



THE ABILITY EXPERIENCE

A PI KAPPA PHI PHILANTHROPY

CYCLING EVENTS CRISIS MANAGEMENT PLAN

Plan Established: April 21, 2004

Last Revised: May 2026

Original Authors: Matthew Brooks, Basil Lyberg, Dave Adickes

Revisions: Basil Lyberg and Andrew Matznick

1. Purpose, Principles, and Scope

1.1 Purpose Statement

In the nature of our cycling events, a crisis may arise at any time. A lack of organization and communication during a crisis can be detrimental to everyone involved. A crisis can affect the organization, families of those involved, and participants in all events. This plan ensures that we can respond swiftly and effectively to any emergency while maintaining clear communication and protecting the safety and dignity of all involved.

1.2 Core Principles

- **Safety First:** The immediate safety and well-being of all participants is our primary concern.
- **Clear Communication:** Accurate information must flow quickly and efficiently.
- **Privacy:** Protect the dignity and privacy of those involved.
- **Documentation:** Maintain clear records of all actions and decisions.
- **Learning:** Use each incident as an opportunity to improve our procedures.

1.3 Scope

While we cannot plan for every possible emergency situation, this plan covers many of the emergency situations that may arise during The Ability Experience cycling events, including but not limited to:

- Medical emergencies
- Vehicle accidents (support vehicles and cyclist vs. vehicle)
- Severe weather incidents
- Missing person situations
- Mental health crises
- Equipment-related emergencies
- Natural disasters
- Fatality

1.4 Authority and Responsibility

The Project Manager has primary authority during a crisis, with support from:

- **Crew Chief:** Manages on-scene response.
- **Crew Members:** Provide direct support and emergency care.
- **Team Members:** Follow directions and maintain team safety.
- **Staff:** Provide strategic support and external communications.

If the Project Manager is the affected party

If the Project Manager is the affected party in an incident, whether injured, hospitalized, or otherwise unable to direct response, the Crew Chief assumes the Project Manager role for the team. Staff will fly out to support the team if the situation requires longer-term coverage. The Crew Chief should notify the home office immediately so that staff deployment can begin within the same operational window.

2. Immediate Response Procedures

All team members should be familiar with these procedures and their roles in an emergency.

2.1 Scene Assessment and Initial Response

(Initial Crew or Cyclist Response)

- Check scene safety before approaching.
- Assess victim consciousness.
- Call 911 or direct a specific person to call 911.
- Secure the scene by using safety gear or flagging motorists to stop to block traffic as needed.
- Deploy warning markers/lights if available.
- Provide exact location, including mile markers if applicable.

2.2 Emergency Care

- Follow 911 operator instructions.
- Provide emergency First Aid/CPR if certified.
- Retrieve AED from nearest support vehicle if cardiac emergency is suspected.
- Document all care provided with timestamps.
- Do not move victim unless immediate danger exists and you can do so safely.
- Provide Medical History form and emergency information to medical professionals.

2.3 Team Management

First Responder

- Contact nearest crew member or Crew Chief.
- Provide details: who, what, when, where.
- Stay with victim until relieved.

Nearest Crew Member

- Display red flag at crew stop before departing.
- Bring additional first aid supplies/AED to scene.
- Take control of scene management upon arrival.
- Direct other cyclists/vehicles away from area.

Crew Chief

- Notify all crew members to display red flags.
- Account for all team members.
- Assemble team in safe location.
- Brief team on situation.
- Assign roles for traffic management if needed.
- Coordinate next steps with Project Manager.
- If Crew Chief is the first responder, delegate to another crew member.

Project Manager

- Verify with Crew Chief, or respective crew member, all steps are being followed.
- Collect details: who, what, when, where.
- Communicate with staff as soon as situation allows.

3. Vehicle Accident Playbook

Vehicle incidents are among the highest-impact events on our Cycling Events. This section covers both support-vehicle accidents (van crashes, parking lot incidents, single-vehicle events) and cyclist-vs-vehicle incidents. The immediate response sequence in Section 2 applies to both; this section adds vehicle-specific guidance.

