

## Crisis Management Checklist

1. \_\_\_ Notification is provided to DSHS and other applicable entities (e.g. police)
2. \_\_\_ Communicate within company and designate point person(s) for:
  - internal investigation
  - communication with DSHS and other entities
  - communication with media
  - communication with residents, family, staff
3. \_\_\_ Point Person starts internal investigation
  - Suspend/termination of subject employee?
4. \_\_\_ Start plan of correction (possibly with engagement of outside consultant)
5. \_\_\_ Contact outside counsel (consider using outside counsel to secure privileged communications)
6. \_\_\_ Contact outside consultant(s)
  - Do you need consultant for regulatory compliance?
  - Do you need consultant to draft/manage media communications?
  - Do you need consultant for physical plant modifications or the like?
7. \_\_\_ Receipt of state enforcement action: Notice of Stop Placement, License Revocation
  - Work with outside counsel to preserve appeal rights
8. \_\_\_ Prepare media communication
  - Media statement, talking points, point person contact information for media
9. \_\_\_ Prepare communication to residents, families, staff; communicate with media
  - Draft letter to the families and residents (or consider whether verbal communication to affected families and residents is better under circumstances)
  - Is an apology to family/resident appropriate?
10. \_\_\_ Consider advising lender of the event depending on state enforcement action (i.e. receipt of notice of license revocation)
11. \_\_\_ Consider notification to insurance carrier and/or requesting appointment of outside counsel to conduct privileged investigation
12. \_\_\_ Request for interviews by police or receipt of subpoena – engage outside counsel
13. \_\_\_ Upon receipt of notice of a potential civil lawsuit or attorney for resident – engage outside counsel

*The information contained in this document and presentation is intended for educational purposes only. Nothing in this document is intended to provide you with legal advice. If you have specific questions you should consult with an attorney.*