

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Consolidated Annexes



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

These annexes, or checklists, complement CAPP 170-1, *CAP Comprehensive Response Plan*. The checklists are nondirective but serve to guide leaders during crisis decision making and may be tailored to best meet the unit's needs or preferences. Where a disagreement exists between directive publications and a checklist, the directive publication takes priority. Although several scenarios are covered, it's possible to experience a situation not covered by a single checklist. Rather, good crisis management might necessitate using elements from multiple checklists. The checklists offer reminders of actions to consider and may be tailored to fit local needs.

Table of Contents

Annex A Unit Contact Information	4
Annex C Crisis Communications.....	13
Annex D Death and Casualty Reporting	18
Annex E Aircraft Accident.....	28
Annex F Mishap – Aircraft, Vehicle or Other	34
Annex G Cadet Protection/Abuse Concerns(Actual or Suspected)	38
Annex H Suicidal Verbalization, Suicide Attempts or Suicide	50
Annex I Search and Rescue (Missing or Overdue)	54
Annex J In-Flight Emergency (IFE)	58
Annex K CAP Distress Beacon Activation	62
Annex L Active Shooter	65
Annex M Heightened Threat Awareness Posture	70
Annex N Temporary Curtailment of Operations (Stand-down)	74
Annex O NHQ Business Continuity	78
Annex P Continuity of Operations (Units)	92

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex A

Unit Contact Information



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Maxwell Air Force Base, Alabama

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Contains Personally Identifiable Information – Not Releasable Outside CAP

This annex serves as a quick reference in the event time critical notifications are required with unit members, the chain of command and select external agencies and service providers. Units should tailor this annex to meet their specific needs.

When completed, this annex may contain personally identifiable information that must be protected from unauthorized disclosure and use.

Table of Contents	Page
Notification Tree	5
Contact List – Unit Assigned Members	7
Additional Contact Information	9
Key Suppliers and Vendors Contact Information (Optional).....	10
Off-Site Storage Contact Information (Optional)	11

Notification Tree

There are three primary methods for contacting or relaying important information to unit members: email, telephone, and text messaging. There is only one reasonable backup: face-to-face contact.

Email allows for the sending of information to many recipients at one time. However, to be effectively received, the recipient must know to expect the message and have a means to view it. Most staff members do not read work-related emails after hours; therefore, email is a poor option to use when the information being shared is critical or time is of the essence.

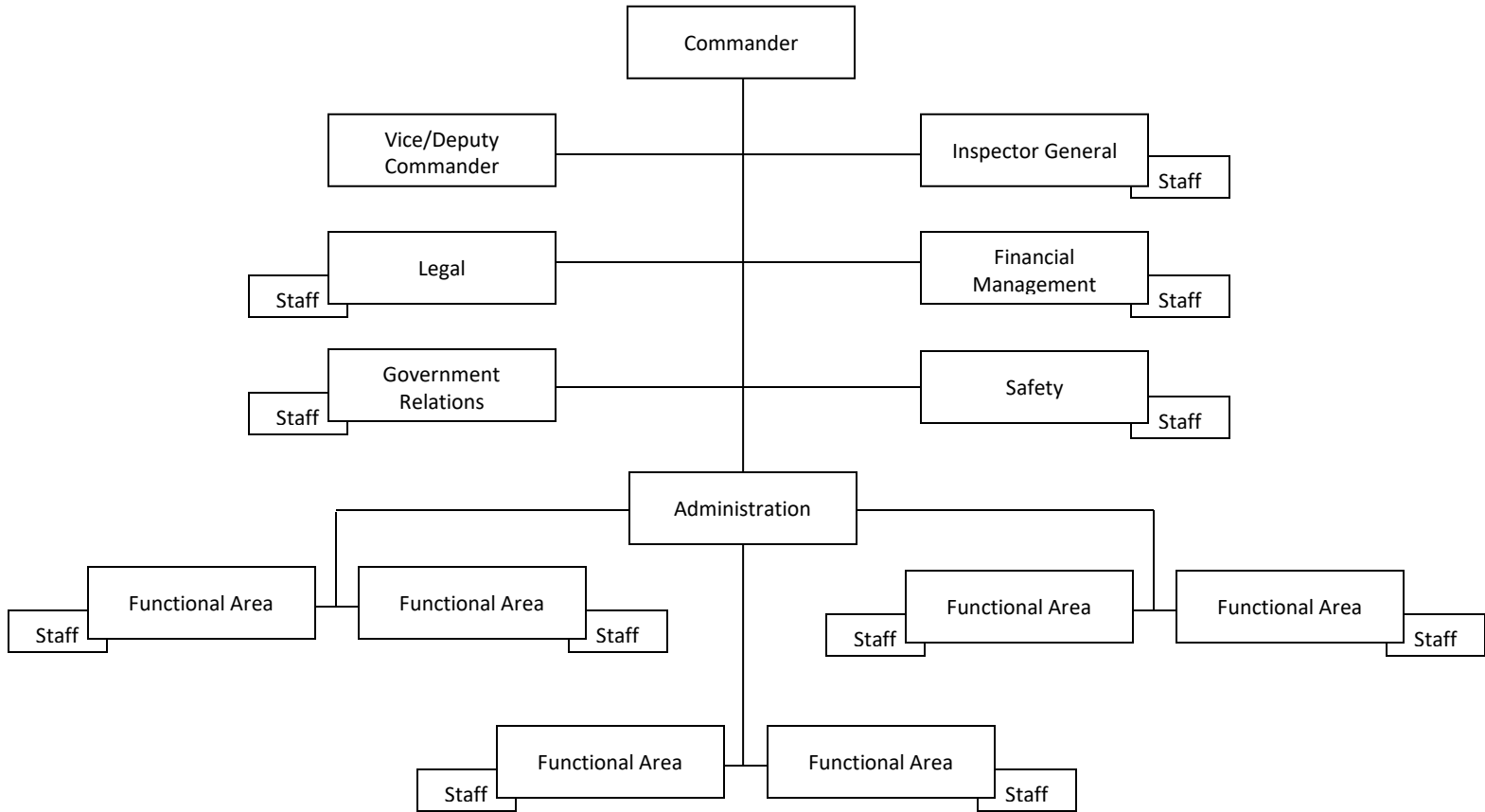
Most, if not all, staff members have a cellular phone and can be reached at any time of the day. For this reason, telephone contact should be the priority with text messaging as a suitable backup. Both avenues have their strengths and weaknesses. Much like email, text messaging allows the sender to contact multiple recipients at the same time. Telephone contact allows the recipient to ask questions or seek clarification with immediate feedback. Text messaging allows the same query; however, the feedback is not as immediate or might never occur if the sender is flooded with text messages.

All primary methods are susceptible to outage in the event of a wide-scale disaster. When this happens, face-to-face contact is the only alternative. Therefore, key members are encouraged to have available the home address for their teammates should leadership have to resort to this method of contact.

On the next page is an example of a notification tree for streamlining and distributing the workload during a crisis contact situation. The tree resembles organizational charts found in CAP publications. There are two keys things units must keep in mind when developing their telephone trees:

1. The tree needs to account for all unit members. If not, Murphy's Law will prevail, and someone will not get the need-to-know information.
2. The tree needs to work for the unit. Creating a telephone tree adds no value if it's too cumbersome for members to use or relies on too few people to make many calls. Although the tree resembles an organizational chart, the actual telephone tree a large unit develops might look very different from that of a small unit.

Example of a Telephone Tree



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Contact List – Unit Assigned Members

Completed/Updated By:
Reviewed By:

Date:
Date:

The following list provides contact information for unit members.

POSITION/ OFFICE	NAME	PREFERRED CONTACT INFORMATION	SECONDARY CONTACT INFORMATION
Commander's Staff			
CC			
Administration			
DA			
DA			
Aerospace Education			
AE			
AE			
Cadet Programs			
CP			
CP			
Chaplain			
HC			
HC			
Financial Management			
FM			
FM			
Information Technology			
ITO			
ITO			
Legal			
JA			
JA			
Logistics			
LG			

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POSITION/ OFFICE	NAME	PREFERRED CONTACT INFORMATION	SECONDARY CONTACT INFORMATION
LG			
Operations			
DO			
DO			
Personnel			
DP			
DP			
Professional Development			
PDO			
PDO			
Public Affairs			
PAO			
PAO			
Safety			
SE			
SE			

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Additional Contact Information

Completed/Updated By:
Reviewed By:

Date:
Date:

The following table provides suggested contact information as needed for likely situations. Units are encouraged to add additional contacts as applicable for their location.

POSITION	NAME	WORK CONTACT INFORMATION	OTHER CONTACT INFORMATION
Key Staff Positions			
Fire, Law Enforcement and Emergency Response	Emergency Response	911	911
Region Commander			
Wing Commander			
Group Commander			
Wing Administrator			
Wing Chaplain			
Wing CISM Officer			
Wing Legal Officer			
CAP-USAF Liaison Region			
Local Law Enforcement			
Local Hospital			
Local TV stations			
Local radio stations			
Local newspaper			

Key Suppliers and Vendors Contact Information (Optional)

Completed/Updated By:

Date:

Reviewed By:

Date:

A disaster that impacts a CAP unit could also impact local vendors and service providers. Similarly, a disaster or isolated event (e.g. labor stoppage) in another part of the country could impact suppliers of critical goods or services upon which the unit relies to effectively conduct daily operations. To minimize the risk of degraded operations, key suppliers should also have an effective continuity plan for dealing with emergencies. Functional areas are encouraged to request planning information from key suppliers to ensure they have appropriately planned for supporting both their own processes and customer's critical processes in the event of a disaster or crisis.

This section includes a list of key suppliers, the critical goods and/or services they are supplying, their normal contact information, and their emergency contact information. Consideration should also be given to a further list of suppliers who would be able to provide critical goods and services in the event of failure to deliver from one of the identified key suppliers.

In addition to routine suppliers, this list also includes suppliers of services needed only in an emergency, such as base civil engineers (if on a military installation), and the firms who provide maintenance support services for equipment and systems.

Routine Unit Suppliers and Vendors Contact Information

NAME OF SUPPLIER	KEY GOODS OR SERVICES PROVIDED	NORMAL CONTACT DETAILS	EMERGENCY CONTACT DETAILS
Alternative Suppliers and Vendors			

Off-Site Storage Contact Information (Optional)

Completed/Updated By:

Date:

Reviewed By:

Date:

To ensure survivability of key documents, data and systems, units sometimes arrange for storage away from the unit's main facility. Part of the back-up and recovery strategy is to ensure that copies of data records and vital documents are stored at such safe locations.

This section contains information regarding off-site storage locations used by the unit and includes addresses and contact numbers. Information on how to obtain the necessary access during an emergency is also included, together with the names and contact numbers of key personnel who are responsible for the safe keeping of such records or data.

NAME OF SERVICE PROVIDER	
Address	
Contact Person	
Normal contact no.	
Emergency contact no.	
Any special arrangements in case of emergency	
KEY ITEMS STORED AT LOCATION	
NAME OF SERVICE PROVIDER	
Address	
Contact Person	
Normal contact no.	
Emergency contact no.	
Any special arrangements in case of emergency	
KEY ITEMS STORED AT LOCATION	
NAME OF SERVICE PROVIDER	
Address	
Contact Person	
Normal contact no.	
Emergency contact no.	
Any special arrangements in case of emergency	
KEY ITEMS STORED AT LOCATION	

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex C

Crisis Communications



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

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Completed/Updated By:
Reviewed By:

Date:
Date:



This annex is not intended to supersede the wing's Crisis Communication Plan. Rather it serves to complement the plan by providing commanders, public affairs officers and other functional leaders with additional considerations to effectively deal with the crisis.