3.1 Support Vehicle Accident

Applies when a team van, equipment vehicle, or support vehicle is involved in an accident, whether occupied by team members or empty at the time.

Immediate Actions

- Check on all occupants. Treat injuries per Section 2.
- Move vehicle out of traffic if safe to do so. If not safe, activate flashing lights and hazards, and assign someone to stop or direct traffic as needed.
- Call the police for any accident involving injury, property damage, or an outside party.
- Account for all passengers by name.
- Photograph the scene before vehicles are moved: vehicle positions, damage, debris field, road conditions, traffic signals or signs.
- Exchange information with all involved drivers: name, license, insurance, plate, contact.
- Collect contact information from witnesses before they leave the scene.
- Do not admit fault or speculate to the other party, police, or any third party.
- Do not discuss the accident on social media, group chat, or with anyone outside team leadership.

Notification Sequence

- Crew Chief notifies Project Manager immediately.
- Project Manager notifies staff using the Communication Protocol (Section 7).
- Staff notifies the insurance carrier and arranges replacement transportation if the vehicle is disabled.
- If the vehicle is rental or fleet, staff notifies the rental or fleet provider.

Documentation

- Complete Near Miss/Accident Report within 24 hours.
- Attach police report number once available.
- Attach photographs, witness statements, and any video footage.
- Document the vehicle's pre-trip inspection status and last maintenance date.

3.2 Cyclist vs. Vehicle Incident

Applies when a team cyclist is struck by, collides with, or has a near-miss involving a motor vehicle. Even near-misses warrant documentation because they often indicate route or traffic hazards that affect subsequent days.

Immediate Actions

- Treat the cyclist per Section 2. Spinal precautions apply until cleared by medical personnel. Do not move the cyclist unless immediate danger requires it and you can do so safely.
- Secure the scene aggressively. Use crew vehicles, red flags, and any available volunteers to block traffic and create a safe perimeter around the cyclist.
- Call 911 for any contact with a vehicle, even if the cyclist appears uninjured. Adrenaline masks injury, and concussion symptoms can emerge hours later.

- Keep the driver of the vehicle on scene until police arrive. Most jurisdictions require this. The driver may attempt to leave; politely insist they remain. Do not physically restrain or block them if they decide to leave.
- Photograph the scene: cyclist position, bike position, vehicle position, damage to bike and vehicle, debris field, sight lines, traffic conditions.
- Collect driver information and witness statements. Note any independent witnesses who saw the events leading to impact, not just the aftermath.
- Preserve the bike. Do not allow the cyclist or anyone else to make repairs or adjustments. The bike's condition is evidence. Note that the helmet often goes with the cyclist in the ambulance for the treating physicians. Get a photo of the helmet if possible, but do not stop any care or movement from first responders to do so.
- If the cyclist is transported, a crew member should accompany them or follow to the hospital.

Notification Sequence

- Crew Chief notifies Project Manager immediately.
- Project Manager notifies staff per Section 7.
- Staff notifies the insurance carrier promptly. A cyclist-vehicle incident often generates a third-party claim.
- Family notification follows the Parent Contact protocol (Section 7).

Documentation

- Complete Near Miss/Accident Report within 24 hours.
- Include police report number, driver information, witness contact information, hospital information, and photographs.
- If the cyclist refuses transport or hospital evaluation, document that decision in writing with the cyclist's signature.

3.3 After Any Vehicle Incident

- Conduct a route review for the next day. If the incident occurred at a specific intersection or stretch, consider rerouting or adding crew coverage at that point.
- Brief the rest of the team. Cyclists who witnessed or heard about the incident often want information; provide what's appropriate without speculation.
- Watch for delayed psychological impact in the affected cyclist and witnesses (see Section 6, Mental Health).

