



CRISIS COMMUNICATION PLAN
UPDATED: April 2017

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Independent Living Services

Administration

P.O. Box 1070
Conway, Arkansas 72033

phone: 501-327-5234
fax: 501-548-6432

Dear all,

Independent Living Services, Inc. provides services to individuals with developmental disabilities in Faulkner County and all adjacent Counties. All community based services face situations which may involve some risk. It is imperative all employees be ready for possible crisis situations. Also, since many supporters of ILS live and/or work in the surrounding area, it is important in the event of a crisis our employees are well prepared and well educated on how to deal with a possible crisis situation in a timely and efficient manner.

Since Independent Living Services was founded in 1970, the organization has built an outstanding reputation within the community. The safety of the individuals we serve and the reputation of Independent Living Services is the responsibility of all employees. It is important employees have the ability to effectively deal with a potential crisis situations.

If any warning signs of a possible crisis are observed, management asks that the warning sign be communicated as quickly as possible to Elissa Douglas.

office: 501-327-5234 x 302

cell: 501-428-3922

Sincerely,

Elissa Douglas
Executive Director
Independent Living Services, Inc.

PURPOSE

In the event of a crisis situation, Independent Living Services will honestly inform the public & take work to peacefully resolve the situation in order to return to normal business.

OBJECTIVES

1. Initiate the Crisis Communication Plan
2. Inform Executive Director within 30 minutes via telephone or in person.
3. Inform family members of consumers and/or employees affected by the crisis.
4. Inform all regulatory agencies according to the applicable standard.
5. Inform the media as soon as feasible of the crisis.
6. Gather as many facts about the crisis as possible.
7. Distribute truthful knowledge regarding the crisis to all available media outlets and all available publics.
8. Develop and implement plans to avoid similar problems in the future.
9. Resume business as usual.

POSSIBLE CRISIS

Type

Computer Failure

615 East Robins, 1615 Independence

Earthquake

615 East Robins, 1615 Independence, Waiver Home, Group Home, Apartments, ICF/IDD

Embezzlement

Board of Directors, Administration, House Managers, Community Skills Trainers, Adult Companions, etc.

Fatality

Natural Causes, Medical Issue, Murder, Accident, or Suicide

Fire

615 East Robins, 1615 Independence, Waiver Home, Group Home, Apartments, ICF/IDD

Flood

615 East Robins, 1615 Independence, Waiver Home, Group Home, Apartments, ICF/IDD

Layoff

Case Managers, House Managers, Community Skills Trainers, etc.

Lawsuit

Wrongful Death, Malpractice, Employment, Neglect, etc.

Missing Person / Elopement

A consumer missing due to walking away or kidnapping

Negative Legislation

DHS Budget Cut, Medicaid Cuts, ILS Budget Cut

Snow / Ice Storm

615 East Robins, 1615 Independence, Waiver Home, Group Home, Apartments, ICF/IDD

Tornado

615 East Robins, 1615 Independence, Waiver Home, Group Home, Apartments, ICF/IDD

Transportation Accident

Bus Accident, Employee/Consumer

Transportation Failure

Maintenance, Fuel Shortage, etc.

Workplace Violence

Serious Bodily Harm, Hospital Trip, Assault, Robbery, Fight, etc.

Definitions and Warning Signs of Crisis

A. COMPUTER FAILURE

Computer or server issues or failures which can result from technology issues, provider issues or catastrophic failures. All systems are backed up and technology plan is in place for this event.

B. EARTHQUAKE

Earthquakes produce effects which can cause damage and loss of life. These effects, called hazards, include ground shaking, landslides, and ground rupture (surface faulting). In general, the hazard that produces the most widespread damage and loss of life is ground shaking, because it can cause building failures and collapses at distances tens to hundreds of kilometers from the earthquake fault rupture.

C. EMBEZZLEMENT

A type of financial fraud. The act of dishonestly withholding assets for the purpose of theft of such assets by one or more persons to whom the assets were entrusted.

D. FATALITY

The death of a consumer due to natural causes or accidental. Key staff, family / guardians, and DDS must be contacted immediately. Death of key staff would cause the need to notify Executive Staff and Board Members.

E. FIRE

Occurs when an object ignites into flames resulting in the damage or complete destruction of an ILS owned or operated property.

Identified below are common causes of fire, including but not limited to the following:

Arson, Lightning, Unattended cigarettes, Unattended cooking, Unattended candles, Faulty electrical wiring, Bare light bulbs'

F. FLOOD

Flooding is an overflow of water that submerges land which is usually dry. Flooding may occur as an overflow of water from water bodies, such as a river or lake, in which the water overtops or breaks levees, resulting in some of that water escaping its usual boundaries, or it may occur due to an accumulation of rainwater on saturated ground in an area flood.

G. LAYOFF

Layoffs would occur due to significant funding changes or restructuring.

H. LAWSUIT

An action brought in a court of law. This could come from multiple areas including but not limited to employment, malpractice, neglect, disgruntled consumer or family member, etc.

I. MISSING PERSON / ELOPEMENT

A consumer discovered missing from a program either by walking away on their own accord or becoming lost. This also may involve a kidnapping which is the unlawful act of capturing and carrying away an ILS employee and/or consumer against his or her will and holding them in false imprisonment.

J. NEGATIVE LEGISLATION

Legislation affecting our funding, licensure, or services. Keeping updated on legislative actions and proposed legislation to keep informed.

K. SNOW / ICE STORM

A natural disaster that involves snow, ice, and sleet. It would include roads that are unpassable and unsafe driving conditions and lead to power outages. Inclement weather procedures will be distributed to managers.

L. TORNADO

A natural disaster, involving extremely high winds (70mph-300mph), producing damage to an ILS owned or operated building (office, home, group home, apartment, ICF/IDD, etc.).

Tornado Watch: Occurs when the National Weather Service alert to possible tornado development in or around a building owned or operated by Independent Living Services.

Tornado Warning: Occurs once a tornado has been sighted and confirmed in or around a building owned or operated by Independent Living Services.

- Enough time should be allowed for preparation prior to inclement weather such as a tornado. Employees must pay close attention to news that project dangerous weather.
- Warnings such as severe weather advisories, tornado warnings, tornado watches, etc. should be followed by ILS staff.

M. TRANSPORTATION ACCIDENT

An ILS owned vehicle (van, car, bus, or truck) which strikes or is struck by another object (stationary or moving) causing physical, financial, or emotional distress amongst the ILS staff and/or consumer(s).

N. TRANSPORTATION FAILURE

Mechanical breakdown, either on the road or prior to a trip, significant enough to interfere with transportation.

O. WORKPLACE VIOLENCE (abuse, neglect, maltreatment)

Physical Abuse: An intentional act or incitement to act by which physical injury is inflicted upon the individual.

Verbal Abuse: An intentional act or incitement to act by which verbal or other communication to curse, vilify or degrade the individual or threaten with physical injury.

Sexual Abuse: An intentional, deliberate sexual advance, activity, abuse or exploitation toward an individual, regarded as offensive by a legally responsible adult and/or by the individual's parent/guardian, if the individual is not a legally responsible adult.

Neglect: Failure of an employee to provide for and maintain the care and safety of the individual under their supervision, including but not limited to failure to provide and maintain proper and sufficient food, clothing, health care and shelter; failure to protect the individual from abandonment, abuse and/or neglect.

Serious Injury: An injury that may cause death or which is likely to result in substantial permanent impairment.

Significant Injury: Any injury that requires the attention of an Emergency Medical Technician.

