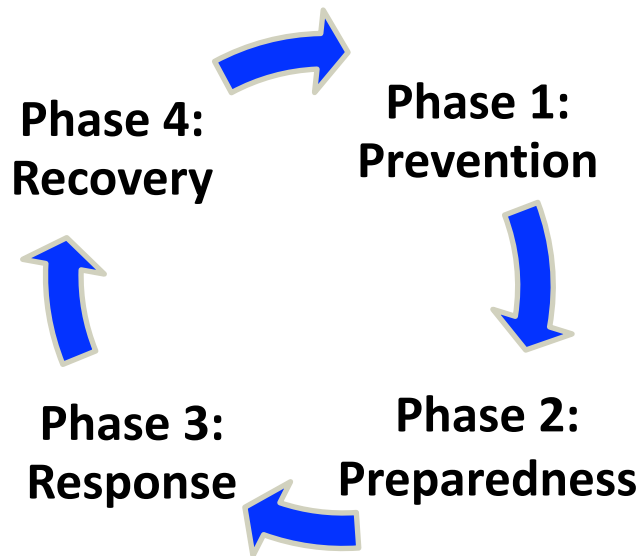


**REFERENCE 11.1: CRITICAL INCIDENT MANAGEMENT PROCESS PHASES** 

**Purpose:** To provide an overview of the critical incident management process phases

**Phase 1: Prevention**

- Is intended to prevent initial incident and reoccurrences.
- Can be either the first or the last phase.
- Must include evaluation and implementation of security measures for both critical infrastructure and very important persons.

**Phase 2: Preparedness**

- Provides pre-established guidance on how to coordinate and control responses to the incident.
- Provides specific, necessary communication guidance:
  - Chain of command directive
  - Radio protocol
  - Communication with media representatives

**Phase 3: Response**

- An immediate reaction or relief effort focused on saving lives and limiting damage to property.
- Managers:
  - Oversee immediate response actions.
  - Rely on the written plan as predetermined in Phase 2.
  - Continuously anticipate any further actions that may be necessary to control and resolve the situation.
- Damage control is an essential element of critical incident management.

#### **Phase 4: Recovery**

- Also known as consequence management.
- The process of repair and restoration.
- Decision-making responsibility is transferred to other predetermined officials.
- Though the incident has been resolved, the environment is still unstable, making recovery a highly volatile phase.