

City of Willow Park

CRITICAL INCIDENT COMMUNICATIONS

Within the City of Willow Park Police and Fire Departments, a critical incident can and will be defined as any event of a severe nature, which threatens to cause or causes the loss of life or injury to residents and/or severe damage to property and requires extraordinary measures to protect our residents.

The following procedures are to be followed during a critical incident:

1. Critical incident occurs in City and demands immediate attention
2. Police/Fire Chief notified of incident, chief contacts City Manager or Assistant City Manager, Communications Specialist, and other interested parties of incident
3. Ranking Public Safety officials and Communications Specialist prepare statement about incident to distribute to media, and distribute via push notifications, social media, or any other channels as applicable to the situation
4. Communications Specialist distributes statement, and will now serve as the go-between from fire/police department and media/general public
5. Incident has been resolved and communication about said incident will cease