Identified below are examples of abuse, including but not limited to the following:

1. Physical punishment, paddling, spanking, striking, slapping, kicking, and any other form of corporal punishment.
2. Verbal abuse, threats, obscene language, sarcasm, ridicule, etc.
3. Rights restrictions - depriving a person of any constitutional right including taking possessions, access to family/friends, or restricting movement.
4. Neglect - depriving an individual's basic needs – withholding nourishment, shelter, etc.

Independent Living Service Contacts

INDEPENDENT LIVING SERVICES BOARD OF DIRECTORS

- Alan White, President
- Josh Linden, Vice President
- Kathleen Atkins
- Melissa Britton
- Leo Cummings
- Jason Hanson
- Douglas Hoffman
- Sandra Leyva
- Mark McCuin
- Sharon Mohammed
- Charles Nabholz
- Umang Patel
- Tyler Pearson
- Mickey Prince
- Eric Treat
- David Williams

CREATIVE LIVING BOARD OF DIRECTORS

- Cathy Acre
- Trish Mounce
- James Plaxco

KEY EXECUTIVES

- Elissa Douglas, Executive Director
- John Kerr, Financial Director
- Barbara Spradlin, Program Director
- Evelyn Fecher-Ward, Program Director
- Jordan Dunn, Profiles Director
- Danielle Henry, Human Resource Director
- Amy White, Compliance Director
- Robert Wright, Development
- Channing Hall, Director of Nursing

BOARD OF DIRECTORS

RELATIONSHIP

The responsibility for all actions within the scope of Independent Living Services rests with its board of directors. The Board of Directors will approve the annual budget for operations and hear regular reports on the financial status of the budget at regular meetings.

KEY EXECUTIVES

RELATIONSHIP

The key executives, as you can see from the job titles above, run the day to day activities of ILS.

STAKE IN THE EVENT OF A CRISIS

In the event of a crisis, the key executives would make all decisions relevant to the situation. The Executive Director, Elissa Douglas, would assume the role of chief decision maker.

Independent Living Services Contacts

CASE MANAGERS

RELATIONSHIP

Case Managers have been properly trained according to state and federal regulations. Developmental Disabilities Services provides certification for Case Managers and requires annual training updates. Case Managers initiate and oversee the process of assessment and reassessment of an individual's level of care.

STAKE IN THE EVENT OF A CRISIS

Each Case Manager has roughly 30 consumers to oversee at any given time. In the event of a crisis, at least one Case Manager will be directly involved depending on whether or not his/her consumer is involved.

FACILITY MANAGERS

RELATIONSHIP

As the name suggests, group homes are managed by one manager. Some group homes have as many as 10 individuals with developmental disabilities living under one roof. Group Home Managers assist and supervise housekeeping, lawn care, and meal preparation

STAKE IN THE EVENT OF A CRISIS

Unless the crisis directly involved an individual living at a particular group home, Group Home managers do not have much at stake. Of course, if the crisis occurred at the group home, then the Group Home Manager has plenty at stake—loss of job security, loss/gain of respect, involvement of law enforcement, etc.

WAIVER MANAGERS

RELATIONSHIP

Waiver Homes are much smaller than Group Homes. Generally, one to five individuals with developmental disabilities live under one roof. Managers participate in the development and implementation of an Integrated Supports Plan.

STAKE IN THE EVENT OF A CRISIS

Same as Group Home Managers

CONSUMERS

RELATIONSHIP

Consumers receive services from Independent Living Services. All consumers have some type of developmental disability.

STAKE IN THE EVENT OF A CRISIS

In the event of a crisis, the consumers would have the most at stake. Without the intellectual capabilities that you and I take for granted, consumers would be helpless in the event of a crisis.

RELATED AGENCIES

CONWAY HUMAN DEVELOPMENT CENTER

RELATIONSHIP

The Conway Human Development Center also assists those in the community with developmental disabilities. The Conway Human Development Center provides all their services on an closed campus.

STAKE IN THE EVENT OF A CRISIS

In the event of a crisis, the Conway Human Development Center may assist in crisis management. They may assist in housing individuals if his/her home is unsafe to live in. They may also provide staff in case of a staff shortage.

FAULKNER COUNTY DAY SCHOOL

RELATIONSHIP

The Faulkner County Day School provides a service that can be compared to Profiles and Medicaid Waiver. They do not have a residential program.

STAKE IN THE EVENT OF A CRISIS

In the event of a crisis occurring at ILS, Faulkner County Day School may provide temporary shelter.

DEVELOPMENTAL DISABILITIES SERVICES

RELATIONSHIP

Developmental Disabilities Services is a state agency which provides standards and regulations for ILS.

STAKE IN THE EVENT OF A CRISIS

In the event of a crisis, Developmental Disabilities Services may assist in providing some emergency funding or directions. ILS is also required to report emergency situations to DDS.

NEIGHBORS OF THE PHYSICAL PLANT

- The Fish House
- VIRCO Manufacturing
- City of Hope Outreach
- Fastenal
- Kordsmeier Electric
- Holly's Country Cookin'

RELATIONSHIP

The examples above are all neighbors of the ILS facility located at 615 East Robins Street in Conway, Arkansas.

STAKE IN THE EVENT OF A CRISIS

Neighbors may be asked to assist many possible ways depending upon the crisis, such as provide temporary lodging or temporary shelter until the crisis has been controlled.

MEDIA

- Log Cabin Democrat
- KATV
- Arkansas Times
- KTHV
- KARK
- Arkansas Democrat Gazette

RELATIONSHIP

Many news outlets are extremely familiar with Independent Living Services due to the descent amount of public relations work in the past. Many political candidates frequently visit Profiles for the perfect photo opportunity.

STAKE IN THE EVENT OF A CRISIS

In the event of a crisis, the local news media would be expected to report the crisis in a fair and balanced manner.

CRISIS TEAM DIRECTORY

Crisis Communications Director

	Cell	Office	Office Location
Elissa Douglas, Executive Director	501 428-3922	501 327- 5234 x 302	615 E. Robins Street Conway, AR 72032

Assistant Crisis Communications Manager

	Cell	Office	Office Location
Barbara Spradlin, Program Director	501 450-0669	501 327-5234 x 304	615 East Robins Street Conway, AR 72032
Evelyn Fecher-Ward, Program Director	501 450-0662	501 27-5234 x 303	615 East Robins Street Conway, AR 72032
Jordan Dunn, Profiles Director	501 733-0073	501 327-5234 x 324	615 East Robins Street Conway, AR 72032
Danielle Henry, HR Director	501 428-1093	501 327-5234 x 317	615 East Robins Street Conway, AR 72032
John Kerr, Financial Director	501 400-6777	501 358-6192 x 402	1615 Independence Street Conway, AR 72034
Amy White, Compliance Director		501 327-5234 x 346	615 East Robins Street Conway, AR 72032
Robert Wright, Development Director	501 733-0073	501 327-5234 x 314	615 East Robins Street Conway, AR 72032
Channing Hall, Director of Nursing	501 428-3537	501 327-5234 x 313	615 East Robins Street Conway, AR 72032

Media Spokesperson

	Cell	Office	Address
Elissa Douglas, Executive Director	501 428-3922	501 327-5234 x 302	615 E. Robins Street Conway, AR 72032
Alan White, Board President	501 908-1225	501 329-1221	801 Parkway Conway, AR 72034

Legal Advisors

	Office	Address
Edgar J. Tyler	501 336-9099	1511 Caldwell Conway, AR 72034
Gary D. Jiles	501 329-1133	904 Front St. Conway, AR 72032