IMMEDIATE ACTIONS:

The first person having knowledge of an incident that has potential to reflect negatively on CAP or present a public affairs crisis contacts:

_____ Unit commander (refer to Annex A, [Unit Contact Information](#)) and provide:

Name/contact information of member making report: _____

Nature of incident: _____

Time/date of incident: _____

Location of incident: _____

Who is on scene now: _____

Members involved: _____

Non-CAP persons involved: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

Is media present/anticipated: _____

Additional information if known: _____



Make no other contacts unless directed to do so by competent authority.

AFFECTED UNIT

Commander



IN THE CASE OF A FATALITY OR INJURY, DO NOT RELEASE ANY MEMBER'S NAME UNTIL NEXT-OF-KIN NOTIFICATION IS CONFIRMED COMPLETE

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- _____ If incident involves the death or casualty of a member, refer to Annex D, [Death or Casualty Reporting](#)
- _____ If incident involves an accident, refer to Annex E, [Aircraft Accident](#)
- _____ If incident involves the suicide of a member, refer to Annex H, [Suicidal Verbalization, Suicide Attempts or Suicide](#)
- _____ If incident involves a cadet protection violation, refer to Annex G, [Cadet Protection Violation \(Actual or Suspected\)](#)
- _____ Activate the crisis communication team and plan (wing only)
- _____ Notify the National Operations Center of the above information and any actions taken (opscenter@capnhq.gov or 1-888-211-1812, option 1)
- _____ Assess if Critical Incident Stress Management support is needed
- _____ When appropriate, inform unit members of the situation

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ Time and date of notification: _____
- _____ Who made notification: _____
- _____ Notifications (refer to Annex B, NHQ Contact Information):
 - _____ CAP/CC
 - _____ CAP/CV (if CC is unavailable)
 - _____ CAP/COO
 - _____ CAP/COA (if COO is unavailable)
 - _____ CAP/SE
 - _____ CAP/GC
 - _____ CAP/DO (if incident is mission related or Critical Incident Stress Management team support is anticipated)
 - _____ CAP/LG (if mishap involves damage to CAP asset)

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- _____ CAP/PA (if media attention is anticipated)
- _____ CAP/DP
- _____ Affected region commander
- _____ Affected wing commander
- _____ CAP/HC
- _____ CAP-USAF/CC (if AF interest is anticipated)
- _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
- _____ CAP-USAF/DO (if incident is mission related)
- _____ CAP-USAF/SE (if incident appears safety related)
- _____ Additional personnel as requested from any of the above

Public Affairs

- _____ Contact the wing PAO and render assistance as needed

CAP-USAF

Commander

- _____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required

AFFECTED WING

Commander

- _____ Contact affected unit commander and render assistance as needed
- _____ Activate the crisis communication team and plan
- _____ Notify wing chaplain of incident

Applicable Functional Leader

- _____ Contact affected unit commander and render assistance as needed

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AFFECTED REGION

Commander

_____ Contact affected wing commander and render assistance as needed

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex D

Death and Casualty Reporting



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Completed/Updated By:
Reviewed By:

Date:
Date:



Refer to CAPR 35-2, *Notification Procedures in Case of Death, Injury or Serious Illness*, for mandatory notification procedures.



This checklist is to be run in the event of a CAP member's death or casualty. A casualty is a serious injury or illness that prevents the member from performing their assigned duties.



This checklist is divided into three sections (click on applicable link):

1. [Serious injury or illness during a CAP activity](#)
2. [Member death *not* involving a CAP activity](#)
3. [Member death *while participating* in a CAP activity](#)

Section 1 – Serious Injury or Illness During a CAP Activity

IMMEDIATE ACTIONS:

_____ Contact 9-1-1 for emergency response, as needed

_____ Start lifesaving actions, as warranted by the situation, and continue such actions until emergency responders arrive

_____ Attempt to make the member comfortable by moving indoors, preferably in a climate-controlled environment



Depending on the nature of the injury, for example a fall, attempts to move the injured member could worsen the injury. If internal injuries are suspected, it's best to not move the member; rather other attempts should be made to protect the member from the elements until emergency responders arrive (e.g. blanket, makeshift cover, etc.)

CAP ACTIVITY PERSONNEL:

Activity Director/Project Officer, Incident Commander or Unit Commander

_____ Coordinate with the member's unit commander or the senior member escort and confirm that notification has been made to the individual listed on the member's CAPF 161, *Emergency Information*

_____ Coordinate with the member's unit commander and confirm that notification has been made to the member's wing commander

_____ If the member is from a wing other than the wing where the activity is taking place, confirm notification has been made to the activity's wing commander

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_____ Contact the National Operations Center (toll free 1-888-211-1812, option 1) and provide:

Name/contact information of member making report: _____

Members involved: _____

Non-CAP persons involved: _____

Nature of injury/illness: _____

Time/date of injury/illness: _____

Location of activity: _____

Who is on scene now: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

Is media present/anticipated: _____

Additional information if known: _____

_____ For serious bodily injury, complete required safety reporting



For mishaps involving serious bodily injury accidents, DO NOT fill in the “account” portion of the online mishap notification without prior coordination with the office of General Counsel (CAP/GC).

_____ If the injury is a result of an accident, refer to Annex E, [Aircraft Accident](#)



Make no other contacts unless directed to do so by competent authority.

CAP NATIONAL HEADQUARTERS:

National Operations Center

_____ Time and date of notification: _____

_____ Who made notification: _____

_____ Notifications:

_____ CAP/CC

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- _____ CAP/CV (if CC is unavailable)
- _____ CAP/COO
- _____ CAP/COA (if COO is unavailable)
- _____ CAP/SE
- _____ CAP/GC
- _____ CAP/DO (if incident is mission related or Critical Incident Stress Management team support is anticipated)
- _____ CAP/LG (if mishap involves damage to CAP asset)
- _____ CAP/PA (if media attention is anticipated)
- _____ CAP/DP
- _____ Injured member's region commander
- _____ CAP-USAF/CC (if AF interest is anticipated)
- _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
- _____ Additional personnel as requested from any of the above

General Counsel

- _____ Inform the insurance carrier (Corporate activity) or CAP-USAF/JA (AFAM), as appropriate
- _____ Take appropriate actions as the situation warrants and as directed by CAP regulations

Logistics

- _____ Direct the impoundment of aircraft/vehicle/equipment records, as appropriate

Operations

- _____ Secure mission data and member qualifications, as appropriate

Personnel and Membership

- _____ Take appropriate actions as the situation warrants and as directed by CAP regulations

For Official Use Only

Safety

_____ Prepare for mishap reporting and review

CAP-USAF

Commander

_____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required

Section 2 – Member Death *Not* Involving a CAP Activity



If the death is suspected to have been caused by murder, suicide, accident or any other unusual circumstances, contact the National Operations Center (toll free 1-888-211-1812, option 1).



NOTE: only competent medical/legal authorities outside of CAP can declare whether a death was caused by suicide.

AFFECTED UNIT:

Commander

_____ Upon notification of a member's death, contact the National Operations Center (toll free 1-888-211-1812, option 1) and provide:

Name and CAPID number of the deceased: _____

Date of death: _____

Name, relationship and address of next of kin: _____

_____ Notify wing commander

_____ When appropriate, inform unit members of the death

AFFECTED WING:

Commander

_____ Notify region commander

_____ Confirm National Operations Center notification

CAP NATIONAL HEADQUARTERS:

National Operations Center

_____ Time and date of notification: _____

_____ Who made notification: _____

_____ Notifications:

_____ CAP/CC

_____ CAP/COO

_____ CAP/COA (if COO is unavailable)

_____ CAP/DP

_____ CAP/PA

_____ Additional personnel as requested from any of the above

Personnel and Membership

_____ Take appropriate actions as the situation warrants and as directed by CAP regulations

Public Affairs

_____ Take appropriate actions as the situation warrants and as directed by CAP regulations

Section 3 – Member Death *While Participating* in a CAP Activity

IMMEDIATE ACTIONS:

The first person having knowledge of the death contact Emergency Response (9-1-1) immediately.

CAP ACTIVITY PERSONNEL:

Activity Director/Project Officer, Incident Commander or Unit Commander

_____ Contact the National Operations Center (toll free 1-888-211-1812, option 1) and provide:

Name/contact information of member making report: _____

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Members involved: _____

Non-CAP persons involved: _____

Nature of activity: _____

Time/date of death: _____



NOTE: only competent medical authorities outside of CAP can declare someone deceased.

Location of activity/death: _____

Who is on scene now: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

Is media present/anticipated: _____

Additional information if known: _____

_____ Inform the deceased member's unit commander or designee at the telephone number listed on the member's CAPF 161. If the unit commander/designee cannot be reached, inform the deceased member's wing commander.

_____ If the death is a result of an aircraft accident, refer to Annex E, [Aircraft Accident](#)



Make no other contacts unless directed to do so by competent authority.

CAP NATIONAL HEADQUARTERS:

National Operations Center

_____ Time and date of notification: _____

_____ Who made notification: _____

_____ Notifications:

_____ CAP/CC

_____ CAP/CV (if CC is unavailable)

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- _____ CAP/COO
- _____ CAP/COA (if COO is unavailable)
- _____ CAP/HC
- _____ CAP/SE
- _____ CAP/GC
- _____ CAP/DO (if incident is mission related or Critical Incident Stress Management team support is anticipated)
- _____ CAP/LG (if mishap involves damage to CAP asset)
- _____ CAP/PA (if media attention is anticipated)
- _____ CAP/DP
- _____ Deceased member's region commander
- _____ Deceased member's wing commander
- _____ CAP-USAF/CC (if AF interest is anticipated)
- _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
- _____ CAP-USAF/DO (if incident is mission related)
- _____ CAP-USAF/SE (if incident appears safety related)
- _____ Additional personnel as requested from any of the above

General Counsel

- _____ Inform the insurance carrier (Corporate activity) or CAP-USAF/JA (AFAM), as appropriate
- _____ Take appropriate actions as the situation warrants and as directed by CAP regulations

Logistics

- _____ Direct the impoundment of aircraft/vehicle/equipment records, as appropriate

Operations

- _____ Secure mission data and member qualifications, as appropriate

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Personnel and Membership

_____ Take appropriate actions as the situation warrants and as directed by CAP regulations

Public Affairs

_____ Take appropriate actions as the situation warrants and as directed by CAP regulations

DECEASED MEMBER'S UNIT

Commander



DO NOT PUBLICLY RELEASE ANY MEMBER'S NAME UNTIL NEXT-OF-KIN NOTIFICATION IS CONFIRMED COMPLETE



NOTE: time is of the essence when making the next-of-kin notification. In-person is the preferred method for notifying next of kin. All other methods of notification are strongly discouraged.

_____ Prepare for Next-of-Kin notification

_____ Contact unit/wing chaplain for assistance for next-of-kin notification

_____ As needed, seek higher headquarters guidance on next-of-kin notification

_____ Designate a member of the unit, preferably a CAP chaplain or a close friend of the deceased, to accompany during next-of-kin notification



NOTE: next-of-kin notification is a delicate matter that deserves being carried out in a dignified manner. Since the loss occurred during a CAP activity or mission, those making the notification are encourage to wear the Air Force style or Corporate Service Dress uniform or similar attire.

