

Yellow Springs Senior Center

Crisis Management Plan

In the event that a complaint is made in connection with any staff, volunteer or participant the following procedures will be followed:

- Document the statement of the issue, record name and contact information of subject(s) of the complaint involved
- Executive Director to be informed immediately unless the complaint is regarding the Executive Director
- If complaint is regarding Executive Director, the Board President will be informed immediately
- Complainant and subject of the complaint will be instructed to avoid any contact with each other
- All information about the individuals and complaint are to be confidential from the general public, membership and staff as a whole
- Board of Trustees to be informed – initial contact through Board President who will determine what information to share with the board as a whole
- Board President or Executive Director will inform Reichley Insurance
- Legal counsel will be sought in situations that warrant it
- The Senior Center will, whenever possible, respond to the complaint in a timely manner and attempt to resolve the issue at the agency level
- When the matter is of public concern a public statement will be crafted in consultation with legal counsel, the Board of Trustees and the Executive Director
- Follow up contact with complainant and subject of the complaint will be documented in writing either electronically or with dated notes
- Review of YSSC policy documents to follow incident to determine if policies need to be revised to prevent future issues