INDEPENDENT LIVING SERVICES CONTACT LIST

Administration	Office Number	Cell#
Elissa Douglas, Executive Director	327-5234 x 302	428-3922
Barbara Spradlin, Program Director	327-5234 x 304	450-0669 450-7643 Home Number
Evelyn Fecher-Ward, Program Director	327-5234 x 303	450-0662 (501)882-5583 Home Number
Channing Hall, R.N., DON	327-5234 x 330	(501) 428-3537
Robert Wright, Development & Supported Emp.	327-5234 x 314	
Amy White, Compliance Director	327-5234 x 346	
Danielle Henry, H.R. Director	327-5234 x 317	428-1093 HR Fax # 358-6059
Larissa Thompson, H.R. Specialist	327-5234 x 318	HR Fax # 358-6059
Tiffany Baker, Training Coordinator	327-5234 x 321	HR Fax # 358-6059
ReShonda Powell, H.R. Assistant	327-5234 x 345	
Jasmine Kitchen, Executive Admin Assistant	327-5234 x 347	

Finance				
John Kerr, Financial Director	358-6192 x 402	400-6777	Marie Abrams	358-6192 x 411
Becky Moses, Accounting Manager	358-6192 x 403		Lucinda Martin, Billing	358-6192 x 409
Violet Macha, Accounting Manager	358-6192 x 410		Cynthia Harmon, Rec.	358-6192 x405
Debbie Goggans, Admin Asst.	358-6192 x 401		Carter Fliss, IT	358-6192
Jennifer Rooney, Payroll	358-6192 x 404		Maintenance	
Mary Parks, Accounts Payable	358-6192 x 407		Scott Rains	548-5438 (Cell)
Robin Jones, HUD/TBRA	358-6192 x 406		Curt Johnson	269-8490 (Cell)

Profiles / Profiles Productions	Office Number	Cell Number
Jordan Dunn, Program Director	327-5234 x 324	501 733-0073
Carmil Suggs, Assistant Director Profiles	327-5234 x 341	501 581-5461
Heather Wilson, Transportation Manager	327-5234 x 319	
Kyle Cummings, Case Manager	327-5234 x 322	
Marie Abrams, Office Manager	327-5234 x 300	
Anna Hunter, Case Manager	327-5234 x 323	
Therapy	327-5234 x 335 or 336 or 337	

Case Manager	Office #	Cell #	Home #	Case Manager	Office #	Cell #
Yeves Black	327-5234 x 309	4705699		Lynn Campbell	327-5234 x 305	428-9352
Wesley Brooks	327-5234 x 311	428-3370		Charlissa Johnson	327-5234 x 306	339-5228
Carlila Embry	327-5234 x 310	514-5453	327-2071	Jennifer Hennessee	327-5234 x 308	(501) 581-5722
Beth Alumbaugh	327-5234 x 307	269-4146		Alyssa Burgess, CM Support		327-5234 x 312

Supported Employment	Office #	Cell #		Office Number	Cell #
Alicia Queen	501 358-6572	501 514-3536	Brittany Crawford	501 358-6567	501 548-5091
John Schultz	501 358-6573	501 358-6573	Fax #	501 358-6446	

Facilities	Office Phone	Cell Phone	Fax Number
Schneider House – CLI Erin Haugen	329-1703	548-5140	329-9374
Patterson House, Stella Morris, Manager	327-8909	908-0040	
Reynolds House, Clara Anderson, Manager	327-7048	358-2509	329-6619
Ross House, Fran Mauldin, Manager	327-1280		
Conway Apts. Linda Jordan, Manager	327-0723 or 5344	269-1297	336-8159
Greenbrier Apts. Sarah Cable, Manager	(501) 679-5472	269-4148	(501) 679-5476
Florentz Estates, Rolanda Banks, Manager	327-0660 Ext 101	339-5125	327-0653

LOCAL NEWSPAPER CONTACTS

Station/Channel	Address	Phone	Fax	Website
Log Cabin Democrat	1058 Front Street Conway AR, 72032	800 678-4523 501 327-6621	501 327-6787	www.thecabin.net
Arkansas Democrat Gazette	121 E. Capitol Avenue Little Rock, AR 72203	501 327-5671	501 399-3679	www.ardemgaz.com
The Arkansas Times	Post Office Box 34010 Little Rock, AR 72203	(501) 375-2985	501 375-3623	www.arktimes.com

LOCAL RADIO CONTACTS

Station/Channel	Address	Phone	Fax	Website
KARN	700 Wellington Hills Road Little Rock, AR 72211	800 264-0092 501 401-0200	501 401-0387	www.920karn.com
KKPT The Point	2400 Cottdale Lane, Little Rock, AR 72202	501 664-9410	501 664-5871	www.kkpt.com
KUAR	2801 South University Avenue Little Rock, Arkansas 72204	501 569-8485 800 952-2528	501 569-8488	www.kuar.org
KMJX – Magic 105	10800 Colonel Glenn Rd. Little Rock, AR 72204	501 217-5000	501 374-0808	www.magic105fm.com
KSSN	10800 Colonel Glenn Rd. Little Rock, AR 72204	501 217-5000	501 374-0808	www.kssn.com
KURB / B-98	700 Wellington Hills Rd. Little Rock, AR 72211	501 401-0200	501 401-0349	www.b98.com

LOCAL NEWS CONTACTS

Station/Channel	Address	Phone	Fax	Website
KATV – 7	P.O. Box 77 Little Rock, AR 72203	501 324-7760	501 324-7852	www.katv.com
KTHV – 11	P.O. Box 269 Little Rock, AR 72203	501 376-1111	501 376-1645	www.todaysthv.com
KARK – 4	1401 West Capitol Avenue, Suite 104 Little Rock, AR 72201-2940	501 340-4444	501 375-1961	www.kark.com
AETN – 2	350 S. Donaghey Conway, AR 72034	800 662-2386 501 682-2386		www.aetn.org
KLRT – 16	10800 Colonel Glenn Little Rock, AR 72204	501 225-0016	501 225-0428	www.klrt.com

EMERGENCY CONTACTS – 911

	Phone	Address
Conway Police Department	501 450-6120	1105 Prairie St., Conway, AR 72032
Police Chief	501 450-6128	
Conway Fire Department	501 450-6147	1401 Caldwell, Conway, AR 72032
Fire Chief	501 450-6143	
Conway Regional Medical Center	501 329-3831	2302 College Ave., Conway, AR 72034
Mayor’s Office	501 450-6110	1201 Oak St., Conway, AR 72032
Arkansas State Police	501 618-8100	1 State Police Plaza Drive, Little Rock, AR 72209
Arkansas Dep. of Emergency Man.	501 730-9750	
Faulkner County Sherriff	501 450-4914	801 Locust, Conway, AR 72034
Faulkner County Health Department	501 450-4941	811 North Creek Dr., Conway, AR 72032
FBI	501 221-9100	
Poison Center	800 222-1222	
Entergy	800 968-8243	
Centerpoint Energy ARKLA	800 844-7440	
Conway Corp	501 450-6000	
Adult Protective Services	800 482-8049	
Child Protective Services	800 482-5964	
DDS After Hours Report Number	501 765-9018	
Long Term Care Report Number	501 320-6287	

PRE-GATHERED INFORMATION

Independent Living Services Website	www.indliving.org
Official Website for the State of Arkansas	www.arkansas.gov
Official Website for Governor Mike Beebe	www.governor.arkansas.gov
Arkansas Department of Health and Human Services	www.arkansas.gov/dhhs
Official U.S. Site for People with Medicare	www.medicare.gov
Arkansas Medicaid	www.medicaid.state.ar.us
United Way of Faulkner County	www.unitedwayfaulkner.org
ANCOR	www.ancor.org
Special Olympics	www.specialolympics.org
Conway Area Chamber of Commerce	www.conwayarkcc.org
U.S. Department of Housing and Urban Development	www.hud.gov
Official DDS Website	www.humanservices.arkansas.gov/ddds
Official Office of Long Term Care Website	www.humanservices.arkansas.gov/dms/Pages/oltcHome

EQUIPMENT & SUPPLY CHECKLIST

CRISIS CONTROL ROOM

In the event of a crisis, a well prepared crisis control room must be available as well as a properly trained crisis control room team. A crisis control room serves as a communication headquarters in case normal office space is rendered unusable due to destruction.

