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

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