_____ Perform next-of-kin notification or confirm that next-of-kin notification is complete

_____ Offer assistance, as needed, to next of kin

_____ Inform chain of command and CAP/DP that next-of-kin notification is complete

_____ Assess if Critical Incident Stress Management support is needed

_____ When appropriate, inform unit members of the death

AFFECTED WING

Commander

- _____ Contact affected unit commander and render assistance as needed
- _____ Activate the crisis communication team and plan
- _____ Notify wing chaplain of incident

Applicable Functional Leader

- _____ Contact affected unit commander and render assistance as needed

AFFECTED REGION

Commander

- _____ Contact affected wing commander and render assistance as needed

CAP-USAF

Commander

- _____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex E

Aircraft Accident



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

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Completed/Updated By:
Reviewed By:

Date:
Date:



Refer to CAPR 160-2 for information pertaining to aircraft accidents.

IMMEDIATE ACTIONS:

The first person having knowledge of the accident contact:

_____ Emergency Response (9-1-1), if appropriate

_____ Immediate Commander (refer to [Annex A](#) for local contact information)

_____ National Operations Center (toll free 1-888-211-1812, option 1) and provide:

Name/contact information of member making report: _____

Members involved: _____

Non-CAP passengers involved: _____

Nature of accident: _____

Time/date of accident: _____

Location of accident: _____

Who is on scene now: _____

Aircraft tail number: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

Is media present/anticipated: _____

Additional Information if known: _____



Make no other contacts unless directed to do so by competent authority.

For Official Use Only

For Official Use Only

CAP NATIONAL HEADQUARTERS:



IF FATALITY OCCURRED, DO NOT PUBLICLY RELEASE ANY MEMBER'S NAME UNTIL NEXT-OF-KIN NOTIFICATION IS CONFIRMED COMPLETE

_____ If accident involves the death or casualty of a member, refer to Annex D, [*Death or Casualty Reporting*](#)

National Operations Center

_____ Time and date of notification: _____

_____ Who made notification: _____

_____ Determine mission status

_____ Notifications (refer to Annex B, NHQ Contact Information):

_____ CAP/CC

_____ CAP/CV (if CC is unavailable)

_____ CAP/COO

_____ CAP/COA (if COO is unavailable)

_____ CAP/DO (if accident is mission related or Critical Incident Stress Management team support is anticipated)

_____ CAP/DP (if accident involves a fatality or casualty)

_____ CAP/GC

_____ CAP/HC (if accident involves a fatality or casualty)

_____ CAP/HR (if accident involves an employee)

_____ CAP/LG (if accident involves damage to or loss of a CAP asset)

_____ CAP/PA

_____ CAP/SE

_____ Affected region commander

_____ Affected wing commander

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- _____ CAP-USAF/CC
- _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
- _____ CAP-USAF/DO (if accident is mission related)
- _____ CAP-USAF/SE
- _____ Additional personnel as requested from any of the above
- _____ Follow up with email notification (mishapnotification@capnhq.gov) and, as necessary, coordinate with CAP/DO to establish a plan/frequency for providing updates
- _____ Capture screen shots and relevant downloads of WMIRS, ORMS, Ops Quals, AMRAD, weather information and e-services records as appropriate for the pilot/driver, crew, team members and passengers

General Counsel

- _____ Inform the insurance carrier (Corporate mission) or CAP-USAF/JA (AFAM), as appropriate
- _____ Initiate litigation hold procedures, if appropriate

Logistics

- _____ Direct the impoundment of aircraft/vehicle/equipment records, if appropriate
- _____ Prepare for salvage operations, if appropriate

Operations

- _____ Secure mission data and member qualifications, as appropriate
- _____ In concert with CAP/HC, prepare for Critical Incident Stress Management response

Personnel and Membership

- _____ If accident involves a fatality or casualty, secure membership records for all involved members

Public Affairs



IF FATALITY OCCURRED, DO NOT PUBLICLY RELEASE ANY MEMBER'S NAME UNTIL NEXT-OF-KIN NOTIFICATION IS CONFIRMED COMPLETE

- _____ Prepare for crisis communications actions

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Safety

- _____ Prepare for accident investigation
- _____ If warranted, make arrangements to be a party to the accident investigation

AFFECTED UNIT

Commander



IF FATALITY OCCURRED, DO NOT PUBLICLY RELEASE ANY MEMBER'S NAME UNTIL NEXT-OF-KIN NOTIFICATION IS CONFIRMED COMPLETE

- _____ If accident involves the death or casualty of a member, refer to Annex D, [*Death or Casualty Reporting*](#)
- _____ Assess if Critical Incident Stress Management support is needed
- _____ Capture screen shots and relevant downloads of WMIRS, ORMS, Ops Quals, AMRAD, weather information and e-services records as appropriate for the pilot/driver, crew, team members and passengers
- _____ Inform family members of the accident. Share only the facts as you know them and do not speculate. Consider having a chaplain present when notification is made.



It's customary for news/media outlets to seek, under the Freedom of Information Act, air traffic control and 911 voice recordings following an accident. Family members should be forewarned that they may be exposed to recordings of their loved ones' final words.

- _____ Consider establishing a safety down day to allow members to refocus
- _____ Consider a teleconference with key personnel and functional leaders (e.g. CAP/SE, wing/DOs, higher echelon leaders, etc.) to provide guidance and set near-term direction for recovering from the accident, returning to normal operations, and preparing members for any anticipated procedural changes

AFFECTED WING

Commander

- _____ Consider a teleconference with key personnel and functional leaders (e.g. CAP/SE, squadron/CCs, higher echelon leaders, etc.) to provide guidance and set near-term direction for recovering from the accident, returning to normal operations, and preparing members for any anticipated procedural changes
- _____ Provide assistance as needed

AFFECTED REGION

Commander

_____ Provide assistance as needed

CAP-USAF

Commander

_____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required

Safety

_____ Offer support to CAP/SE

_____ Get updates for CAP-USAF/CC for mishap reporting as required

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Annex F Mishap – Aircraft, Vehicle or Other



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

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Completed/Updated By:
Reviewed By:

Date:
Date:



A mishap is any occurrence or series of occurrences that results in damage or injury. Any damage or injury is evidence that a mishap occurred.



If the mishap has potential to be classified as an aircraft accident, refer to Annex E, [Aircraft Accident](#)

IMMEDIATE ACTIONS:

The first person having knowledge of the mishap contact:

_____ Emergency Response (9-1-1), if appropriate

_____ Immediate Commander (refer to [Annex A](#) for local contact information)



Contact the National Operations Center *only* for mishaps involving serious injury, significant damage, mishaps wherein the affected commander's best judgement believes national command element notification to be warranted, or when media attention is anticipated. National Operations Center notification is generally discouraged for minor mishaps, such as injuries treated with first aid or minor damage to CAP property.

_____ National Operations Center (toll free 1-888-211-1812, option 1) and provide:

Name/contact information of member making report: _____

Nature of mishap: _____

Time/date of mishap: _____

Location of mishap: _____

Who is on scene now: _____

Members involved: _____

Non-CAP passengers involved: _____

Aircraft tail number: _____ or vehicle type/number: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

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Is media present/anticipated: _____

Additional Information if known: _____



Make no other contacts unless directed to do so by competent authority.

CAP NATIONAL HEADQUARTERS:

National Operations Center

_____ Time and date of notification: _____

_____ Who made notification: _____

_____ Determine mission status

_____ Notifications (refer to Annex B, NHQ Contact Information):

_____ CAP/DO (if mishap is mission related)

_____ CAP/GC

_____ CAP/HR (if mishap involves an employee)

_____ CAP/LG (if mishap involves damage to a CAP asset)

_____ CAP/PA (if media attention is anticipated)

_____ CAP/SE

_____ Affected region commander

_____ Affected wing commander

_____ CAP-USAF/DO (if mishap is mission related)

_____ CAP-USAF/SE

_____ Additional personnel as requested from any of the above

_____ Follow up with email notification (mishapnotification@capnhq.gov)

_____ Capture screen shots and relevant downloads of WMIRS, ORMS, Ops Quals, AMRAD, weather information and e-services records as appropriate for the pilot/driver, crew, team members and passengers

General Counsel

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_____ Inform the insurance carrier (Corporate mission) or CAP-USAF/JA (AFAM), as appropriate

Logistics

_____ Direct the impoundment of aircraft/vehicle/equipment records, if appropriate

Operations

_____ Secure mission data and member qualifications, as appropriate

Safety

_____ Prepare for mishap reporting and review

AFFECTED UNIT

Commander

_____ As appropriate, direct the capture of screen shots and relevant downloads of WMIRS, ORMS, Ops Quals, AMRAD, weather information and e-services records as appropriate for the pilot/driver, crew, team members and passengers,

_____ Inform family members of the mishap, as appropriate

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CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex G

Cadet Protection/Abuse Concerns (Actual or Suspected)



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

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Completed/Updated By:
Reviewed By:

Date:
Date:

Nothing in this annex is intended to supersede federal/state laws or CAP's cadet protection policy. Rather it serves to complement regulatory guidance by providing commanders and members with additional considerations to effectively deal with the situation.



Refer to CAPR 60-2, *Cadet Protection Program*, for guidance, definition of reasonable suspicion of abuse, and mandatory reporting requirements.



NOTE: this annex consists of three sections. The first section addresses considerations for when suspicions are raised regarding a *non-CAP* person. The [second section](#) offers considerations for when a CAP member is the focus of the suspicion. The [third section](#) offers considerations for when a suspended member is convicted or acquitted of a youth-related incident.

Section 1 – Suspicions Regarding a Non-CAP Person



NOTE: it is conceivable that suspicions might be raised regarding the actions of a non-CAP person. The considerations listed below are applicable to such a case.

IMMEDIATE ACTIONS:

IF YOU BELIEVE A CADET IS IN IMMINENT DANGER, CALL 9-1-1 OR LOCAL LAW ENFORCEMENT IMMEDIATELY

The first person having suspicions of or knowledge of harm being inflicted upon a cadet by a non-CAP person should contact the wing commander (refer to Annex A, [Unit Contact Information](#)) and provide:

Name/contact information of member making report: _____

Nature of incident/suspicion: _____

Cadet's name and/or CAPID#: _____

Status of the cadet: _____

Suspected Perpetrator: _____

Time/date of incident: _____

Location of incident: _____

Others notified: _____

Actions taken: _____

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Were any photos/video taken: _____

Is media present/anticipated: _____

Additional information if known: _____



Make no other contacts unless directed to do so by competent authority.

WING:

Commander

_____ Contact CAP General Counsel and wing legal officer and inform them of the incident or reported suspicion

_____ Since suspicions are raised about a non-CAP person, if legal counsel advises that the allegation does indeed represent a reasonable suspicion of a *crime*, immediately direct that local law enforcement be contacted

_____ If media attention is anticipated and you believe potential exists that CAP will be mentioned, contact CAP/PA



NOTE: refer all media inquiries to CAP/PA.

CAP-USAF

Commander

_____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required

_____ Notify SAF/MRR as appropriate

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Section 2 – Suspicions Regarding a CAP Member

IMMEDIATE ACTIONS:

IF YOU BELIEVE A CADET IS IN IMMINENT DANGER, CALL 9-1-1 OR LOCAL LAW ENFORCEMENT IMMEDIATELY



Refer to CAPR 60-2, *Cadet Protection Program*, for guidance, definition of reasonable suspicion of abuse, and mandatory reporting requirements.