4. Weather Emergency Procedures

Detailed weather protocols are maintained in the separate Weather Safety Guidelines for Cycling Events document and the Perry Weather Policy Chart. This section summarizes the critical triggers and decision points. Crew Chiefs, Project Managers, and Staff Support Leads should be familiar with the full Weather Safety Guidelines document.

4.1 Weather Monitoring

- All crew members will use the Perry Weather app, to which The Ability Experience has purchased an account. Account users must share their current location to provide accurate weather tracking.
- Perry Weather alerts are pushed to crew members in real time, including lightning detection.
- Safety Supervisor responsibility (Crew Chief, Project Manager, or Staff Support Lead) includes checking conditions before daily departure and regularly throughout the ride.

4.2 Heat (WBGT)

Heat decisions use WBGT, not Heat Index. The Perry Weather Policy Chart defines five categories from Low Risk ($\leq 82^{\circ}\text{F}$) to Extreme Risk ($>95^{\circ}\text{F}$).

- **Category 1-2** ($\leq 87^{\circ}\text{F}$): Normal riding with standard or increased hydration and electrolytes.
- **Category 3** (87.1°F - 92°F): Earlier start times, 1.5-2 bottles per hour, breaks every 60-90 minutes.
- **Category 4** (92.1°F - 95°F): Early morning starts (before 8am), no afternoon riding, reduce daily distance.
- **Category 5** ($>95^{\circ}\text{F}$): Crew Chief contacts Project Manager about a full team rack. Consider rest day or short route only.

Full WBGT category actions are in the Weather Safety Guidelines and the Perry Weather Policy Chart.

4.3 Lightning

Crew members receive lightning alerts directly via the Perry Weather app. Trust both the app and your eyes. If you see lightning or hear thunder regardless of what the app shows, treat it as an immediate threat.

- **15+ miles or thunder heard / lightning seen:** Awareness. Begin identifying shelter. Alert riders.
- **Within 10 miles:** Warning. Redirect riders to shelter. Support vehicles begin pickup.
- **Within 5 miles:** Danger. Immediate suspension. Move to safe shelter (substantial building or hard-topped vehicle with windows closed). Stay off bikes.
- **All clear:** Resume only after no lightning within 10 miles, no thunder, and no lightning seen for 30 minutes, confirmed by Safety Supervisor.

4.4 Rain, Fog, and Cold

Full protocols are in the Weather Safety Guidelines. Summary of suspension triggers:

- Heavy rain with significantly limited visibility: Consider stoppage; reduce speeds by 50%+; increase following distance between riders; deploy support vehicles.
- Severe rain or flooding: Suspend activity; move to elevated ground; do not ride through flowing water.
- Fog under 200 yards visibility: Temporary stoppage; group up; navigate to safety with vehicles.
- Fog under 50 yards visibility: Immediate suspension.
- Wind chill 25 - 32°F : Full cold protocols; warming breaks every hour.
- Wind chill below 25°F : Suspend riding immediately.

5. Missing Person Plan

Cyclists who go missing while riding are typically located quickly via Life360 and crew checkpoints. The more concerning scenario is a team member who does not return to lodging at the end of the day, or who is unaccounted for after evening activities. This section addresses that scenario.

5.1 Missing While Riding

- Crew Chief checks Life360 for last known location.
- Nearest crew vehicle backtracks the route from the next crew stop toward the last confirmed location.
- Other crew vehicles maintain coverage of cyclists on route.

- If the cyclist is not located within 30 minutes of backtracking, Crew Chief notifies Project Manager and Project Manager notifies staff.
- If the cyclist is not located within 60 minutes of the original missing observation, call 911.
- If a cyclist is located on route and can easily rejoin the team on the same route with crew support, they may continue riding. A cyclist may not ride alone, take a shortcut, alternate route, or any path other than the team route to try to catch up.

5.2 Missing from Lodging

A team member is unaccounted for at lights-out, fails to appear for morning departure, or is reported missing by roommates or teammates.

