



Critical Incident Manager Quick Reference Guide

If a Critical Incident Occurs — Do This Immediately

A critical incident may include:

- Hospitalization or fatality
- Suicide attempt or mental health crisis
- Workplace violence or threats
- Weapons, robbery, or carjacking
- Active threat situations
- Significant employee or customer injury
- Law enforcement response
- Media attention
- Any incident creating significant safety, operational, or reputational risk

Immediate Actions

1. Call 911 if emergency response is needed.
2. Contact your RD.
3. Contact HR.
4. Preserve the scene and available evidence.
5. Do not discuss details publicly.
6. Follow direction from HR, Operations Leadership, and emergency responders.

These incidents may require Emergency Response Team (ERT) activation.

Mental Health Crisis

STEP 1: Ensure Immediate Safety

- Call 911 if emergency assistance is needed.
- Stay with the employee if safe to do so.
- Do not leave the employee alone.
- Clear the area if needed.

STEP 2: Contact Your RD and HR

- Do not attempt to manage the situation alone.
- Your RD and HRBP will coordinate next steps.
- ERT activation may be initiated if escalation criteria are met.

STEP 3: Do NOT

- Send the employee home alone.
- Ask "why" or investigate.
- Share details with the team.
- Promise return-to-work timing.

STEP 4: Support the Team

- Acknowledge an incident occurred.
- Reinforce available support resources.
- Do not speculate.
- Do not share details.

STEP 5: Let HR and Leadership Coordinate Response

HR will:

- Coordinate employee support.
- Determine return-to-work requirements.
- Manage communication and documentation.
- Coordinate with the ERT when required.

**Operations Leadership will:**

- Stabilize the site.
- Support affected team members.
- Maintain operational continuity.

Workplace Violence, Robbery, Weapons, or Threats

- Call 911 immediately.
- Prioritize employee and customer safety.
- Do not attempt to intervene physically.
- Preserve the scene.
- Contact RD and HR immediately.
- Follow Workplace Violence Prevention procedures.

Serious Injury or Hospitalization

- Contact emergency services.
- Secure the area.
- Preserve evidence and footage.
- Notify RD, HR, and Safety.
- Do not speculate regarding fault or cause.
- Follow Critical Incident procedures.

Media Inquiries

If contacted by media: *"All media inquiries are handled through our corporate communications team.*

Please direct your request to media@whitewatercw.com."

Do not provide comments, opinions, photos, videos, or incident details.

You are not expected to solve anything on your own. your responsibility is to escalate quickly and keep team members and guests safe.