

14 Potential Crises that We May Face in the ISI Ministry... and for Which Contingency Plans Are Needed

During the COVID crisis, DFW area universities basically forbade campus ministries from spending time with students face-to-face. As Zoom fatigue took its toll on student online meetings, DFW staff had time to focus on infra-structure issues we usually did not have time for. ISI Area Director Ron Bunyard formed a committee of experienced staff to focus on identifying potential crises, making contingency plans to meet those, and provide staff training. The Home Office is currently doing its due diligence to make the plans and training available to all ISI staff.

1. Accidental death or traumatic injuries of students, staff, or key volunteers
2. Active shooter on campus or at ISI events
3. Campus shutdown
4. Car accident of students, staff, or key volunteers
5. Contagions, outbreaks, or infections on campus
6. Death of a student
7. Depression of students, staff, or key volunteers
8. Asking volunteers to leave the ministry
9. Infidelity, divorce, or separation of staff or key volunteers
10. Lawsuits (threatened and actual)
11. Racism and social justice issues (e.g., criticism for not doing more)
12. Sexual abuse, assault, or harassment of students, staff, or key volunteers
13. Staff or key volunteer crisis (e.g., family, financial, or personal circumstances)
14. Suicide of staff or key volunteers

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Accidental death or traumatic injuries of students, staff, or key volunteers

We realized we were ill-prepared and under-trained to deal with potentially life-threatening occurrences. We provided training in CPR and AED administration and required staff to carry first-aid kits whenever around students. We still need to provide First Aid training. See the attached list at the end of this document for what should be included in a quality first-aid kit.

Active shooter on campus or at ISI events

The FBI says you have three options...run, hide, or fight...and that you have a split second to decide what to do. We realized we never teach students this. See the attached Emergency Advice sheet at the end of this document. Stopping bleeding from gunshot wounds requires special items and tourniquets (and knowing how to use them properly). Helping students with personal-emotional trauma and fears after an incident is critical. Managing communication in the crisis is difficult (all staff now have all contact info on other staff in their cell phones).

Campus shutdown

Who, what, where, when, and how will you deal with an unexpected and sudden campus shutdown? How will you communicate with students (is there a centralized list)?

Car accident of students, staff, or key volunteers

In the training, all responses by staff to the first case study we looked at were inadequate (because it required having a tool to break a car window, a fire extinguisher, and action within two minutes using them). It also requires having a quality first-aid kit because of all the glass and bleeding.

Contagions, outbreaks, or infections on campus

Do you have enough PPE (personal protective equipment) stored for staff to use who would need to be in contact with staff, volunteers, or students during a contagious outbreak? Do staff know sanitizing protocols?

Death of a student

While unexpected and terrible, these occurrences have great opportunities for personal ministry, help, and for the gospel. Do you know what kinds of help the International Office needs, the deceased student's friends need, the deceased student's family needs, etc. Who is the lead ISI contact in the circumstance for each of the groups?

Depression of students, staff, or key volunteers

What are the symptoms of depression and what are the diagnostic questions everyone should know to ask to determine what is needed with staff, students, and volunteers? What actions are appropriate for each level of response?

Asking volunteers to leave the ministry

Firing a volunteer can create a serious disruption in ministry and harm the reputations of many. Having a plan and knowing what boundaries not to cross are important. Managing the fallout is necessary to maintain ISI's and staffs' reputations among student groups and the university.

Infidelity, divorce, or separation of staff or key volunteers

Issues in staff and volunteer marriages may be a source of disruption or even larger problems in a local ministry. Not only might folks need to take a break from ministry responsibilities, but contingency plans for emotional support, prayer, lack of gossip, counsel, and damage management are needed. A restoration process also needs a plan.

Lawsuits (threatened and actual)

Even frivolous lawsuits may cost ISI and you tens of thousands of dollars to deal with. We provided de-escalation training for staff that everyone found very helpful. But knowing when you can speak and when to shut up is critical. A gentle answer...

Racism and social justice issues (e.g., criticism for not doing more)

We don't get criticized on campus for being racists, but we may be faulted for not doing more or for participating with those who protest for causes of justice. Knowing where to set boundaries and how to affirm a person without agreeing with them is helpful.

Sexual abuse, assault, or harassment of students, staff, or key volunteers

This is an area fraught with multiple potential problems for staff...especially as it relates to children of students present at events and to issues of domestic abuse among a student couple. Volunteers and students have been known to not use good judgment with opposite sex encounters on occasion...and it can be very difficult once the university is involved (reference Title IX reporting). Students often need considerable support even to discuss these issues.

