

CHILD PROTECTION SERVICES  
STANDARDS FOR EFFECTIVE PRACTICE  
**STANDARDS FOR ADMINISTRATION**

**10.5 HIGH PROFILE AND CRISIS SITUATIONS**

**Council on Accreditation Standards**

The Council on Accreditation Standards G1.2 (Access and Eligibility); G1.5 (Confidentiality and Privacy Protections); G1.6 (Access to Case Records); G5.7 (Emergency Response); and G11.5 (Media Relations) link to and support Standard 10.5 *High Profile and Crisis Situations*.

**Administrative Code**

There are no Administrative Code Rules that directly address Standard 10.5 *High Profile and Crisis Situations*.

**I. Philosophy**

The community has an interest in knowing the circumstances regarding high profile and crisis situations. As a steward of the public, the CFSA has an obligation to inform the community, while maintaining the confidentiality of children, families and staff. To be effective in sharing high profile and crisis related information with the public, the CFSA must be planful and systematic in communicating the information.

**II. Outcome**

The CFSA implements its procedures when its sharing high profile and crisis related information with staff and the public.

**III. Evaluation**

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- the extent to which the CFSA responds to Standard 10.5, *High Profile and Crisis Situations*;
- surveying staff, foster parents, board members and other stakeholders to ascertain the CFSA's responsiveness regarding high profile and crisis situations.

**IV. Standards for Implementation**

- 1) The CFSA should identify and define the types of situations considered to be high profile or crisis and should have established policies and procedures for managing these. As part of these, a notification process for alerting key stakeholders should be developed, as well as the manner and approach for alerting and debriefing staff.
- 2) The CFSA should arrange to provide support for staff and follow-up with those staff directly involved in the situation.

- 3) During a high profile or crisis situation, the executive director or designee should review the background and what occurred leading up to the situation.
- 4) The executive director should manage, or assign a designated staff member to manage activities when there is a high profile situation or when a crisis occurs. The designated staff member should have experience and expertise with CFSA programs, authority in the agency, and routine contact with the public.
- 5) In high profile situations, the CFSA should notify Public Children Services Association of Ohio within one day of learning of the situation so support can be provided in working through the crisis.
- 6) The CFSA should establish clear procedures for notifying the media in accordance with Standard 10.4, *Confidentiality* (refer to the PCSAO Handbook on working with the media).
- 7) When requests are made to review personnel, volunteer, or foster parent files, see standard 10.4, *Confidentiality*
- 8) For Standards regarding crisis management involving staff safety incidents, please see the Caseworker Safety Standard 9.7, *Crisis Management*.

**V. Financial Implications**

As part of daily operations, the CFSA maintains policies and procedures regarding the management of high profile and crisis situations. No additional costs have been identified for Standard 10.5, *High Profile and Crisis Situations* (see Standard 10.2, *Policies and Procedures* for the cost associated with the initial development of a policy and procedures manual).