CRISIS CONTROL ROOM

If the Administration building is unable to perform the duties of a crisis control room, then the Independence Street Office will be used as the crisis control room.

If the Independence Street Office is unable to perform the duties of a crisis control room, then the Administration building at 615 East Robins will be used as the crisis control room.

If both offices, Administration building and Independence Street, are unable to perform the duties of the crisis control room, then either Conway Apartments or Florentz Estates will be used as the crisis control room.

CRISIS CONTROL ROOM MANAGER

Elissa Douglas, Executive Director

Office 501-327-5234 Ext. 302

Cell 501-428-3922

EQUIPMENT AND SUPPLY CHECKLIST

- | | |
|--|--|
| <input type="checkbox"/> Crisis Communication Plan | <input type="checkbox"/> Flashlights |
| <input type="checkbox"/> Contact lists and media directories | <input type="checkbox"/> First-aid kits |
| <input type="checkbox"/> Cameras | <input type="checkbox"/> Telephones and Cell Phones |
| <input type="checkbox"/> Computers | <input type="checkbox"/> Food and Beverages |
| <input type="checkbox"/> Press kits | <input type="checkbox"/> Copying Machine |
| <input type="checkbox"/> Company letterhead | <input type="checkbox"/> Pens & Pencils |
| <input type="checkbox"/> Marker board or chalk board | <input type="checkbox"/> Face Sheets for all Consumers |

KEY MESSAGES

In the event of a crisis, key messages must be disseminated from Independent Living Services to various key publics. It is extremely important that all messages provided to key publics are unified so that contradictory statements do not go public. Examples of possible key messages are provided below.

ALL MESSAGES WILL BEGIN: The overall wellbeing of our consumers is our top priority.

FIRE

- We have implemented a proper fire evacuation plan.
- We conduct proper fire drills on a monthly basis.
- At this time we are not sure of the source of the fire, but we will let you know as soon as possible.

TRANSPORTATION ACCIDENT

- Our transportation personnel are highly trained and qualified.
- At this time we do not have enough details in order to determine the cause of the accident.
- As soon as we discover more we will inform the media in a timely fashion.

TORNADO

- We conduct proper tornado drills on a monthly basis.
- At this time we are doing all that is within our power to solve the problem.
- We are uncertain about the extent of the damage, but we will let you know as soon as we find out.
- As soon as we learn any additional information, we will disseminate all that we can to the news media.

MISSING PERSON / ELOPEMENT / KIDNAPPING

- We are leaving the investigation up to the local police authorities.
- As soon as we hear word from the police we will inform the news media.

WORKPLACE VIOLENCE

- At this time we are doing all that is within our power to solve the problem.
- We are leaving the investigation up to the local police authorities.
- As soon as we find out the details we will let the news media know.

SOCIAL MEDIA

SOCIAL MEDIA WILL BE USED AS A TOOL TO COMMUNICATE WITH STAKEHOLDERS, THE MEDIA AND THE COMMUNITY AS NECESSARY

- Independent Living Services Website
- Independent Living Services Facebook and Twitter Account
- Other Social Media as Available

ESSENTIAL SERVICES

FINANCE OFFICE

The Server is backed up daily and information kept in a fire proof safe for the current day. The previous data is kept off site in a safe deposit box. If a disaster were to occur at the Finance office the information for billing, payroll, HUD, budgets, accounts payable could be easily recreated using the backup information kept off site.

Essential Finance services would resume off site. The only necessity would be to purchase two to five laptops to use in that location. The Finance Services would resume essential services at our Administrative Building using the conference and training rooms. If the Administration Building was not available we would access public facilities such as the library and the McGee Center.

ADMISTRATION

The Server is backed up daily and information kept in a fire proof safe for the current day. The previous data is kept off site in a safe deposit box. If a disaster were to occur at the Administration Office the information on the computers for Case Management, Development, Executive Staff and Human Resources could be easily recreated using the backup information kept off site.

Essential Case Management, Human Resources, Development and Executive Staff services would resume off site. The only necessity would be to purchase five to fifteen laptops to use in that location. The services would resume essential services at our Finance Office and share office space in our residences. If these locations are not available we would access public facilities such as the library and the McGee Center.

PROFILES AND PROFILE PRODUCTIONS

The Server is backed up daily and information kept in a fire proof safe for the current day. The previous data is kept off site in a safe deposit box. If a disaster were to occur at the Profiles and Profile Productions the information on the computers could be easily recreated using the backup information kept off site.

Essential services would resume off site. The only necessity would be to work with DDS services to obtain permission to provide services at a different location. The essential services would resume at our apartment complexes and residential programs utilizing their community rooms and common areas during the day.

RESIDENTIAL SERVICES

There is not essential information kept on computer systems at our residential programs. Essential services would resume off site. The only necessity would be to work with DDS services to obtain permission to provide services at a different location. We would attempt to relocate services to another one of our residences on a temporary basis. If we were unable to find housing at a location owned by Independent Living Services we would work with families to see if individuals could receive services out of their families' home. If that option is not available we would secure housing at a local hotel until more permanent housing could be obtained.

INDEPENDENT LIVING SERVICES SUFFERS A CRISIS
(date)

CONWAY, AR—Independent Living Services of Conway, Arkansas has suffered a crisis. Independent Living Services has planned a news conference to discuss the crisis in depth with the media _____(date) at _____(time) at _____(place). At the news conference Independent Living Services plans to answer questions from the media.

Local media and legislators in the surrounding area have been notified of the crisis. Parents and/or guardians of individuals involved in the crisis have also been notified. Independent Living Services asks that the media wait for the news conference to ask any questions relating to the incident.

Elissa Douglas, Executive Director, says, “The overall wellbeing of our consumers and employees is our top priority. We are doing everything within our power to contain the crisis and return to normal business as soon as possible.” Douglas has served as the Executive Director since 2016 and been employed with ILS since 2002.

Independent Living Services is a nonprofit agency whose mission is: ILS educates advocates and provides supportive services to empower families and individuals with intellectual and developmental disabilities. ILS strives to advance the independence, productivity and confidence of people with in the community.