Initial Steps (first 30 minutes)

- Project Manager or designated crew member gathers facts: when last seen, where last seen, who last saw them, what they were wearing, what they said about their plans, phone status, transportation method.
- Check Life360 for last known location.
- Call and text the missing team member. Send a clear message: "Please respond or call back as soon as you see this. We are checking on your whereabouts."
- Check with all roommates and known close teammates. Often someone knows where they are.
- Check the obvious local locations: lodging common areas, separate classrooms, lobby, parking lot, nearby restaurants or stores.

Escalation (30 to 90 minutes)

- Crew Chief notifies Project Manager. Project Manager confirms facts gathered to this point before escalating.
- Project Manager notifies staff per Section 7.
- Expand the search: drive a wider radius around lodging, check any places the team has been that day. If team members are sent to look, send them only to approved locations and only in pairs.
- Attempt contact through social media if direct contact has failed.
- If the team member has a known friend, family member, or romantic partner in the area, attempt contact through them with discretion.

Formal Missing Person (after 90 minutes)

- Call 911 to report a missing person. Provide last seen, description, phone number, and the team's contact information.
- Staff contacts the team member's family. Family may have additional contact information or may have heard from the team member directly.
- Continue active search efforts. Do not assume the situation will resolve itself.
- Document timeline, contacts attempted, and any information received.

5.3 When the Team Member Is Located

- Confirm safety and well-being.
- Notify everyone in the search chain that the team member has been located.
- Have a direct conversation with the team member about what happened. Approach the conversation without jumping to conclusions before all the facts are known. Our rule is that every team member is in at lodging, and that rule stands regardless of the reason a team member was out. If the conversation surfaces a mental health, substance use, or interpersonal concern, staff will help direct the next steps.

- Consult with the Project Manager and staff about whether the team member continues with the program.
- Document the incident on a Near Miss/Accident Report.

6. Mental Health

Two months on the road is a long time. Cyclists may experience depression, anxiety, homesickness, grief, relationship breakdowns, substance issues, or the surfacing of pre-existing conditions. Crew members and staff also experience these pressures. This section gives Crew Chiefs and Project Managers a framework for responding.

6.1 Recognizing Distress

Watch for behavioral changes that persist beyond a bad day:

- Withdrawal from the team, isolation, missing meals or group events.
- Marked changes in mood, energy, or sleep.
- Expressions of hopelessness, worthlessness, or being a burden.
- Increased irritability, anger, or risk-taking behavior.
- Substance use that exceeds normal patterns or violates team standards.
- Direct statements about self-harm, suicidal thoughts, or wanting to go home.

6.2 Initial Response

- Have a private conversation with the team member. Listen first. Ask open questions.
- Do not promise confidentiality you cannot keep. If safety is at stake, staff and family will need to be involved.
- Take statements about self-harm or suicide seriously. Do not minimize, argue, or try to talk them out of how they feel.
- Stay with the team member. If you cannot stay personally, arrange for another trusted teammate or crew member to remain with them.
- Notify the Project Manager. Project Manager notifies staff.

6.3 Acute Crisis

If a team member expresses active suicidal ideation, intent to self-harm, or is in acute psychiatric distress, treat as a medical emergency.

- Do not leave them alone.
- Call 988 (Suicide and Crisis Lifeline) for guidance, or 911 if the team member is in imminent danger to themselves or others.
- Project Manager notifies staff immediately.
- Staff coordinates with the team member's family. In most acute cases, family involvement is necessary and beneficial.
- If the team member needs to leave the program, staff arranges transportation and informs the family. Do not send a struggling team member home alone on a commercial flight without prior conversation with family and a plan for who meets them on arrival.

6.4 Support Resources

The Ability Experience and Pi Kappa Phi have resources available that go beyond what is typically available to a team in the field.

- Pi Kappa Phi provides a slate of member wellness services. The Pi Kappa Phi staff member in charge of health and safety services can connect a team member with the appropriate resource.
- The Pi Alpha network includes psychologists and mental health professionals who have agreed to be available for consultation or referral. Staff can facilitate a direct connection.
- 988 Suicide and Crisis Lifeline is available 24/7 by call or text.
- Many lodging locations are near hospitals with psychiatric services or behavioral health crisis centers.