Staff or key volunteer crisis (e.g., family, financial, or personal circumstances)

Severe staff and volunteer crises can have a major deleterious impact on campus ministries... sometimes taking the person or family out of ministry for a year or more. How do we provide the support needed in appropriate ways to staff and volunteers affected by a crisis but so as to not create unhealthy dependencies? When does communication of prayer requests become gossip? Who is responsible for follow-up with the staff member or volunteer, and is any accountability required?

Suicide of staff or key volunteers

Not only does this create a crisis for the staff member's or volunteer's family, but it impacts the hearts and minds of the students who knew them. Post-suicide support and counseling for students, other staff, and/or other volunteers is needed. How do we recognize the symptoms of potential suicide and what are the standard questions to ask the person we think might be in danger?

Quality First Aid Kit Content Suggestions

- Disposable non-latex examination gloves
- Duct tape
- Petroleum jelly
- Zip lock bag assortment (gal, sand, snack)
- Safety pins (assorted sizes)
- Scissors (regular, bandage, baby nail)
- Tweezers
- Hand sanitizer
- Antibiotic ointment
- Antiseptic solution or spray
- Wipes
- Eyewash solution
- Thermometer
- Turkey baster (for flushing wounds)
- Sterile saline for irrigation, flushing
- Breathing barrier (surgical mask)
- Syringe
- First Aid manual
- Hydrogen peroxide
- Aloe vera gel
- Calamine lotion
- Anti-diarrhea medication
- Laxative
- Antacids
- Antihistamine (Benadryl)
- Hydrocortisone cream
- Cough and cold medications
- Pain relievers (Advil, Aleve, Tylenol, Ibuprofen, aspirin)
- Adhesive tape
- Paper tape
- Elastic wrap bandages
- Ace bandages (4 inch)
- Band-Aids (assorted sizes)
- Tourniquet
- Non-stick sterile bandages (assorted)
- Gauze rolls (assorted sizes)
- Finger splint
- Eye shield
- Large triangular bandage (sling)
- Cotton balls
- Cotton-tipped swabs
- Instant cold packs
- Magazines (immobilizer or large splint)
- Razor blades (single edge)
- Needle and thread
- Sunscreen
- Flashlight and head-band flashlight
- Emergency space blanket
- Notepad and pens
- Paper towels
- Liquid soap (small bottle)
- Insect repellent
- Moleskin
- Swiss Army knife
- 14-in-1 Multitool Pocket Multi-plier
- Pocket mask for CPR
- Small twine ball
- Emery board
- Chapstick

In case of EMERGENCY, here is what you are to do...

Note: This is not to scare you but to help prepare you!

In case you feel threatened by someone...RUN AWAY, then...

- Ask/call your ISI staff member or American volunteer and ask them what to do
- Ask one of your professors what to do
- Ask any other student what to do
- Call campus police (HAVE THE NUMBER PROGRAMMED IN YOUR PHONE)
- Call 9-1-1 on your phone for local police (police are here to help in the U.S.)
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In case you are VERY sick...

- Call a friend to come help you
- Go to the campus infirmary/clinic (if you have one)
- Go to a local Minor Emergency Center

In case of possible poisoning, call 1-800-222-1222 and do whatever they tell you to do.

In case of an automobile accident...

- See if anyone is injured. If they are hurt or bleeding, call 9-1-1 for help immediately.
- Stay calm and be respectful of everyone in the other car or trying to help.
- Write down everyone's name, cell, email address, and who they were (witness/victim)
- Write down the vehicle make, model, color, license plate number and state
- Make notes for yourself of what happened and the street location (number/cross-street)

In case of a fire... LEAVE THE BUILDING IMMEDIATELY, FORGET YOUR STUFF!

It only takes 3 minutes for flash-over (read: 2,000-degree explosion) to occur inside a building on fire. So, you have 2.5 minutes to escape a fire...or be dead. Call 9-1-1 and get away from the building (as it might explode).

In case someone falls and is bleeding...

Take your shirt off and wrap it around the wound tightly (if on an arm or leg). If not on a limb, then hold your shirt tightly against the bleeding wound and do not let up until help arrives. Ask someone to call 9-1-1 for help.

In case you smell gas in a building, leave the building immediately and get far away...

In case you fall into water over your head, and you do not swim...

Relax and lay on your back while making rowing motion with your arms and kicking your feet up and down gently. If you feel yourself sinking, row more vigorously with your arms.

In case of an active shooter (with a gun shooting at students)...

RUN – if you can get more than 8 feet away, you have a 50% chance of surviving

HIDE – if you cannot run, then hide

FIGHT – if you cannot run or hide, then charge at the shooter and fight for your life.

In case you are robbed, run away and call 9-1-1 immediately; then do whatever they tell you.

**PLEASE ASK YOUR ISI REPRESENTATIVE ANY QUESTIONS
YOU HAVE ABOUT WHAT TO DO IN AN EMERGENCY!**