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Note to Editors and News Editors:
Contact Elissa Douglas for Interview at Independent Living Services 501-327-5234 ext. 302 or 501 428-3922

ADMINISTRATION AND PROFILES, PROFILE PRODUCTIONS

615 East Robins
Conway, Arkansas 72032
Contact Person: Jordan Dunn
501 327-5234



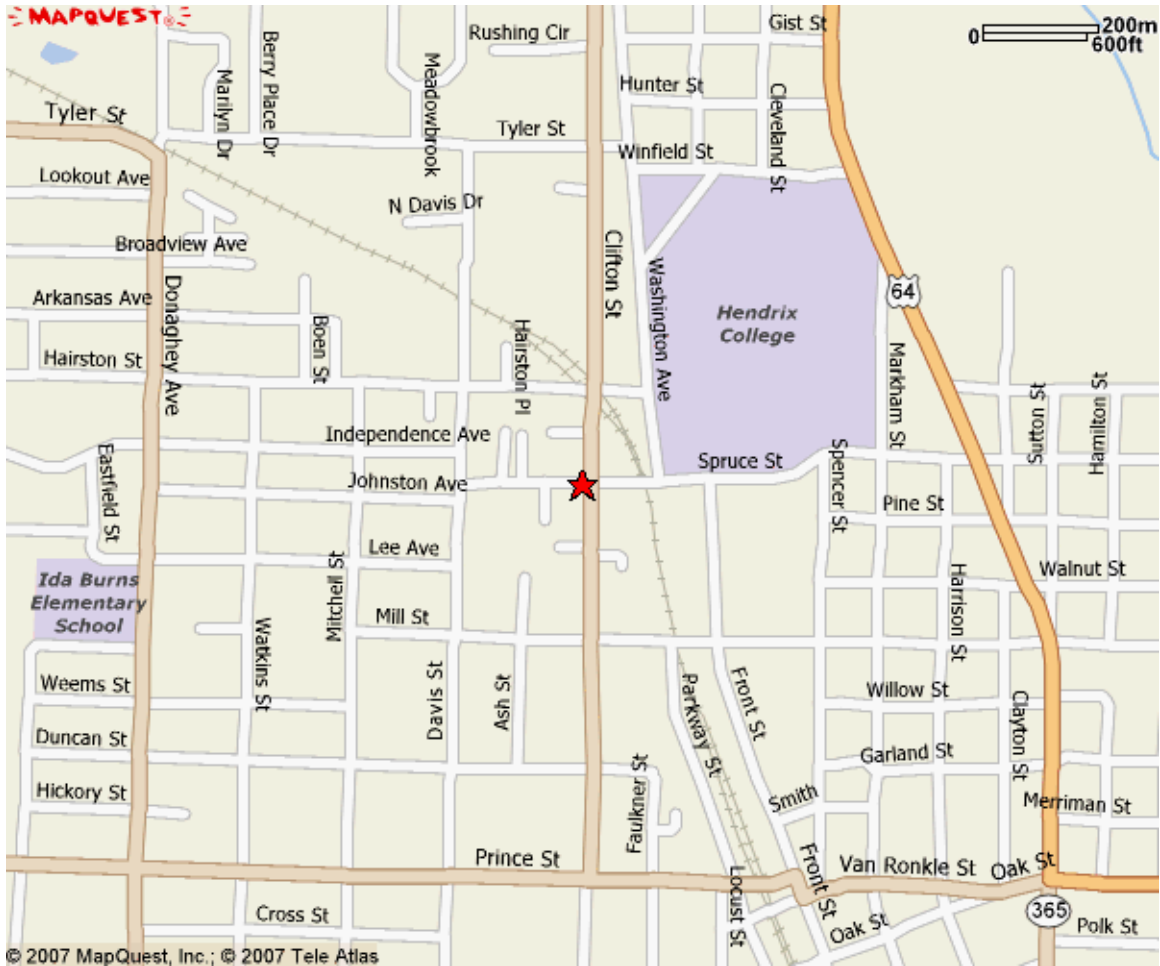
INDEPENDENCE STREET OFFICE – FINANCE