The first person having suspicions of or knowledge of an actual cadet protection violation contacts:

_____ Wing commander (refer to [Annex A](#) for unit contact information) and provide:

Name/contact information of member making report: _____

Nature of incident/suspicion: _____

Cadet's name and/or CAPID#: _____

Status of the cadet: _____

Suspected Violator: _____

Time/date of incident: _____

Location of incident: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

Is media present/anticipated: _____

Additional information if known: _____



Make no other contacts unless directed to do so by competent authority.

AFFECTED WING:

Commander

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_____ Contact CAP General Counsel and wing legal officer and inform them of the incident or reported suspicion.

_____ If legal counsel advises that the allegation does indeed represent a reasonable suspicion of *abuse*, take immediate action to suspend the suspected member from CAP in accordance with CAP regulations.



NOTE: any commander within the suspected member's chain of command may take suspension action. Oftentimes this action is taken by the suspected member's immediate commander.



NOTE: the member remains in suspended status until the completion of an internal investigation or, if applicable, the completion of a law enforcement investigation.

_____ If legal counsel advises that the allegation does indeed represent a reasonable suspicion of a *crime*, immediately direct that local law enforcement be contacted and take action to suspend the suspected member from CAP in accordance with CAP regulations.



NOTE: any commander within the suspected member's chain of command may take suspension action. Oftentimes this action is taken by the suspected member's immediate commander.



NOTE: the member remains in suspended status until the completion of a law enforcement investigation.

_____ Ensure that the affected unit commander convenes a special meeting on cadet safety and contacts all parents, cadets and adult members to attend



NOTE: ideally, the meeting should be lead by the wing commander or designee, preferably a legal officer, wing vice commander, or wing PAO.

_____ Within 48 hours, report to CAP/GC confirmation that all individuals have been notified

_____ Post meeting, report to CAP/GC confirmation that the meeting was conducted

AFFECTED UNIT:

Commander

_____ Prepare for and convene a special meeting on cadet safety and contact all parents, cadets and adult members to attend



NOTE: telephonic notification is preferred; however, the following is a suggested template for use when notifying parents and members of the meeting by email:

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Dear Parents and CAP Volunteers,

An urgent special meeting on cadet safety is being held {date, time, location} in response to a potential incident. We will share with you what information we have about the situation and discuss what CAP is doing to protect the cadets' safety. We have a special, age-appropriate message for cadets, so this meeting is for parents and cadets alike. Thank you.

{Include NHQ media statement}

Sincerely,
XXXX Squadron Commander
Include telephone numbers

_____ Contact appropriate local law enforcement to seek their assistance in briefing unit members and parents



NOTE: refer all media inquiries to CAP/PA.



NOTE: if local law enforcement is unable to send a representative to the meeting, stick to the known facts when briefing attendees. Do not speculate to answer questions and refrain from discussing personal opinions.

_____ Convene the meeting. Suggested briefing items include:

1. {Law enforcement agency} has arrested {suspect's name} on charges of {state charges, if known}
2. {Suspect's name} has been a member of CAP since {date}, most recently serving as {position within CAP}, and has been suspended in accordance with CAP Regulation 35-1, *Assignment and Duty Status*
3. If anyone has information about the situation, please contact law enforcement {provide investigator's name and contact information, if known}
4. Remind attendees of CAP's cadet protection program and policies to protect youths, specifically:
 - a. CAP is fully cooperating with law enforcement.
 - b. CAP has suspended the membership of (XXXX) pending the results of law enforcement's investigation and any follow-on CAP investigation.

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- c. CAP continues to practice two-deep leadership at CAP activities, meaning that there always must be at least two screened and trained adult volunteers at every cadet activity.
- d. CAP continues to practice two-deep leadership in communications, so if an adult is messaging or emailing a cadet, a third person will be included.
- e. CAP continues to practice two-deep leadership in transportation such that we'll always have three people in a carpool and never have just an adult with a cadet, except for family.
- f. CAP continues to prohibit seniors to sidestep two-deep leadership by interacting with cadets outside of the CAP setting.
- g. CAP continues to ensure every potential adult volunteer satisfies a background check conducted by the FBI before their working with cadets.
- h. Finally, and most importantly, if a anyone, especially a cadet, has concerns about someone's conduct, please speak up to any adult you trust, regardless of the chain of command, and know that you will not be punished in any way. Additionally, if you or someone you know has been hurt, please know that help is available from the authorities.

5. Remind members not to speak with the media; rather all inquiries should be referred to the squadron commander or CAP/PA

6. Close by stating "We've told you everything we know to be true as of this time and will continue to update you, as we're able. Accordingly, please do not participate in a rumor mill because that's counter-productive for all involved. If you have information that law enforcement needs to know, please contact them."

_____ Inform the wing commander that the meeting has concluded

CAP NATIONAL HEADQUARTERS:

General Counsel

_____ As warranted, confirm suspension actions have been taken or law enforcement has been notified

_____ Complete notifications (refer to Annex B, *NHQ Contact Information*):

_____ CAP/CC

_____ CAP/CV (if CC is unavailable)

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- _____ CAP/COO
- _____ CAP/COA (if COO is unavailable)
- _____ CAP/DP
- _____ CAP/PA
- _____ Affected region commander
- _____ CAP-USAF/CC
- _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
- _____ Additional personnel as requested from any of the above

Personnel and Membership

- _____ Confirm suspension actions have been completed

Public Affairs

- _____ Posture for crisis communications actions

CAP-USAF

Commander

- _____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required
- _____ Notify SAF/MRR as appropriate

Section 3 – Suspended Member is Convicted or Acquitted

When it is known that a member has been convicted or acquitted of charges, contact the wing commander and provide the following:

- Name/contact information of member making report: _____
- Name of member facing trial: _____
- Outcome of trial (conviction or acquittal): _____
- Potential for media attention: _____

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AFFECTED WING:

Commander

_____ Notify CAP/GC of the outcome of the trial

_____ Ensure that the affected unit commander convenes a special meeting on cadet safety and contacts all parents, cadets and adult members to attend



NOTE: ideally, the meeting should be led by the wing commander or designee, preferably a legal officer, wing vice commander, or wing PAO.

_____ Post meeting, report to CAP/GC confirmation that the meeting was conducted

AFFECTED UNIT:

Commander

_____ Prepare for and convene a special meeting on cadet safety and contact all parents, cadets and adult members to attend



NOTE: telephonic notification is preferred; however, the following is a suggested template for use when notifying parents and members of the meeting by email:

Dear Parents and CAP Volunteers,

A special meeting on cadet safety is being held {date, time, location} in response to the recent {conviction or acquittal} of {suspect's name} on charges of {state charges, if known}.

We want to share with you some facts about this {conviction or acquittal} and discuss what CAP is continuing to do to keep cadets safe. We have a special, age-appropriate message for cadets, so this meeting is for parents and cadets alike.

Families that have been with CAP for a while may remember that we had a special meeting on cadet safety at the time of {suspect's name} arrest. This upcoming meeting will mostly be a repeat of that earlier discussion, primarily for the benefit of people who are relatively new to CAP.

Sincerely,
XXXX Squadron Commander
Include telephone numbers

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_____ Contact appropriate local law enforcement to seek their assistance in briefing unit members and parents



NOTE: refer all media inquiries to CAP/PA.



NOTE: if local law enforcement is unable to send a representative to the meeting, stick to the known facts when briefing attendees. Do not speculate in an attempt to answer questions and refrain from discussing personal opinions.

_____ Convene the meeting. Suggested briefing items include:

1. The court has {convicted or acquitted} {suspect's name} on charges of {state charges}
2. {Suspect's name} has been a member of CAP since {date}, most recently serving as {position within CAP} prior to suspension
3. {Suspect's name} CAP membership has been {terminated or expired while under suspension during the course of the investigation and trial.
4. Remind attendees of CAP's cadet protection program and policies to protect youths, specifically:
 - a. CAP is fully cooperating with law enforcement.
 - b. CAP has suspended the membership of (XXXX) pending the results of law enforcement's investigation and any follow-on CAP investigation.
 - c. CAP continues to practice two-deep leadership at CAP activities, meaning that there always must be at least two screened and trained adult volunteers at every cadet activity.
 - d. CAP continues to practice two-deep leadership in communications, so if an adult is messaging or emailing a cadet, a third person will be included.
 - e. CAP continues to practice two-deep leadership in transportation such that we'll always have three people in a carpool and never have just an adult with a cadet, except for family.
 - f. CAP continues to prohibit seniors to sidestep two-deep leadership by interacting with cadets outside of the CAP setting.
 - g. CAP continues to ensure every potential adult volunteer satisfies a background check conducted by the FBI before their working with cadets.
 - h. Finally and most importantly, if anyone, especially a cadet, has concerns about someone's conduct, please speak up to any adult you trust, regardless of the chain of command, and know that you will not be punished in any way. Additionally, if

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you or someone you know has been hurt, please know that help is available from the authorities.

5. Remind members not to speak with the media; rather all inquiries should be referred to the squadron commander or CAP/PA

6. Close by stating "We've told you everything we know to be true as of this time and will continue to update you, as we're able. Accordingly, please do not participate in a rumor mill because that's counter-productive for all involved. If you have information that law enforcement needs to know, please contact them."

_____ Inform the wing commander that the meeting has concluded

CAP NATIONAL HEADQUARTERS:

General Counsel

_____ As warranted, confirm termination actions have been taken or the member is being removed from suspension

_____ Complete notifications (refer to Annex B, *NHQ Contact Information*):

_____ CAP/CC

_____ CAP/CV (if CC is unavailable)

_____ CAP/COO

_____ CAP/COA (if COO is unavailable)

_____ CAP/DP

_____ CAP/PA

_____ Affected region commander

_____ CAP-USAF/CC

_____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)

_____ Additional personnel as requested from any of the above

Personnel and Membership

_____ As warranted, confirm termination actions have been completed or the member has been removed from suspension

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Public Affairs

_____ Posture for crisis communications actions

CAP-USAF

Commander

_____ Determine if Commander's Incident Report (CCIR, formerly OPREP 3) is required

_____ Notify SAF/MRR as appropriate

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Annex H Suicidal Verbalization, Suicide Attempts or Suicide



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

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If you believe someone is thinking about suicide or they may harm themselves or others, call 9-1-1 (or appropriate emergency services) immediately.

DO NOT LEAVE THE MEMBER ALONE UNLESS YOU ARE IN IMMEDIATE DANGER.

VERBAL THOUGHTS/THREATS OF SUICIDE OR SUICIDE ATTEMPT – IMMEDIATE ACTIONS:



Follow the “ACES” Steps for Thoughts/Threats/Attempts of Suicide

- ASK if they want/wanted to hurt themselves, calmly but directly.
 - Start lifesaving medical attention as appropriate (call 9-1-1 if needed).
- CARE by listening openly, taking them seriously, and identify what their plan is/was.
- ESCORT them to the next level of help (9-1-1, hospital). All verbal threats of suicide / potential suicide attempts are required to be evaluated by a non-CAP medical professional.
- SELF-CARE for yourself; report the incident through the Chain of Command and see a helping professional to ensure you are “okay” (CAP CISM Officer, CAP Chaplain, School counselor, work counselor, religious leader).



TELEPHONE SUICIDE THREAT/ATTEMPT – DO NOT LET THEM OFF THE PHONE.

- Follow “ACES” as above.
- Have them agree that they will not hurt themselves until you get them help.
- Continually reinforce that you will help them through this.
- Identify their location and direct 9-1-1 to their location.
- If possible, attempt to connect them to a CAP CISM Team Member, CAP Chaplain, 9-1-1 Dispatcher or the National Suicide Prevention hotline via phone 1-800-273-TALK (8255) or text 838255.



