



Allone Crisis Management Information:

AllOne Crisis Management
8901 W Capitol Dr,
Milwaukee, WI 53222

Notification/Activation Process

When a crisis occurs, it is important to contact Allone Crisis Management as soon as possible to ensure that our services are activated in a timely manner.

- Call the Allone Crisis Management 24-hour activation number at 1.800.866.8095 or, +1.414.359.1067 (outside of the United States). You will be connected to our service center who will ask four questions:
 - Your name,
 - Your contact number,
 - Your organization,
 - Is this a drill or actual event

- The service center will then connect you with the Allone Crisis Management Crisis Manager (who is on-call) who will assess the scale and scope of the incident.

- Caller will be asked to provide an overview of the incident and to authorize the activation of Allone Crisis Management's Emergency Information Line or other support services as requested.

- If the situation warrants activation of a Command Center, Allone Crisis Management will:
 - Provide a conference bridge line to connect your emergency response team with Allone Crisis Management's Command Center. If your organization is using Zoom or Microsoft Teams, this can be used for linking the two command centers.

 - Provide an email address to use for written communication throughout the response (crisis@feicm.com).

- Set up an Interactive Voice Response (IVR) menu on the Emergency Information Line. This will divert some callers to specific numbers as requested. Some suggested numbers are:
 - Main Line
 - Other departments that would receive a high call volume

Emergency Information Line

Once the Notification/Activation Process has been completed, Allone Crisis Management will:

- Activate the Allone Crisis Management Crisis Response Team (which in turn will activate the Allone Crisis Management Command Center and Emergency Call Center)
- Join Zoom/Microsoft Teams
- Request updates from the organization
- Provide a number for the Family Assistance Line to be disseminated to the public by the organization
- Request a copy of the passenger and crew manifests, and any initial statements or press releases the organization has communicated to the public
- Deploy on-site support as requested (assist with FAC set-up as needed)
- Provide psychological first aid both telephonically and in-person
- Provide hourly/daily/weekly reports to the organization on call volume, notifications completed, and requests
- Provide information to callers as directed by the organization
- Provide a comprehensive Summary Report of the response to the organization