1615 Independence Avenue

Conway, AR 72034

Contact Person: John Kerr

501 358-6192



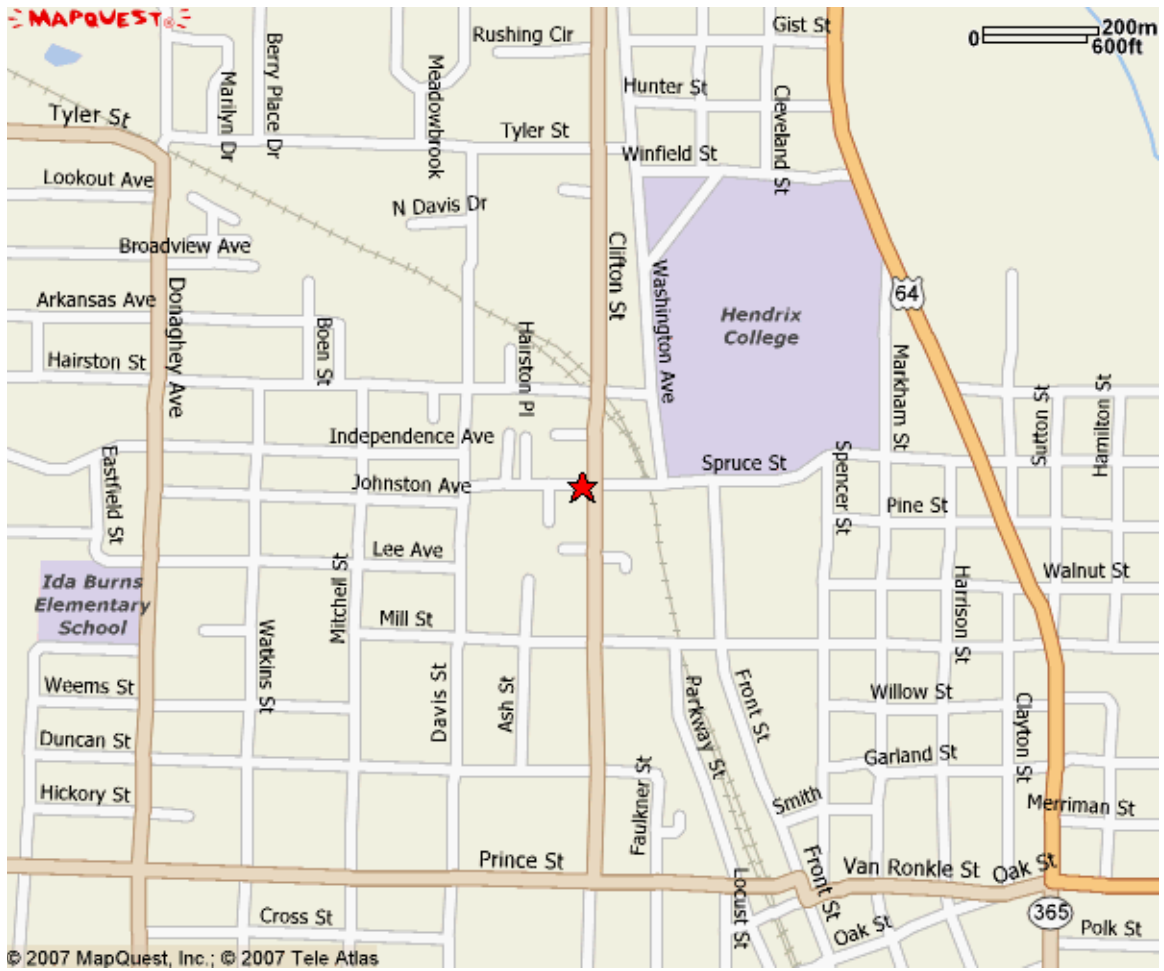
ROSS HOUSE

1619 Independence Ave.

Conway, AR 72034

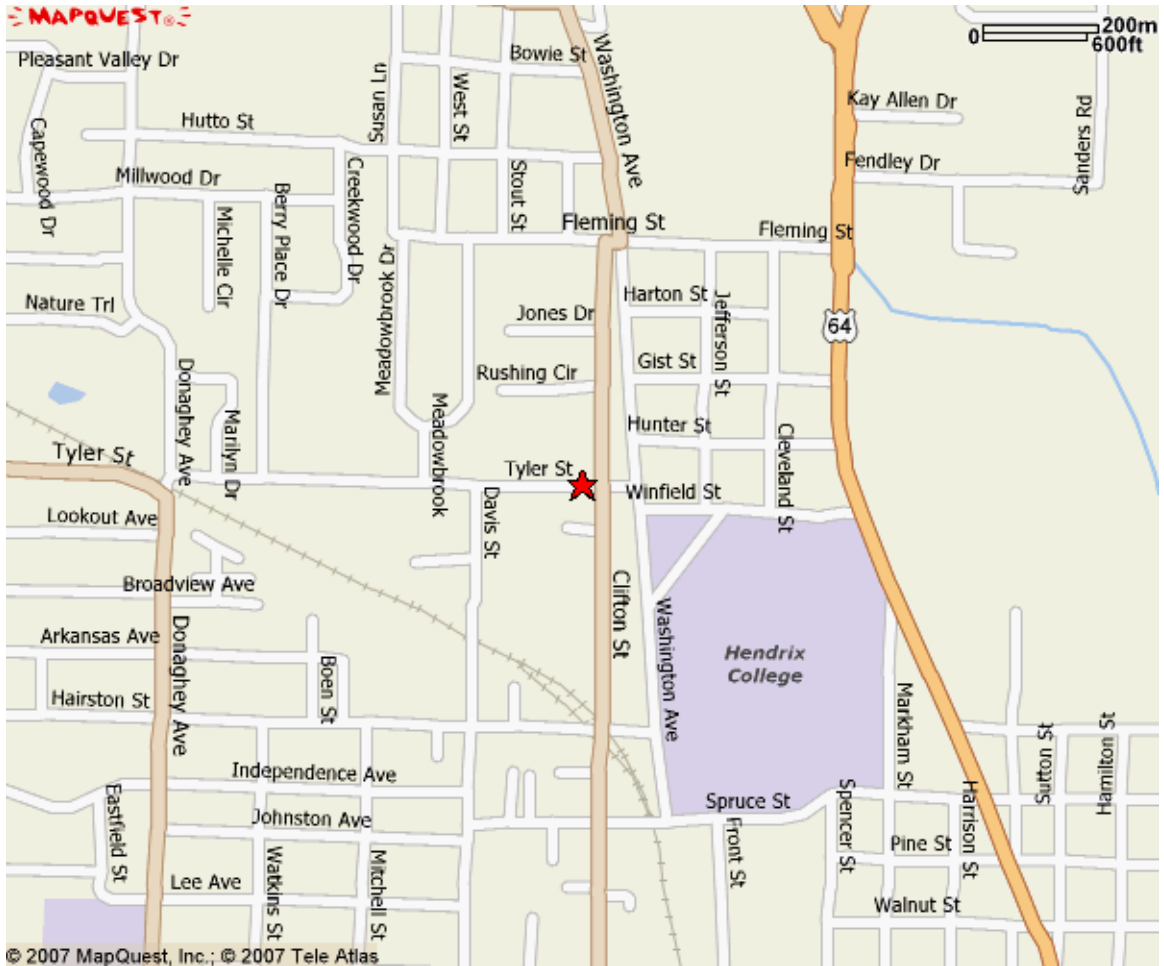
Contact Person: Fran Mauldin

501 327-1280



PATTERSON HOUSE

1627 Tyler Street
Conway, AR 72034
Contact Person: Stella Morris
501 327-8909



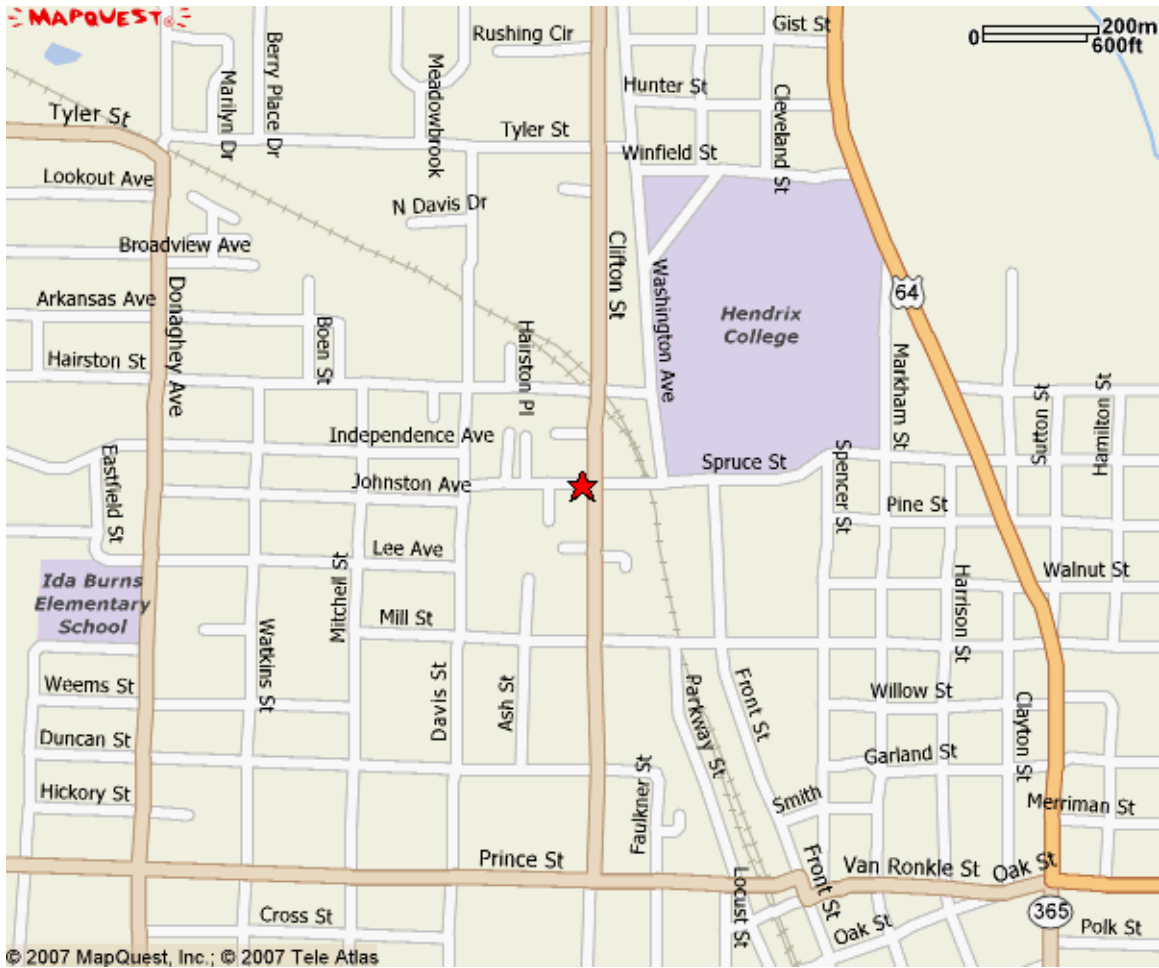