CADETS – if a Cadet verbalizes that they are thinking about suicide AND THEY ARE NOT IN IMMEDIATE DANGER, consider raising your concerns with the parent/guardian prior to attempting a conversation with the cadet so the parent/guardian can be included, and the Cadet can be best cared for.



NOTE: only competent medical/legal authorities outside of CAP can declare whether an incident is a verbal threat, attempt or actual suicide. So, if you have a concern for someone’s safety, follow the Ask, Care, Escort steps and call 9-1-1 immediately.



CLIMATE OF RESILIENCY – make sure that your unit fosters a climate that is accepting of those who have the strength to seek counseling and is always optimistic about healing. Unit leaders should be accessible, open, and honest about what occurred.

SUICIDE – IMMEDIATE ACTIONS:



After a member suicide, how you respond to your team is important:

- **DISCLOSURE OF CAUSE OF DEATH** – unless it is publicly announced by a Coroner (or similar representative), you are not permitted to say a death was conclusively a suicide, you may only say it “may have potentially been a suicide.”

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- As a unit commander, promote calmness, honesty, and openness. Explain the facts and ensure transparency with all members. If asked “why” someone may have committed suicide explain that you “can’t speculate why they did what they did, but I want members to take a deep breath before making any major choices, contact me at any point if feeling down, and that I am focused on supporting this unit and the family through this.”



WING CISM AND CHAPLAINCY INVOLVEMENT – after a suicide or suicide attempt, the priority is to prevent another member from harming themselves often called “copycat suicides” or “suicide clustering.” To prevent this from happening, the CAP CISM Team and Chaplain will work together to address members’ secular and spiritual needs.



COMMANDER SELF-CARE – commanders have additional stress and oftentimes feel a sense of responsibility for their members that is unique. Commanders should consider seeing a helping professional to ensure that they are “okay” and address those special leadership stressors (e.g. CAP CISM Officer, CAP Chaplain, work counselor, social worker, healthcare provider).



NOTE: only competent medical/legal authorities outside of CAP can declare whether an incident is a verbal threat, attempt or actual suicide. So, if you have a concern for someone’s safety, follow the Ask, Care, Escort steps and call 9-1-1 immediately.



CLIMATE OF RESILIENCY – make sure that your unit fosters a climate that is accepting of those who have the strength to seek counseling and is positive about healing. Unit leaders should be accessible, open, and honest about what occurred.

SUICIDE VERBAL THREAT/THOUGHTS OF SUICIDE/ATTEMPT/SUICIDE CHECKLIST:

_____ All members witnessing suicidal threats/thoughts of suicide, suicide attempts, or suicide, shall be offered in-person CAP Critical Incident Stress Management (CISM) Team and CAP Chaplain support (refer to Annex A, [Unit Contact Information](#))

_____ After the member is under the care of medical professionals contact the unit commander and provide the following:

_____ Name of member in crisis _____

_____ Name of member reporting _____

_____ Rationale for concern including dates, times and nature of witnessed suicidal behavior

_____ Actions taken _____

_____ Others who you spoke to about the concern _____

_____ Any known significant events in the member’s life _____

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AFFECTED UNIT:

Unit Commander

- _____ Contact the National Operations Center (toll free 1-888-211-1812, option 1) and relay the above information
- _____ Contact the wing critical incident stress officer (refer to Annex A, [Unit Contact Information](#)) to relay the above information and request an in-person evaluation.
- _____ Contact the wing chaplain (refer to Annex A, [Unit Contact Information](#)) to relay the above information and request an in-person evaluation.



In the event of a confirmed fatality, refer to Annex D, [Death or Casualty Reporting](#).

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ Time and date of notification: _____
- _____ Reporting Party: _____
- _____ NHQ Notifications:
 - _____ Suicide or Potential Suicide: By PHONE – CAP/DO, CAP/CISO, CAP/HC
 - _____ Suicide Attempt or Potential Suicide Attempt: By EMAIL – CAP/CISO, CAP/HC
 - _____ Verbal Threat or Thoughts of Suicide: By EMAIL – CAP/CISO

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Annex I Search and Rescue (Missing or Overdue)



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

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Completed/Updated By:
Reviewed By:

Date:
Date:



NOTE: this checklist may be initiated by any member (usually the flight release officer, incident commander or the receiving party) or the National Operations Center whenever there is concern that a CAP member or flight/ground crew is missing or overdue.



NOTE: when the pilot files a flight plan, they may include contact information to be used in the event of an emergency. If this information is included, the responsible Flight Service Station (FSS) normally contacts that person if the flight plan is not closed within 30 minutes of estimated landing time. If no contact information is provided with the flight plan, FSS normally contacts the registered owner, in this case the National Operations Center as the agent for CAP.



NOTE: Per CAPR 70-1, *CAP Flight Management*, flights beyond 50 nautical miles from the point of origin require the pilot to either file and activate an FAA flight plan or obtain VFR flight following. However, flights conducted under visual flight rules within 50 nautical miles do not. If not notified that the flight was safely concluded or extended, FROs are responsible for initiating missing aircraft procedures two hours after the estimated landing time for aircraft not on an FAA flight plan.

INITIAL ACTIONS:

The first person having concerns that a CAP member or flight/ground crew is overdue or missing conducts the following:

_____ Attempt to contact the missing or overdue member(s) using the pre-established modes of contact (e.g. cell phone or radio)

_____ Attempt contact with the receiving party to see if the member(s) arrived

_____ Attempt to contact someone at the point of origin to find out when the member(s) departed

_____ Inform unit leadership that a member or crew is believed to be missing or overdue

_____ If the above are not successful in locating the missing or overdue member(s), notify the National Operations Center (toll free 1-888-211-1812, option 1) and provide the following:

_____ Name of member(s) presumed missing or overdue: _____

_____ Name of non-CAP person(s) in aircraft/vehicle: _____

_____ If overdue aircraft, tail number: _____ and call sign: _____

_____ Affected wing/unit: _____

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- _____ Estimated time of departure from last known point: _____
- _____ Estimated time of arrival at planned destination: _____
- _____ Expected route of travel/flight: _____
- _____ Mode of travel (e.g. ground or air): _____
- _____ Pre-coordinated contact information (e.g. cell phone number): _____
- _____ Nature of mission or activity: _____
- _____ Any other pertinent information: _____

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ Time and date of notification: _____
- _____ Name of person making notification: _____
- _____ If missing or overdue aircraft, contact Flight Service Station (1-800-992-7433 or 1-800-WXBRIEF) for assistance or information regarding the flight
- _____ Contact AFRCC to see if they have received any reports
- _____ If AFRCC has no reports on a missing or overdue aircraft, ask if they can coordinate with the FAA representative to see if air traffic control is in contact with the aircraft
- _____ If above contacts are unsuccessful, notify the affected wing and advise to prepare for a possible search and rescue mission
- _____ If no closure has occurred within 2 hours of estimated landing/check-in time, coordinate with CAP/DO to determine appropriate method and initiate search and rescue operations
 - _____ Cell phone forensics
 - _____ Radar forensics
 - _____ Ground search mission
 - _____ Airborne search mission
- _____ Coordinate with AFRCC and assign search and rescue mission in WMIRS

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- _____ NOC contacts CAP/DO who contacts CAP/COO and CAP-USAF/CC for their awareness as it's possible for the aircraft to be without comms for an extended period. CAP/DO will close the loop once the result is known.

AFFECTED WING:

Commander (or designated representative)

- _____ Notify the region commander
- _____ As appropriate, consider notifying the agency responsible for search and rescue within the state
- _____ When advised by the National Operations Center, begin preparations for potential assignment of a search and rescue mission

AFFECTED UNIT:

Commander

- _____ When appropriate to do so and cautiously to not overly alarm others, make contact with the member(s)' family



NOTE: one of the initial actions is to contact someone at the point of origin to ascertain time of departure. It is likely the individual contacted is a family member. If this occurred, the commander is encouraged to not delay contact.

- _____ Establish a plan to periodically update the family (e.g. every couple of hours on the hour, whenever new information is available, etc.)
- _____ If the search for the missing or overdue member(s) results in an aircraft accident, refer to Annex E, [Aircraft Accident](#)
- _____ If the search for the missing or overdue member(s) results in a tragic find, initiate Annex D, [Death or Casualty Reporting](#)

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex J

In-Flight Emergency (IFE)



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

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Completed/Updated By:
Reviewed By:

Date:
Date:



NOTE: In-flight emergencies often terminate rather quickly. Those on the ground usually learn of the event after the fact. This checklist assumes the IFE has concluded. Therefore, the items listed below serve as a guide for post-event considerations.



Usually, in-flight emergencies conclude without incident. For those situations, normal reporting through safety channels is sufficient. However, the considerations listed below are intended for the less-than-ideal IFE conclusion, such as an off-airfield landing or landing at an airfield without an aircraft maintenance capability.

IMMEDIATE ACTIONS:

The first person having knowledge of an in-flight emergency contact:

_____ Affected crew to ascertain the following:

_____ The nature of the IFE: _____

_____ Time/date of the IFE: _____

_____ How many persons on board and if any were non-CAP passengers: _____

_____ Call sign: _____ type of aircraft: _____ and tail number: _____

_____ Mission status (AFAM or Corporate): _____

_____ Status of the crew, to include any injuries or fatalities and location of crew members:

_____ If nature of IFE was a physiological episode, confirm status of crew member or passenger, any medical attention requested, if affected person was taken to a hospital and, if so, the name of the hospital

_____ Status of the aircraft, to include any damage, if photos were taken of the damage, and location of the aircraft: _____

_____ Other aircraft involved or affected, including non-CAP aircraft: _____

_____ Damage to non-CAP assets or property: _____

_____ Responding agencies:

_____ Emergency crews: _____

_____ Law enforcement: _____

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- _____ Maintenance personnel: _____
- _____ Is media present/anticipated: _____
- _____ Additional information if known: _____
- _____ Crew needs, such as transportation or RON approval: _____
- _____ National Operations Center (toll free 1-888-211-1812, option 1) and provide the above information

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ Time and date of notification: _____
- _____ Person making notification: _____
- _____ Notifications:
- _____ CAP/DO (Notifies the following)
 - _____ CAP/COO
 - _____ CAP/COA
 - _____ CAP/LG
 - _____ CAP/SE
 - _____ CAP/GC (if damage occurred to non-CAP assets or property)
 - _____ CAP/PA (if media attention is anticipated)
 - _____ Affected wing commander
 - _____ CAP-USAF/CC (if AF interest is anticipated)
 - _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
 - _____ CAP-USAF/DO or DT if the above are not available
 - _____ CAP-USAF/SE
 - _____ Additional personnel as requested from any of the above

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_____ Coordinate approval if the crew needs to remain overnight at their current location

Logistics

_____ If aircraft landed off-field, coordinate actions to recover the aircraft

_____ Coordinate actions to repair the aircraft

Safety

_____ As applicable, ensure safety reporting and review are completed

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CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex K

CAP Distress Beacon Activation



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

For Official Use Only

Completed/Updated By:
Reviewed By:

Date:
Date:



NOTE: this checklist will most likely be initiated by the National Operations Center following notification from the Air Force Rescue Coordination Center.



NOTE: this checklist is applicable to all CAP distress beacon activations, including Emergency Locator Transmitters (ELT), Emergency Position-Indicating Radio Beacons (EPIRB), and Personal Locator Beacons (PLB).

