

1000 SERIES

MANAGEMENT STRUCTURE

1050 Organizational Chart

[1100 Responsibility in the Absence of the Administrator](#)

[1150 Succession Planning](#)

[1250 Crisis Communications](#)

[1300 Communications](#)

RESPONSIBILITY IN THE ABSENCE OF THE ADMINISTRATOR

1100

POLICY:

Easterseals Central & Southeast Ohio, Inc. has a qualified administrator and a qualified designee to be in charge in the event of his/her absence.

PROCEDURE:

The Chief Executive Officer is responsible for all programs and facilities, agency wide, and must appoint a qualified designee to be in charge during any absence.

Each department manager is responsible for his/her department/program at all times and must appoint a designee to be in charge during any absence. Designees must have all information, phone numbers, etc., available to effectively carry out these duties.

Originated:

Reviewed: 4/92, 7/93, 8/94, 8/95, 4/96, 4/98, 8/00, 2/02, 10/03, 2/04, 2/05, 10/05, 10/06, 10/07, 10/08, 9/09, 10/10, 1/12, 9/13, 11/13, 11/14, 9/15, 9/16, 9/17, 9/18, 9/19, 9/20, 9/24, 9/25

Revised: 4/92, 7/93, 8/94, 8/95, 4/96, 4/98, 8/00, 2/02, 2/04, 9/16, 9/20

POLICY:

Easterseals Central & Southeast Ohio, Inc. has established a succession plan to provide continuity in leadership and avoid extended and costly vacancies in key positions. ESCSO's succession plan is designed to identify and prepare candidates for high-level management positions that become vacant due to retirement, resignation, death or new business opportunities. ESCSO aims to ensure high quality replacements for individuals identified as key to the organization's success. Those key positions are:

Chief Executive Officer	Controller
Chief Development Officer	Director of Adult Community Services
Chief of Operations	Director of Children's Programs
All Program Managers	

Each of the employees identified above will have a manual that details key components of their position. The manual should include day-to-day functions along with key contact information. Any organizational memberships on behalf of ESCSEO should also be included.

Each manager should identify someone within their department or within the organization that could fill-in or potentially replace them should the need arise in the future.

Originated: 10/15

Reviewed: 05/17, 9/17, 9/18, 9/19, 9/20, 1/22, 9/24, 9/25

Revised: 05/17, 9/18, 9/20, 1/22, 9/24, 9/25

POLICY:

Easterseals Central & Southeast Ohio, Inc. has a crisis communication plan in place.

PROCEDURE:

1. Any staff who becomes aware of a potential crisis will notify the Chief Executive Officer or designee immediately. This includes, but is not limited to, death or serious injury while in our care, fiscal crisis, building disaster or injury at a fundraising event.
2. The Chief Executive Officer or designee will contact the crisis management team. The crisis management team will refer to the Easterseals Crisis Communications Policy.
3. All releases of information to the media will be coordinated by the crisis management team only.

Plan of Action:

Immediately upon notification of a potential crisis, the following should be implemented:

1. Notify your direct supervisor of the situation
2. Supervisor should notify the CEO and/or COO
3. CEO/COO will establish the crisis team
4. The crisis team :
 - a. CEO/COO is the crisis team leader
 - b. Human Resources Manager, Marketing Manager, and additional team members such as program manager and staff
5. Define the problem:
 - a. Complete crisis detail sheet and checklist
 - b. Establish facts and goals
 - c. Identify worst case scenario
 - d. Complete crisis question and answer document

6. Determine a message and information to communicate:
 - a. Draft a written statement concerning the crisis
7. Identify audiences:
 - a. Review key audience list
 - b. Identify any additional audiences
8. Determine how and when information will be released
9. Follow up after the crisis:
 - a. Follow up will be determined on a case-by-case basis

Never speak to the media without permission. Always be polite and let them know you will contact someone who can answer their questions. Never say "No comment".

Originated:

Reviewed: 11/94, 4/96, 3/97, 4/98, 1/99, 4/99, 3/02, 10/03, 2/04, 2/05, 10/05, 10/06, 10/07, 10/08, 10/10, 1/12, 9/13, 11/13, 11/14, 9/15, 9/17, 9/18, 9/19, 9/20, 9/24, 9/25

Revised: 11/94, 4/96, 3/97, 4/98, 1/99, 4/99, 2/04, 9/09, 9/25

POLICY:

Easterseals Central & Southeast Ohio, Inc. has regular communication to disseminate and discuss relevant information.

PROCEDURE:

1. The following meetings will be held at the discretion of the Chief Executive Officer:

 Senior Management
 Leadership
 General Staff
2. A record of communications will be distributed to participants and maintained for future reference. Meeting minutes will be distributed.
3. All employees are responsible for reading, understanding and implementing information contained within the above-mentioned communications.
4. Participation in communications is required unless excused by a supervisor. Managers may not miss more than two Leadership meetings per fiscal year. Senior Leadership may not miss more than one without CEO permission.
5. Program/site meetings will be held at the discretion of the program/site manager.

Originated: 9/85

Reviewed: 7/88, 5/90, 9/91, 2/93, 7/93, 11/95, 4/96, 3/97, 4/98, 8/2000, 2/02, 10/03, 2/04, 2/05, 10/05, 10/06, 10/07, 10/08, 10/10, 1/12, 9/13, 11/13, 11/14, 9/15, 9/17, 9/18, 9/19, 9/20, 9/24, 9/25
Revised: 7/88, 5/90, 9/91, 2/93, 7/93, 11/95, 4/96, 3/97, 4/98, 8/2000, 2/02, 2/04, 9/09, 1/12, 11/14, 6/20