REYNOLDS HOUSE

1617 Independence Avenue

Conway, AR 72034

Contact Person: Clara Anderson

501 327-7048



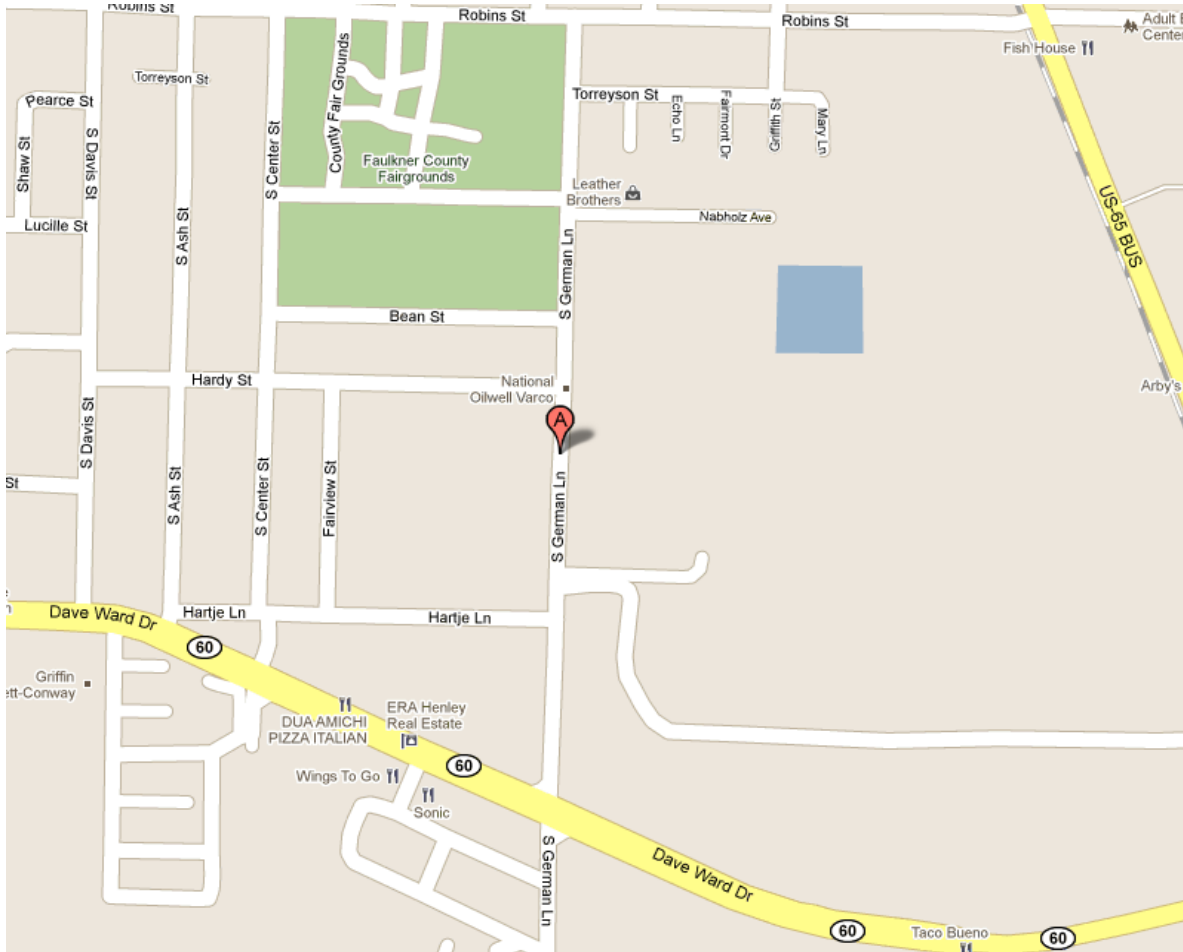
CONWAY APARTMENTS

607 South German Lane

Conway, AR 72034

Contact Person: Linda Jordan

501 327-0723



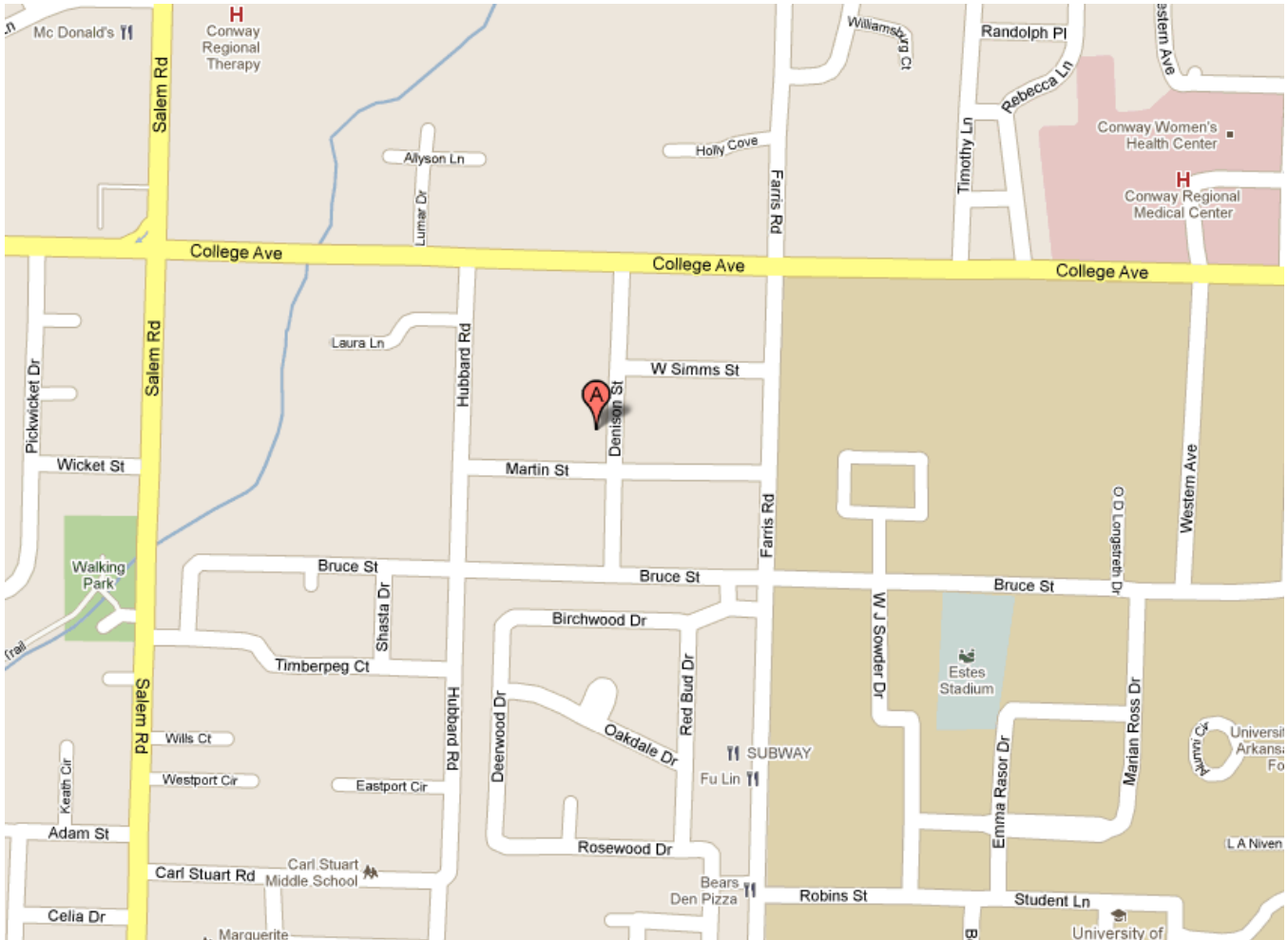
DENNISON HOUSE

385 Dennison Street

Conway, AR 72034

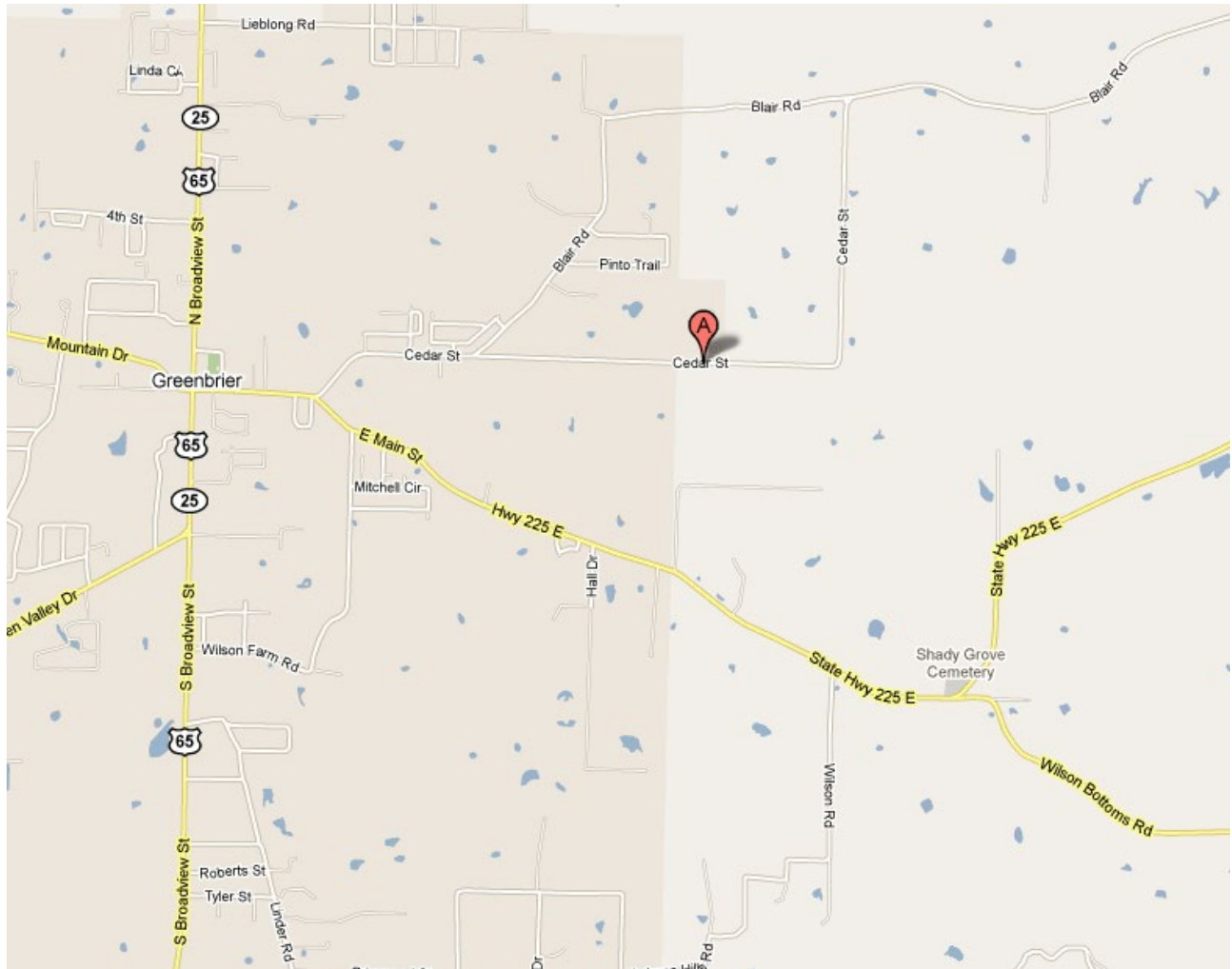