CAP NATIONAL HEADQUARTERS:

National Operations Center

_____ Time and date of notification: _____

_____ Aircraft tail number: _____

_____ Aircraft call sign (if believed airborne and known): _____

(PARD or CAP)

_____ If EPIRB, identification number: _____

_____ If PLB, identification number: _____

_____ Determine affected unit:

_____ Unit: _____ Point of Contact: _____

_____ Verify aircraft status in WMIRS: _____

_____ Contact affected unit to confirm aircraft status: _____

_____ If aircraft is confirmed on the ground, direct the unit to enter the aircraft and reset the ELT



NOTE: If the unit reports that ELT activation was due to causes other than accidental activation (e.g. severe weather or vandalism), then the aircraft might have physical damage. If so, contact CAP/LG and CAP/SE for recommended actions to take.

_____ If aircraft is reported as airborne, attempt a search using the FAA national live radar feed



NOTE: call sign must be known to query the national live radar or ADS-B feed.

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- _____ If search is unsuccessful using the national live radar or ADS-B feed, contact AFRCC and ask to liaise with the FAA representative to see if air traffic control is in contact with the aircraft
- _____ If contact is unsuccessful, advise the unit point of contact (e.g. flight release officer, incident commander, etc.) to attempt contact with the crew after estimated landing time
- _____ If post-flight contact is unsuccessful, refer to Annex I, [Search and Rescue \(missing or overdue\)](#)

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CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan

Annex L

Active Shooter



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

Completed/Updated By:
Reviewed By:

Date:
Date:



NOTE: this annex consists of two sections. The first section addresses considerations to take during an Active Shooter event while the [second section](#) offers considerations after the Active Shooter incident is terminated.



NOTE: during an actual event it may not be safe to review the first section. Members should assess the current threat environment and use their best judgment before attempting to complete the suggested steps in Section 1.

Section 1 – Active Shooter Event is Occurring



If conditions are not safe, do not attempt to review this section of the checklist.

IMMEDIATE ACTIONS:



NOTE: if on a military installation, the signal that an Active Shooter incident is occurring is the announcement “**ALARM RED LOCK DOWN**” or “**LOCK DOWN, LOCK DOWN, LOCK DOWN.**” If on a non-military installation, the announcement “**AN ACTIVE SHOOTER INCIDENT HAS BEEN REPORTED, SHELTER IN PLACE**” may occur. For either situation, anticipate all facility doors, both internal and external, to be locked.

_____ Seek shelter immediately and attempt to assist others in seeking shelter.

_____ If outdoors, take shelter behind an object that can stop bullets (e.g. building, concrete wall, vehicle engine block, etc.) and remain hidden until you can safely flee the scene.

_____ If indoors and the Active Shooter is in your building, attempt to flee the area if safe to do so. If fleeing is not safe, take shelter immediately. Block access points to the room (e.g. lock doors, barricade the door with furniture, etc.), turn off lights and close blinds to give the appearance of a vacant room. Hide under or behind furniture.



DO NOT PULL THE FIRE ALARM as doing so will drive people out in the open.

_____ If safe to do so, dial 9-1-1, provide all known information, and remain on the line until law enforcement arrives.



SILENCE CELL PHONE AND DO NOT ATTEMPT TO CALL OR TEXT ANYONE THAT MAY POSSIBLY BE INSIDE THE DANGER AREA. A ringing cell phone could call the shooter’s attention to your or others’ presence.

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- _____ If the Shooter enters your room, immediately drop to the floor, seek cover and concealment, and play dead by remaining still.
- _____ Remain sheltered until the “**ALL CLEAR**” signal is heard, or recognized authorities have instructed you otherwise.

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ If Active Shooter event is occurring on Maxwell AFB, announce on intercom to all NHQ facilities that LOCK DOWN has been directed

Section 2 – Post Active Shooter Event

ALL AFFECTED MEMBERS:



Follow the instructions of emergency responders.



Do not speak to the media as your comments could impact the ensuing investigation. Refer all inquiries to the Public Affairs office.



Do not touch or move anything in the facility. The entire area will be treated as a crime scene.



Anticipate that you will be taken to a holding area for medical care, interviewing, counseling, etc. You will not be permitted to retrieve personal items from the crime scene until investigators release the facility.

- _____ When permitted to do so, contact immediate family to let them know of your status and relay only information that law enforcement allows you to share.

- _____ Of the affected members, select one person to contact the National Operations Center (opscenter@capnhq.gov or 1-888-211-1812, option 1) and provide:

Name/contact information of member making report: _____

Nature of incident: _____

Time/date of incident: _____

Location of incident: _____

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Who is on scene now: _____

Members involved: _____

Status of members: _____

Others notified: _____

Actions taken: _____

Were any photos/video taken: _____

Is media present/anticipated: _____

Additional information if known: _____



Make no other contacts unless directed to do so by competent authority.

CAP NATIONAL HEADQUARTERS:

National Operations Center

_____ Time and date of notification: _____

_____ Who made notification: _____

_____ Notifications (refer to Annex B, NHQ Contact Information):

_____ CAP/CC

_____ CAP/CV (if CC is unavailable)

_____ CAP/COO

_____ CAP/COA (if COO is unavailable)

_____ CAP-USAF/CC

_____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)

_____ CAP/PA

_____ CAP/GC

_____ CAP/LG (if incident involves damage to CAP asset)

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- _____ CAP/DP (if any member is injured or killed)
- _____ Affected region commander
- _____ Affected wing commander
- _____ Affected unit commander (if not previously notified)
- _____ CAP/DO
- _____ CAP/HC
- _____ CAP/SE
- _____ Additional personnel as requested from any of the above
- _____ If Active Shooter event has occurred on Maxwell AFB, announce on intercom to all NHQ facilities that ALL CLEAR has been declared

CAP-USAF

Commander

- _____ Determine if Commander's Critical Incident Report (CCIR, formerly OPREP 3) is required

AFFECTED UNIT

Commander



IF FATALITY OCCURRED, DO NOT PUBLICLY RELEASE ANY MEMBER'S NAME UNTIL NEXT-OF-KIN NOTIFICATION IS CONFIRMED COMPLETE

- _____ If incident involves the death or casualty of a member, refer to Annex D, [*Death or Casualty Reporting*](#)
- _____ Alert and activate CAP Critical Incident Stress Management team

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CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Annex M Heightened Threat Awareness Posture



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

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Completed/Updated By:
Reviewed By:

Date:
Date:



NOTE: this checklist will most likely be initiated by CAP-USAF. However, any commander at any level may initiate this checklist at any time when sufficient indicators warrant such action.

Air Force Initiated

CAP-USAF:

Commander

_____ Upon receipt of threat information or by direction of Commander, U.S. Northern Command or any higher echelon AF commander, assess the need to notify CAP.

_____ If CAP notification is warranted, consider appropriate guidance to offer, including the sharing of unclassified emails and tear line information, and as a minimum:

Any restrictions to limit release of information outside CAP channels: _____

Scope of the threat (e.g. isolated location or nationwide): _____

Nature of the threat (e.g. targeting large gatherings): _____

Suggested uniform/clothing restrictions: _____

Suggested venue restrictions: _____

Suggested local area restrictions: _____

Suggested travel and/or route restrictions: _____

Suggested timeframe restrictions: _____

Suggested social media or internet-based restrictions: _____

Other suggested restrictions: _____

Anticipated termination date (e.g. Until Further Notice): _____

_____ Notify the National Operations Center of the above guidance (opscenter@capnhq.gov or 1-888-211-1812, option 1)

_____ Establish process to send periodic reminders to CAP for long-term threats, changes to threat information, or reduction/elimination of heightened threat awareness posture

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CAP Unit Initiated

AFFECTED UNIT:

Commander

- _____ If initiating heightened threat awareness posture, inform the National Operations Center (opscenter@capnhq.gov or 1-888-211-1812, option 1) and provide the above information (e.g. nature of threat, restrictions, actions taken, etc.)
- _____ Notify higher headquarters and subordinate units (as applicable, especially if under the same threat conditions) of the above information and recommended actions

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ Time and date of notification: _____
- _____ Notifications:
 - _____ CAP/CC
 - _____ CAP/CV (if CC is unavailable)
 - _____ CAP/COO
 - _____ CAP/COA (if COO is unavailable)
 - _____ CAP-USAF/CC (if CAP unit initiated)
 - _____ Affected unit commander(s)
 - _____ Affected wing commander(s)
 - _____ Affected region commander(s)
 - _____ CAP/DO (if threat could impact ongoing or future missions)
 - _____ CAP/GC
 - _____ CAP/PA
 - _____ CAP/SE
 - _____ Additional personnel as requested from any of the above

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_____ Coordinate with CAP-USAF or the initiating unit regarding follow-up actions and if/when to send periodic reminders to affected members

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CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Annex N Temporary Curtailment of Operations (Stand-down)



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Supersedes: N/A
Distribution: National CAP website

OPR: CAP/XP

Completed/Updated By:
Reviewed By:

Date:
Date:

This annex serves to guide a CAP unit through the deliberate curtailment of operations, or what is more commonly known as a stand-down. There are a variety of reasons for initiating a stand-down; some are directed by regulation while others are a command decision. Regardless of the reason, all stand-downs generally have two things in common: the reason(s) compelling the stand-down and the conditions that must exist to return to normal operations.



NOTE: this checklist is distinct from Annex P – [*Continuity of Operations \(Units\)*](#) in that stand-downs are normally self-imposed whereas Annex P is better suited for dealing with external factors that impede operations, such as severe weather, facility damage, infrastructure/utilities/network failure, etc. Commanders may initiate this checklist at any time when sufficient indicators warrant such action.

Section 1 – Preparatory Actions



NOTE: preparatory actions are outlined in CAPP 170-1, Chapter 14, and serve to address several questions pertaining to the potential stand-down. These preparatory actions are summarized below and are usually reviewed as a team of the unit's senior leadership.

Applicable Unit:

Commander

- _____ What occurred that got the unit to the point of considering a stand-down?
- _____ Will a stand-down remedy the matter or is it the wrong tool for the situation?
- _____ Are there other methods or programs that are better suited for dealing with the situation than a stand-down?
- _____ When will the stand-down begin and is timing critical?
- _____ How long will the stand-down last?
- _____ Is the lifting of the suspension conditional?
- _____ Will the stand-down negatively impact other, perhaps more important activities?
- _____ What are the caveats or limitations of the stand-down?
- _____ Is there a specific topic to be addressed during the stand-down?

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- _____ Is proper authority required to lift the stand-down? If so, is it the same person who stood down the unit?
- _____ What is the feedback mechanism for assessing if the stand-down was effective?
- _____ Has the chain of command been thoroughly informed prior to directing the stand-down (refer to previous questions)?
- _____ Has the National Operations Center (opscenter@capnhq.gov or toll free 1-888-211-1812, option 1) been informed of a decision to stand-down the unit?
- _____ How will the stand-down message be communicated to the unit's members and what will be that message?

