



## **General Critical Incident Protocol**

The safety of City of Oakland employees is of utmost importance. In the event an employee is involved in an incident that is physically and/or emotionally threatening, this protocol for immediate and follow-up actions should be taken. Please note that departments may have more specific protocols.

### **Immediate Actions**

#### Employee

- **Stay Safe. Get Away** to a safe location as soon as possible.
- Call 9-1-1 for emergency response (or from a cell (510) 777-3211).
- When you are safe to do so, notify your supervisor/manager for support and response.
- Provide any information to help others understand the situation and what is needed.
- Report all injuries as soon as possible to Injury Care Direct Nurse (877) 247-5431.
- For staff equipped with radios and working outside normal business hours, hold the emergency radio button for 3 seconds to contact Fire Dispatch. Once they respond, identify who you are, your location and the nature of your emergency.

#### Supervisor/Manager

- Provide immediate support and care to employee to make sure he/she is safe.
- Communicate immediately up the chain-of-command including department head, Risk Management, etc. depending on type and seriousness of incident.
- Provide EAP contact information for employee and family as needed (800) 834-3773.
- Communicate with the individual(s) involved and also alert others who might be impacted, (e.g. nearby recreation facilities, parks, schools, libraries, Head Start, etc.).
- If a work related injury has occurred, supervisor shall call Injury Care within 4 hours to activate Workers' Compensation and contact Risk Management for notification to CalOSHA if required.
- Complete Supervisors Incident Report (see attached) and submit to department director, Risk Management and departmental safety staff.
- Provide status updates as part of the communication and reporting process.



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Department Head

- Notify City Administrator of incident with available information.
- Prepare and issue summary information to essential personnel as it becomes available to ensure all are informed in the event there are others placed at risk or needing to take action.
- Hold supervisors accountable for communication, reporting and following through.

Risk Management

- Notify CalOSHA of incident, if required.
- Dispatch appropriate staff to scene for collection of information and coordination of CalOSHA, Workers' Compensation, insurance and EAP services.
- Facilitate Critical Incident Debriefing and individual access to EAP for needed services.
- Notify and communicate with the City Administrator's Office, others in departmental chain-of-command and outside consultants/vendors as appropriate. If necessary, facilitate ongoing notification to impacted personnel at affected sites, departments, including City Administrator's Office. Provide updates to keep all parties informed.
- Facilitate services provided by activated service providers.
- Act as liaison for all inquiry made by external regulatory bodies.
- Coordinate access to information for investigation purposes.

**Post-Incident Follow-up**

Employee

- Seek EAP assistance and keep lines of communication open with your supervisor.

Supervisor/Manager

- Provide counseling opportunities for individual or employee group (EAP, etc.).
- Consider temporary duty/time/location reassignment during an adjustment period.
- Refer to Employee Relations (as appropriate)

Department Head

- Be accessible and continue to support your staff with information, timely communications and updates, resources, etc.

Risk Management

- Monitor situation and provide assistance/guidance as appropriate.
- Provide summary report to department heads and City Administrator as to conclusions, actions and any next steps identified if needed.