Contact Person: Carl Campbell

501 327-2663



GREENBRIER APARTMENTS

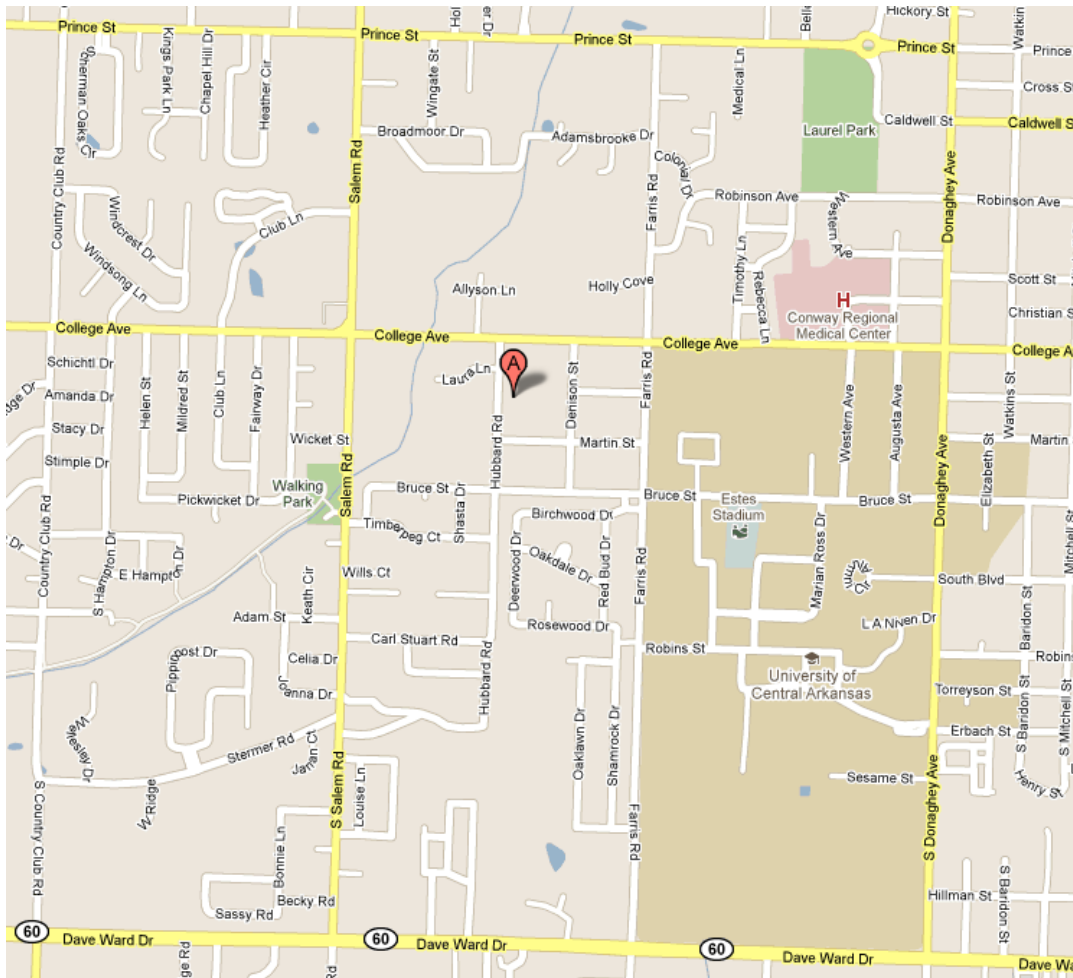
96 Cedar Street
Greenbrier, AR 72058
Contact Person: Sarah Cable
501 679-5472



SCHNEIDER HOUSE

350 Hubbard Road
Conway, AR 72034

Contact Person: Erin Haugen
501 329-1703



FLORENTZ ESTATES

1125 Addy Brook Lane

Conway, AR 72032

Contact Person: Rolanda Banks

501 327-0660