Section 2 – Temporarily Curtailing Operations

Applicable Unit:

Commander

- _____ Notify the chain of command of the stand-down and relay information gathered from Section 1
- _____ Notify the National Operations Center (opscenter@capnhq.gov or toll free 1-888-211-1812, option 1) of the stand-down and relay pertinent information gathered from Section 1
- _____ Ensure all unit members are notified of the stand-down

National Headquarters:

National Operations Center

- _____ As necessary, notify 1AF of the stand-down, potential impacts, mitigating measures and expected recovery date/time

CAP/COO

- _____ Notify CAP-USAF/CC of the stand-down, potential impacts, mitigating measures and expected recovery date/time

All NHQ Functional Areas

- _____ Render assistance to the applicable unit, as needed/requested

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Section 3 – Resuming Normal Operations



NOTE: stand-downs occurring for a pre-determined period, such as a one-day safety down day, normally resume operations without a need to notify others. However, for conditional stand-downs, those that require conditions to be met prior to resuming operations, the following notifications should be made:

Applicable Unit:

Commander

- _____ Notify the chain of command of the resumption of normal operations
- _____ Notify the National Operations Center (opscenter@capnhq.gov or toll free 1-888-211-1812, option 1) of the resumption of normal operations
- _____ Ensure all unit members are notified of the resumption of normal operations
- _____ At a convenient time, apply the feedback mechanism to assess the stand-down's effectiveness and lessons learned

National Headquarters:

National Operations Center

- _____ As necessary, notify 1AF of the resumption of normal operations

CAP/COO

- _____ Notify CAP-USAF/CC of the resumption of normal operations

CAPP 170-1

30 October 2019



CAP Comprehensive Response Plan Annex O NHQ Business Continuity



HEADQUARTERS CIVIL AIR PATROL

This annex serves to guide the CAP National Headquarters through the process of restoring normal operations following any event that disrupts operations to any degree. It consists of three sections. The first section offers preparatory considerations, the second section provides considerations immediately following or while a crisis is unfolding, and the third section guides the NHQ staff through an orderly, expeditious and safe return to normal operations. This document is stored in the CAP Senior Management Team site and is made accessible to all of those who require access. It is the responsibility of all of those with access to the business continuity files to ensure that passwords and other access details are kept secure.



NOTE: this annex is applicable to the CAP National Headquarters. For continuity of operations considerations for a CAP unit at the wing-and-below level, refer to Annex P, [Continuity of Operations \(Units\)](#).



NOTE: CAP NHQ consists of three facilities: the main headquarters (bldg 714), the National Operations Center (bldg 711) and the "print plant"/National Technology Center (bldg 848). This Continuity of Operations Annex accommodates the total loss, partial loss or temporary vacating of any or all three of these facilities. Decision makers should remain flexible, adapting any considerations offered in this Annex to address the actual situation.



Maxwell AFB has established procedures for major events, such as an active shooter, chemical attack or severe weather that may occur during normal working hours. These events are outside of the scope of Civil Air Patrol's corporate Response Plan. Guidance provided to Civil Air Patrol by Maxwell AFB must be followed in the case of those events which are summarized below:

- "LOCK DOWN" - Get to an office and lock the doors and remain there until "All Clear " signal is given. This is in response to an active shooter either on base, or in the building.
- "SHELTER IN PLACE" - Proceed immediately to the shelter in place location provided by Maxwell AFB and posted in the building. This action is in response to a chemical attack or accident that releases chemicals into the air. In a real-world event, the shelter in place area will be sealed off (Window, Vents etc.) in order to keep the air clean. Shelter in place kits are located in the shelter in place location in each CAP building.
- "SEEK SHELTER" - This is for Severe Weather such as tornadoes. Get to the basement immediately.

Section 1 – Preparatory Actions

Set the Organizational Response Processes and Structures

Figure 1 – High Level Response Process provides a top-level depiction of the processes that will guide event response for Civil Air Patrol. The primary points of interest include the formation of

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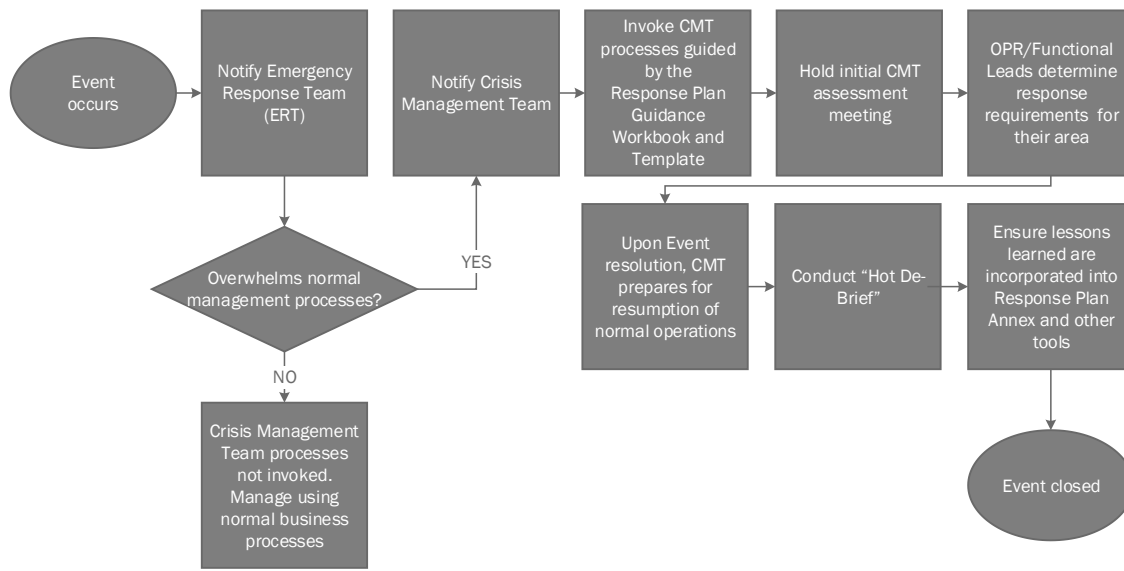


Figure 1 - High Level Response Process

the Emergency Response and Crisis Management Teams, as well as specific activation and recovery requirements that are guided by the Response Plan Guidance and Workbook Templates.

Emergency Response Team

The Emergency Response Team is responsible for the immediate issues, carrying out roll call, protecting the scene, if safe to do so, and engaging with emergency services. The ERT consists of:

Primary Position
Chief Executive Officer
Chief Operating Officer
Deputy Chief Operating Officer
Director, Operations
General Counsel
Chief Information Officer

Table 1 - Civil Air Patrol Emergency Response Team (ERT)

Crisis Management Team

The Crisis Management Team is responsible for the strategic management of all crises, declared by the ERT, within the Civil Air Patrol and provides direction, control and guidance for responding. Specifically, the CMT will:

- safeguard the health and welfare of impacted individuals to the extent that is reasonable
- define and resource the strategy in relation to the Civil Air Patrol's specific response to the crisis,
- evaluate the short, medium and long-term impacts of the event and define and resource the business continuity priorities,
- manage any media response,

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- organize receipt, collation, analysis and distribution of information in an efficient and effective manner
- ensure that all important decisions are documented
- liaise with external emergency services/organizations at an operational and tactical level,
- implement an appropriate communication strategy directed at all relevant local stakeholders,
- decide the staffing strategy in relation to critical/immediate priorities,
- secure immediate resources required and determine their allocation priority, ensuring that all expenditures incurred in response to an incident are authorized by the CMT and accurately recorded and documented with receipts, invoices etc.
- based on the incident at hand, allocate individual and/or group responsibilities for implementing actions,
- arrange for 'Stand Down' and post-incident debrief and keep full records of all actions and financial expenditure.

Primary Position	Alternate
Chief Executive Officer	Vice Commander
Chief Operating Officer	N/A
Deputy Chief Operating Officer	N/A
General Counsel	General Counsel Paralegal
Chief Information Officer	N/A
Deputy Chief Information Officer	N/A
Chief Financial Officer	Deputy Chief Financial Officer
Director, CAP Operations	Deputy Director, CAP Operations
Director, Cadet Programs	Cadet Career Exploration Manager
Director, Aerospace Education	Educational Outreach Manager
Chief of Marketing and Strategic Communications	CAP.news Managing Editor
Director, Personnel and Membership	Member Services Manager
Chief, Safety	Assistant Chief of Safety
Director, Logistics	Deputy Director, Logistics
HR Manager	HR Generalist

Table 2 - Civil Air Patrol Crisis Management Team (CMT)

[Crisis Management Location](#)

Civil Air Patrol may operate out of any of the three buildings onboard Maxwell, if it is safe to do so. If conditions warrant, the team will work remotely with the Information Technology Department responsible for ensuring that all critical personnel have the connectivity and equipment necessary to continue operations. The ERT will determine the crisis management location/remote connectivity upon initial review of the specific issue.



NOTE: keep in mind that crises are relative and vary greatly in magnitude and impact. On one end, an emotional event could affect one or a few members that could impact an office's or directorate's operations. To the extreme, a large-scale disaster could involve the destruction of the National Headquarters building, supporting resources residing on Maxwell AFB, as well as members' homes.

Employee Contact Details

The documents of record for NHQ contact information is the Civil Air Patrol and CAP-USAF Key Personnel Directory and the official Recall Roster. These documents are stored in the Senior Management Teams site and accessible to all team members. A hard copy is stored at the Disaster Recovery facility for reference in those cases where the event includes a loss of connection to the Civil Air Patrol cloud environment.

Activation Criteria

This plan will be activated when an incident occurs, the scale of which overwhelms normal management capabilities, and which will, or could, lead to any one or combination of the following:

- ✓ Actual or immediate threat to the safety and wellbeing of employees or other individuals involved in National Headquarters Civil Air Patrol activities,
- ✓ Actual or immediately threatened major loss or damage to property;
- ✓ Actual or immediately threatened disruption to a priority business activity or activities
- ✓ Actual or potential threat to the reputation and standing of the Civil Air Patrol

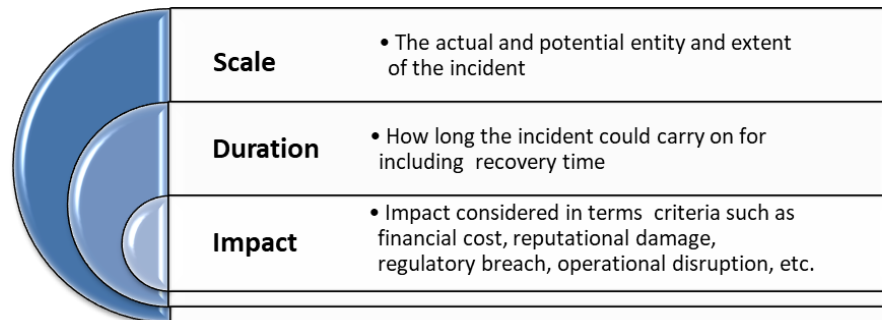


Figure 2 - Activation Criteria

The range of disruptions can be wide and varied and there may be occasions when the impact of an event may not be immediate but where there is potential for the situation to escalate and become disruptive over time. When responding to and managing an incident, it is imperative to base the response on the scale, duration and impact of the event. Figure 1 – Response Escalation and the subsequent event level descriptions detail when Civil Air Patrol will invoke CMT processes in response to an event. However, it is important to restate that **any time the ERT determines that the nature of the incident overwhelms normal management capabilities, the CMT processes should be followed, regardless of the specifics of the event.**

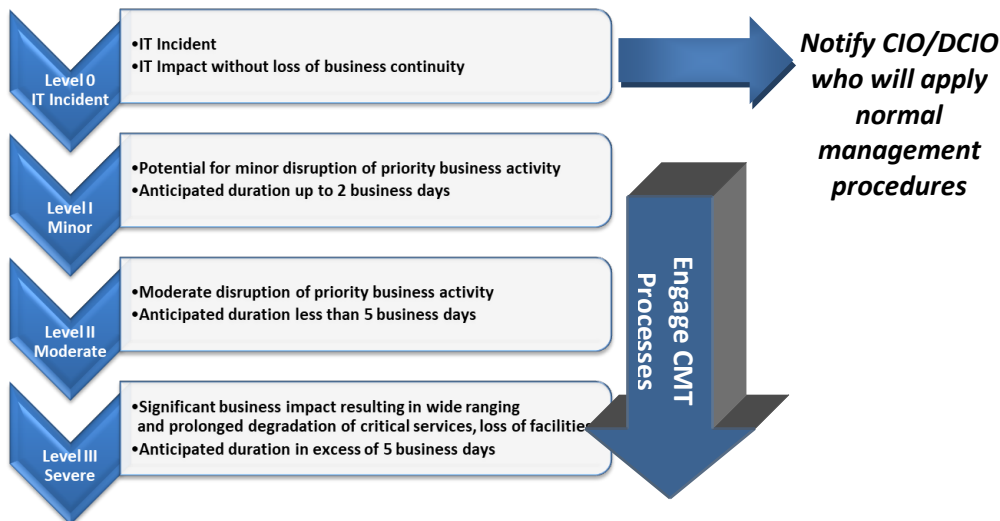


Figure 3 - Response Escalation

Level 0 – IT Incident. IT Impact without loss of business continuity. IT incidents are defined as those IT events that could lead to a loss of operations, services or functionality (such as a virus, unauthorized access, or data issues), but are contained or with very limited duration and no impact to business activity. Managing Level 0, IT Incidents, is defined in the IT Internal Network Security Policy and falls outside of the scope of the Crisis Management Team processes. In the case of a significant hardware or software malfunction that disrupts priority business operations, the incident becomes a Level 1 Disaster as described below. Level 0 incidents will be managed using the normal IT management procedures unless otherwise directed by the ERT.