6.5 Ongoing Support

- After an acute episode, the team should not pretend nothing happened. Acknowledge it without dwelling on details.
- Project Manager checks in with the affected team member daily for the following week.
- Staff follows up with the family within 48 hours of the initial incident.
- Watch for ripple effects in other team members. Crew and cyclists who witnessed or were close to the affected person may also need support.

7. Communication Protocol

7.1 Primary Communications

After 911 is called (if necessary) the Project Manager contacts, in order:

- Matthew Reis: (209) 262-0290
- Peter Kowalski: (585) 451-5947
- Andrew Matznick: (336) 253-5596
- Basil Lyberg: (704) 258-5885
- Liza Loeber: (704) 661-3461

7.2 Backup Communication Method

The team uses POC Link walkie-talkies, which combine Push to Talk over Cell (PoC) with analog walkie-talkie functionality. This gives the team both cellular-based communication across distance and traditional radio when crew vehicles are close together. Crew members and Project Manager keep their walkie-talkies on and accessible throughout the riding day. Walkie-talkies should be the primary mode of communication while cyclists are on the road or when the team is in caravan.

7.3 Media and Social Media Management

- Only the Project Manager and the President & Executive Director are authorized for media contact for any incident.

Team members must:

- Not discuss details with anyone outside team leadership.
- Not post on social media.
- Not speculate about causes or injuries.
- Refer all inquiries to the Project Manager or staff.
- Document any media contact attempts.

7.4 Parent Contact

- Team members involved in an incident must contact their parents or guardians directly when able.

- Staff will follow up with the family to confirm contact was made.
- Staff will reach out to the family and address any additional questions or concerns.
- If a team member cannot contact their family, the President & Executive Director or Executive Director of Programs will make direct contact with the parent or guardian to provide appropriate details about the incident.

7.5 Incident Escalation

- For incidents requiring medical intervention beyond basic first aid, the President & Executive Director will notify the Chief Executive Officer, the Board of Directors, and the Safety Committee.
- Notification will include incident details, medical response taken, and current team member status.
- Any follow-up questions about the incident should be addressed to the President & Executive Director by phone call.

8. Documentation Requirements

8.1 Immediate Documentation

- Take photos of scene (if safe and appropriate).
- Fill out the Near Miss/Accident Report.
- Record witness statements.
- Note weather conditions.
- Document emergency response times.
- Keep a time-stamped activity log.

8.2 Required Forms

Medical History Report

- Maintained for every cyclist before the program begins.
- Carried by the Crew Chief and Project Manager for the duration of the program.
- Provided to medical professionals as needed during an incident.

Near Miss / Accident Report

- Submit within 24 hours of the incident.
- Include all witness statements.
- Attach photos and diagrams.
- Note any equipment failures.

Rack Log

- Completed each time the team or an individual cyclist is racked, whether for weather, fatigue, mechanical, medical, or safety reasons.
- Documents the reason, time, location, and decision-maker.

9. Post-Incident Procedures

This section covers the response that follows any significant incident: vehicle accidents, medical emergencies, resolved missing person events, mental health events that required intervention, weather racks that affected the day, and similar events. Catastrophic events involving a fatality are

handled separately in Section 10, which carries its own post-incident steps appropriate to the gravity of those events.

Post-incident response is organized by time phase. The first 24 hours focuses on stabilization and immediate support. The first 7 days focuses on documentation, debrief, and continued team support. Beyond 7 days focuses on review and procedure improvement.

9.1 First 24 Hours

Team Support

- Conduct an immediate team debrief on the day of the incident. Acknowledge what happened. Address immediate emotional concerns.
- Arrange mental health support if needed. Section 6 covers acute response.
- Assess team readiness to continue. The Project Manager makes the call on whether the next day proceeds as scheduled, with modifications, or is suspended.

Equipment Check

- Restock all first aid supplies.
- Check or replace emergency equipment.
- Verify communication systems.
- Document any equipment issues.

