



Critical Incident Management

A Complete Response Guide, Second Edition

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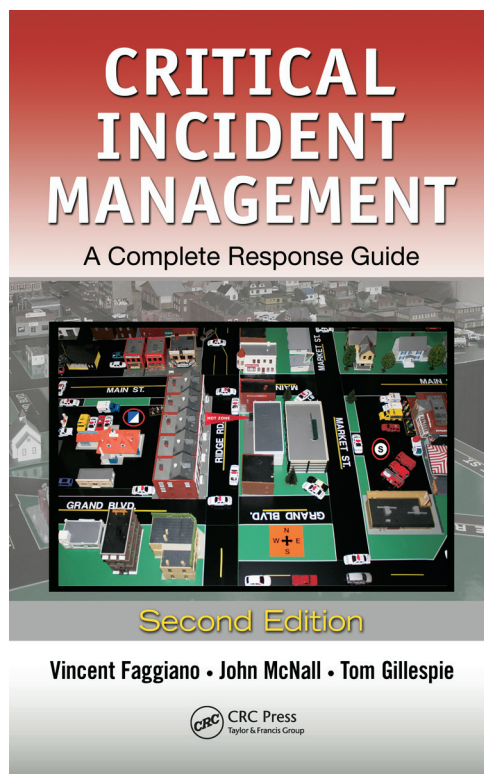
Filled with tactical direction designed to prevent, contain, manage, and resolve emergencies efficiently and effectively, this volume provides proven methodologies applicable to a host of scenarios that may be encountered in the public and private sector. Topics include the phases of a critical incident response and stabilizing the scene, leadership style and techniques required to manage a critical incident successfully, guidelines for responding to hazardous materials and weapons of mass destruction incidents, stress management, maintaining continuity of business in the face of a crisis, and the roles of high-level personnel in setting policy and direction for the response and recovery efforts.

KEY FEATURES

- Spans the gamut of dangerous incidents—from natural disasters, terrorism, crime, fire and hazardous materials, and transportation accidents
- Presents expanded information including NIMS, ICS, and federally mandated systems
- Covers the command structure and incident management protocols for law enforcement
- Includes suggestions for crisis management for private industry and business professionals

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The Nature of Critical Incidents. First-First Responders. Stages, Phases, and Strategies. Tactical Leadership. Seven Critical Tasks™. NIMS and ICS. Hazardous Materials and Weapons of Mass Destruction. Critical Incident Stress. Emergency Operations Center. The Executive Policy Group. Appendix A: ICS Task Checklists. Appendix B: EOC Task Checklists. Appendix C: Using the DOT Emergency Response Guidebook. Index.



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