involved in the crisis from the beginning.

- Where the crisis concerns international events, the International Commissioner should be included.
- The team will have the authority to delegate the operational management of the response to a crisis/critical incident to members of the professional staff/relevant volunteers or external specialists. The Crisis Management Team will monitor their progress at appropriate intervals.
- The management of any crisis, especially the support of those members of Scouting Ireland involved in such a crisis, is underpinned by the principles of prevention, preparation, response, recovery, and mitigation.
- In line with existing policy, communications both within and without Scouting Ireland are the responsibility of the Communications Officer or an external Communications Consultant as deemed by the Crisis Management Project Team
- All communications should be referred to Scouting Ireland’s Communication Officer or any Communications Consultant appointed by Scouting Ireland. No other person should comment on a Crisis.
- It is understood that other agencies outside Scouting Ireland’s control may comment publicly on any event. However, where a Major Emergency has been declared, communications are the sole prerogative of An Garda Síochána. The Communications Officer will liaise with them in communications around any crisis/incident they are involved in.
- Ultimately, the response to a crisis involves the provision to interested parties with communications that are factual, prompt and give a correct portrayal of Scouting Ireland as a nationally organised, professionally run, young person-centred organisation that makes a significant and sustained contribution to Ireland’s young people and society in general.
- The CEO and the Chair of the Board may call up the Crisis Management Team if they feel it would be necessary/beneficial.

#### Action to take in the event of a Crisis.

If a “crisis” occurs within or involving a Group, or a County, the Group Leader or County Commissioner should contact National Office and request to speak to the Chief Executive Officer (CEO) or another member of the Professional Staff.

National Office will advise the Crisis Management Team and other volunteers as soon as possible, including the relevant County and Provincial Commissions. If a crisis occurs outside working hours, the CEO or their delegate should be contacted on their mobile phone.

If a crisis occurs at National Level, it should be reported to the Chief Executive Officer (CEO) or another member of the Professional Staff. National Office will advise the Crisis Management Team and other appropriate volunteers immediately.

In each case, it is the CEO and or the Chairperson of the Board to judge what constitutes a crisis” and how best to get the support they need.

As all individual crises have different characteristics and will thus require different responses within very different time frames and possibly to various publics, this document is a guide on how best to address likely scenarios; however, the definitive plan must be developed if and when a crisis occurs. Therefore, a Risk Assessment should be carried out before every activity or event.

### Essential Information

The effective management of and response to any crisis requires two fundamentals accurate, coherent information delivered in a timely and prompt manner. This will allow those tasked to manage and respond promptly and professionally to the crisis itself, especially to those members of Scouting Ireland directly affected or impacted by such a crisis.

### Role of the Board of Scouting Ireland

Although the Board is one of oversight, it should ensure the following:

1. Ensure a policy is in place and fit for purpose.
2. Ensure it is reviewed after both the desk-top exercise and if a crisis has occurred.
3. Ensure the desk-top exercise is completed regularly.
4. During a crisis – support the project team.
5. After the crisis – Understand lessons learned, and oversee the application of learnings to enhance the crisis management plans/policies.

### Training

The Crisis Management Project Team should receive relevant training from competent professionals in Crisis Management.

### Reporting

After a crisis has been dealt with, a full report should be prepared and submitted to the CEO, who will present the report to the Board at the earliest possible occasion – the next Board Meeting.