Communication

- Confirm all required notifications have been made (see Section 7).
- Confirm family contact has been made or attempted.
- Coordinate any external communications through the Project Manager and President & Executive Director.

9.2 First 7 Days

Documentation Review

- Complete all required forms (Section 8).
- Compile witness statements.
- Review photo and video evidence.
- Prepare a summary report for staff.

Incident Debrief

- Conduct a formal debrief within 7 days.
- Include all involved parties: cyclists, crew, Project Manager, and staff.
- Review the response timeline.
- Identify any ongoing needs to address.

Continued Team Support

- Project Manager checks in with directly affected team members every 1-2 days.
- Watch for delayed psychological impact in witnesses and close teammates.
- Maintain access to mental health support resources.

9.3 Beyond 7 Days

Response Assessment

- Evaluate response effectiveness.

- Note any procedure gaps revealed by the incident.
- Document lessons learned.
- Recommend procedure updates to the Assistant Executive Director of Programs.

Family Communication

- If the incident warranted family contact, staff confirms the family has the right point of contact at The Ability Experience for any follow-up questions.
- Coordinate any additional support or assistance the family requests.

Procedure Updates

- Update the Crisis Management Plan with any improvements identified.
- Brief team leadership on procedure changes.
- Incorporate lessons learned into future training cycles.

10. Fatality Response

Catastrophic events are rare. A fatality is an outlier event that carries its own response arc, distinct from the post-incident procedures in Section 9. This section walks through the on-scene response, activation, communication, family notification, team support, media, documentation, and the longer arc in the days and weeks that follow.

10.1 On Scene

- Confirm with medical personnel before treating any incident as a fatality. Until confirmed by emergency responders, continue all life-saving efforts.
- Secure the scene. Do not allow team members, bystanders, or media to approach the area or take photographs.
- Project Manager and Crew Chief stay on scene until released by police. Provide statements and answer questions as requested.
- Do not move personal belongings, the bike, or any equipment until police have cleared the scene.
- Take careful contemporaneous notes of times, names of responders, and decisions made.

10.2 Activation

- Project Manager notifies the President & Executive Director by phone immediately.
- The President & Executive Director and the Executive Director of Programs, together or as available, meet with the team immediately to provide direct support and stabilize the team environment.
- Confirm team staffing coverage. If the Project Manager or Crew Chief is the affected party or otherwise unable to continue in role, staff coordinates deployment of additional support.

10.3 Internal and External Communication

Communication is the next priority once team staffing has been confirmed. Communication with the Board of Directors and other stakeholders should only occur after the facts of the incident have been gathered.

- Insurance carrier is notified by staff as soon as the immediate scene response is stable.
- Legal counsel is engaged by staff at the same time.
- The Pi Kappa Phi headquarters is notified for any incident involving a Pi Kappa Phi member.
- Once facts have been gathered, the President & Executive Director notifies the Chief Executive Officer, the Board of Directors, and the Safety Committee.

10.4 Family Notification

In most instances, the police or hospital will have handled formal notification of the family or guardians. Do not attempt to notify the family before the authorities have done so. Staff coordinates with police to confirm that notification has occurred and stands ready to contact the family afterward.

- Once police notification is confirmed, the President & Executive Director or Chief Executive Officer reaches out to the family.
- Offer immediate practical support: travel, lodging, return of belongings, communication with the team.
- Designate a single staff member as the family's ongoing point of contact through the days and weeks that follow.

10.5 Supporting the Team

- Suspend cycling activity. Do not have the team get back on the bike the next day.
- Convene the team in a safe, private space as soon as possible. Acknowledge what has happened. Do not provide details that have not been confirmed.
- Provide access to mental health support immediately. Local crisis resources, Pi Alpha psychologists, and the Pi Kappa Phi wellness network are all available.
- Allow team members to call home. Many will need to. Do not interfere with these calls unless there is a specific reason to.
- Make space for team members to leave the program if they need to. Coordinate travel home with family.
- For team members who choose to continue, restart activity gradually and only when the team is ready. There is no required timeline.

