

Policies and Procedures

80– Administration

Policy Number:	80.60
Name:	Canadian Interuniversity Sport Crisis Management Policy
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80.60.1 PREAMBLE

Sport organizations are often confronted with scandals, emergencies, high visibility controversies and crises. Crises are inevitable and recurring. The enormous complexity of today's organizations and global environment is one of the biggest contributing causes to crises, and despite best efforts and intentions, there is no way to avoid crises altogether.

The repercussions and impact of crises in sports may be manifested across a series of stakeholders. To avert mismanagement of crises and its consequences, CIS will endeavour to predict, prevent and understand crisis situations, and sharpen our skills at predicting and preventing such situations.

80.60.2 CRISIS MANAGEMENT TEAM

The formation of a crisis management team (CMT) is an important activity. The purpose is to provide a centralized power structure that can make and implement decisions rapidly in the midst of a crisis. The CMT's goal is to exercise stewardship and social responsibility to CIS stakeholders, and get the organization back to business as usual, as soon as possible. CIS recognizes that extraordinary times call for extraordinary measures, and the CMT is empowered to spend money which has not been budgeted for in a budget line item.

80.60.2.1 Membership

The Crisis Management Team comprises the President, Chief Executive Officer, and Past-President/president-elect who are empowered to make and implement decisions rapidly in the midst of a crisis.

80.60.2.2 Responsibilities

- a) Contact the other organizations/stakeholders involved.**
- b) Ensure consistency and coordinate the response of key players.**
- c) Draft up plans to deal with a sampling of crises including: (i) principles/philosophy (ii) action plans, (iii) communication plans, (iv) fire drills, and (v) establishing essential relationships.**
- d) Ensure that the following supplies are stored in an off-site location: cheques, letterhead, envelopes, address stickers of all CIS members, CIS directories, media directories, back-up of the data base system and e-mail list serves.**
- e) Include crisis management detection as part of Board agendas on a periodic basis.**
- f) Incorporate crisis management activities into the CIS plans and priorities.**
- g) Incorporate crisis management activities into the CEO's job description.**
- h) Collect cell and home phone numbers of the staff, board, Athletic Directors and Regional Association contacts.**
- i) Provide a 1 800 number which can be readily activated.**
- j) Ensure that CIS insurance coverage is adequate.**

- k) Ensure that the members of the crisis management team are all equipped with cell phones.**
- l) Review the CIS Championship Bid Books and Hosting Contracts and add risk management plans and protocols prior to the championship.**
- m) Identify individuals with expertise around the content areas of potential crises (i.e. doping, harassment) and ensure these individuals are approached in advance of a crisis to have them on call in the event of a crisis.**
- n) Share the CIS crisis plan with Regional Associations to inform them of CIS plans and to possibly coordinate a similar type coordinated approach at the regional level.**