10.6 Media

- All media inquiries route to the President & Executive Director and Chief Executive Officer.
- No team members or crew speak to media.
- No social media posts about the incident from any team or staff account until family has been notified and staff has approved a coordinated message.
- Inform team members that media may attempt to contact them directly. They should not respond and should report any contact attempts to staff.

10.7 Documentation

- Complete the Near Miss/Accident Report and all associated documentation.
- Compile a timeline of events with all relevant times, decisions, and contacts.
- Preserve all photographs, video, witness statements, and physical evidence.
- Do not share any documentation outside team leadership, staff, legal counsel, and insurance without explicit approval.

10.8 Days and Weeks Following

A fatality continues to ripple through the team, the family, and the organization long after the immediate response is complete. The work in this subsection is owned by staff and the President & Executive Director, with the Project Manager and Crew Chief involved as needed.

Family

- The designated staff point of contact maintains ongoing communication with the family through the days and weeks that follow.

- Coordinate any additional support requested by the family, including travel, lodging, return of belongings, and connection with teammates who want to reach out.
- Follow the family’s lead on memorial involvement, public statements, and any tribute the organization may participate in.

Team

- Project Manager and staff check in with directly affected team members regularly through the remainder of the program and after returning home.
- Watch for delayed psychological impact in witnesses, close teammates, and crew. Grief and trauma do not follow a schedule.
- Maintain access to mental health support, the Pi Alpha network, and Pi Kappa Phi wellness services for as long as team members need them.

Organization

- Coordinate ongoing legal and insurance work through staff. Do not allow team members or crew to be contacted directly by attorneys, adjusters, investigators, or media.
- Conduct a formal review of the incident and the response with the President & Executive Director, the Chief Executive Officer, the Safety Committee, and the Board of Directors once the immediate period has passed.
- Identify any changes to procedures, equipment, training, or culture that the incident has surfaced, and update this Crisis Management Plan accordingly.

11. Emergency Contacts and Resources

11.1 Medical Facilities

Specific hospital and urgent care information is not maintained in this document. The team's route changes daily and hospital information is best confirmed in real time. The Crew Chief or Project Manager identifies the nearest emergency facility during morning route review using available tools (Perry Weather has facility data, mapping apps, or 911 dispatch for guidance).

For any life-threatening event, call 911 first. The dispatcher will route to the appropriate facility.

11.2 Support Resources

- **988 Suicide and Crisis Lifeline:** Call or text 988.
- **Pi Kappa Phi Health and Safety:** Contact through the President & Executive Director or Liza Loeber.
- **Pi Alpha Mental Health Network:** Facilitated by staff.
- **Insurance and Legal:** Routed through staff. Do not contact directly from the field.

12. Implementation and Training

12.1 Required Training

All team members must complete the following before events:

- Crisis response orientation.
- CPR and First Aid certification (crew members).
- Communication systems training.
- Equipment familiarization.

- Weather emergency procedures, including review of the Weather Safety Guidelines document.
- Documentation practice.

12.2 Regular Drills

Teams will conduct:

- Weekly communication checks.
- Bi-weekly emergency response scenarios (alternating weeks).
- Bi-weekly full crisis simulations (alternating weeks).

13. Plan Maintenance

The Executive Director of Programs owns this plan and is responsible for its review, updates, and distribution.

13.1 Review Schedule

- Plan reviewed semi-annually.
- Contact information updated monthly during active program windows.
- Emergency resource listings verified annually.
- Communication systems tested weekly while in-event.

13.2 Training Requirements

- Annual crisis response training.
- Communication drills before and during each event.
- Equipment checks before and during each event.
- Documentation practice sessions.

13.3 Revision Tracking

All revisions are logged on the cover page and circulated to: Project Managers, Crew Chiefs (current season), President & Executive Director, Chief Executive Officer, Safety Committee, and Assistant Executive Director of Programs.