Level I Disaster: Minor. A Level I disaster is one that has potential for minor disruption of priority business activity. These disruptions are normally anticipated to be resolved within 2 business days but can be more prolonged. This can occur due to the staff's inability to occupy or access an NHQ building (including the National Operations Center or the National Technology Center), or a potential threat to safety or wellbeing of employees, or a loss of power or other mission sustaining services. A Level I disaster is not considered a large-scale disruptive event and may consist of minor damage to the facility's floors or the building due to a minor fire, weather conditions or a hardware or software malfunction out of scope for the Level 0 processes. **Level I disasters will be managed utilizing CMT processes.**

Level II Disaster: Moderate. A Level II disaster is one that has potential for moderate disruption of priority business activity, normally lasting up to five business days but can be more prolonged. Disruption from a Level II disaster is of a more serious nature than Level I and may

result in degradation of services, heavier loss to equipment and documents (e.g., files, reports, contracts, etc) due to a prolonged event (e.g., building infrastructure problem, fire, flooding, etc.) or significant hardware or software failure. **Level II disasters will be managed utilizing CMT processes.**

Level III Severe: A Level III disaster is one in which there is a significant business impact resulting in wide ranging and prolonged degradation of critical services, near to complete loss of equipment, facilities, or documents (e.g., files, reports, contracts, etc.) due to catastrophic event. These disasters are normally expected to have a duration of more than five business days but can be more prolonged. A Level III disaster is severe and could extend to destruction of a facility or services within the building, requiring replacement and/or significant renovation of the facilities. **Level III disasters will be managed utilizing CMT processes.**

Section 2 – Activation Procedures

IMMEDIATE ACTIONS:

- ✓ As warranted, contact 9-1-1 for emergency response.



NOTE: if calling from an on-base landline, dial 9-1-1. If calling from a cell phone, dial 953-9911. Dialing 9-1-1 on a cell phone will be answered by Montgomery emergency response and not Maxwell AFB and will delay first responders.

- ✓ Cooperate with guidance provided by Maxwell AFB first responders as the facility is their jurisdiction.
- ✓ Prevent further harm to people and minimize damage, if can be done safely.
- ✓ If facility evacuation is warranted, guide members to the pre-determined rally point(s) and perform an accountability check to ensure no one was left in the facility
- ✓ Notify the Emergency Response Team
- ✓ Determine if level of impact warrants invoking CMT processes
- ✓ Communicate CMT decision
- ✓ If CMT processes are not warranted, ERT provides guidance for any follow up actions (return to work areas, etc.)



NOTE: Upon activating the CMT processes, leadership should reference the Response Plan Guidance Workbook and Templates that are stored in the Senior Management Team site and accessible to all team members. A hard copy is stored at the Disaster Recovery facility for reference in those cases where the event includes a loss of connection to the Civil Air Patrol cloud environment. The workbook contains descriptions of CAP's defined disaster levels, OPR business continuity considerations, and reference material for managing and documenting the disaster response.

- ✓ If CMT processes are warranted, ERT notifies CMT to hold initial assessment meeting including physical location or virtual meeting space. The CMT should reference the Crisis Management

First Meeting Agenda, located in the Response Plan Guidance Workbook and Template file to guide the discussion during the initial CMT meeting.

- ✓ The ERT will assign responsibility for documenting critical event discussions and CMT decisions using the Civil Air Patrol Event Log. The event log template is included in the Response Plan Guidance Workbook and Templates file located in the Senior Management Team site.

Functional Area Recovery Considerations

Once the plan's procedures have been activated, OPRs will reference the OPR Recovery Considerations Matrix to guide actions related to ensuring business continuity, to the extent possible, given the nature of the event. This matrix describes anticipated actions to be taken by the OPRs based on the incident level and business impact. While the matrix provides CAP leadership's best assessment of recovery requirements, it is not intended to be prescriptive. As real-world events unfold, additional considerations/questions may arise which require attention. When that occurs, the matrix should be updated to include these items as part of the after-action review. The OPR Recovery Considerations Matrix is included in the Response Plan Guidance Workbook and Templates file located in the Senior Management Team site.

Section 3 – Resumption of Normal Operations

The Crisis Management Team is responsible for transitioning the organization back to normal operations. The transition steps will vary depending on the nature of the event. In the case of an event that impacts NHQ facilities, the focus will be on communicating the "return to work plan" to affected staff and other stakeholders as well as ensuring a safe transition back into the building. Areas for consideration include the following:

- ✓ If warranted, develop a priority schedule for phasing the return to the NHQ facility
- ✓ Assess the amount of mission critical items and vital records to be returned to the NHQ facility and devise a plan for transporting these items (e.g. personal/CAP owned vehicles, rental vehicles, third party shippers, etc.)
- ✓ Advise CAP and CAP-USAF leadership of the plan to return to the NHQ facility and estimated date for resumption of normal operations
- ✓ Inform all concerned that the incident is over
- ✓ Initiate a telephone recall to inform employees of the situation, facility status, when to return to the NHQ facility, and any other pertinent information
- ✓ Place a notice on gocivilairpatrol.com to update members, if necessary
- ✓ If necessary, attend or send a representative to any multi-agency de-briefing meeting
- ✓ Ensure that effects on Civil Air Patrol are monitored to help prioritize recovery
- ✓ Convene a "Hot De-Brief" meeting to gather any lessons learned, incorporating them into the plan itself or supporting workbook

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In the case of an event that impacts technology rather than the facility, the return to work plan will involve ensuring that all stakeholders have the connectivity and eServices access necessary to continue operations. Areas for consideration include the following:

- ✓ Inform all concerned that the incident is over
- ✓ Communicate the extent of any data loss or system degradation, if applicable.
- ✓ Advise employees to return to work, as applicable
- ✓ Ensure ongoing monitoring to ensure system stability
- ✓ If event involved a data breach, ensure forensics are safeguarded
- ✓ Place a notice on gocivilairpatrol.com to update members, if necessary
- ✓ Convene a “Hot De-Brief” meeting to gather any lessons learned, incorporating them into the plan itself or supporting workbook

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Appendix 1 – CAP National Headquarters Operational Impact Assessment Matrix

Crisis or Incident	Estimated Downtime	Expected Response	Probability	Justification for Probability
PIPE BURST	No more than 4 hours	High	High	Operational location of CAP NHQ. Age of buildings and construction in and around the building.
FLOOD	No more than 2 days	Medium	High	Alabama river tends to flood periodically.
DATA SECURITY FAILURE	No more than 4 hours	High	High	2% to 5% chance of causing serious problems to operations.
FIRE	No more than 2 days	Immediate	Medium	Presence of ignition and fuel sources
INTERNAL ACCIDENTS	No more than 2 days	Medium	Medium	Human factor is not highly motivated.
EXTERNAL ACCIDENTS	At least 7 days	Medium	Medium	Near railroad tracks, planes on base, and automobiles.
HADARDOUS SPILLS	No more than 7 days	Immediate	Medium	Trains transporting chemical materials/petroleum fuel and aircraft on base.
ENVIRONMENTAL FAILURE	No more than 4 hours	Low	Medium	Close proximity to a body of water that tends to flood on occasion.
ERRORS	No more than 4 hours	Low	Medium	Only 1% to 2% chance of causing serious problems to operations.
EXPLOSIONS/ BOMB THREAT	No more than 4 hours	Medium	Medium	Has occurred in the past and 5% or more of causing a serious problem.
TORNADO	No less than 7 days	High	Medium	Alabama has been affected in the past.
DENIAL OF ACCESS	No more than 2 days	Low	Medium	Denial of access only contributing to 1% to 2% chance of causing serious problems.
BASIC SERVICES/POWER FAILURE	More than 2 days	Low	Likely	Occurrences where power and communication outages were experienced on occasions.
COMPUTER VIRUS (CYBER CRIME)	No more than 2 days	High	Likely	Has occurred in the past.
HURRICANE, TROPICAL STORM AND WIND	No more than 7 days	Immediate	Likely	Threat contributing about 5% or greater chance due to past occurrences.
LIGHTNING	Between 2-7 days	Low	Likely	Alabama has had past occurrences.
EXCESSIVE HEAT	No more than 4 hours	Medium	Likely	5% or greater chance of causing serious problems.
HAIL	No more than 4 hours	Low	Likely	Alabama has had past occurrences.

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ACTIVE SHOOTER	No more than 2 days	Immediate	Remote	CAP NHQ facilities reside on a USAF base. Active Shooter scenario more likely with other agencies residing on base.
EXTERNAL ACTIONS, CIVIL UNREST, WAR AND EXPLOSIONS	No more than 7 days	Medium	Remote	Due to operational locations of CAP NHQ within Maxwell AFB.
SNOW/ICE	4 hours to 2 days	Low	Remote	Less than ½% chance of causing serious problems.
BUILDING COLLAPSE/STRUCTURAL INTEGRITY FAILURE	More than 7 days	High	Remote	Adequate countermeasures have been established to reduce the likelihood of structural failure.
COLD WEATHER	No more than 4 hours	Low	Remote	Less than ½% chance of causing serious problems.
DISEASE/EPIDEMIC	No more than 4 hours	Low	Remote	Only contributing less than a ½% chance of causing serious problems.
OTHER BUILDING TENANTS	No more than 4 hours	Medium	Remote	Contributing about a ½% chance of causing serious problems.
STAFF MEMBER SUICIDE, DEATH OR CASUALTY	No more than 2 days	Immediate	Remote	Contributing about a ½% chance of impacting operations.
OTHER NEARBY FACILITIES	No more than 4 hours	Low	Remote	Considers other building tenants threats only contributing about a ½% chance of causing serious problems.
TERRORISM: (WEAPONS OF MASS DESTRUCTION (WMD))	No more than 7 days	Immediate	Unlikely	CAP NHQ facilities reside on a USAF base. Terrorists have and will continue to target U.S. military installations, vessels, and government buildings.
SABOTAGE/VANDALISM	No more than 2 days	Low	Unlikely	Facilities are on base with security.
EMPLOYEE ACTIONS/UNIONIZATION	No more than 4 hours	Low	Unlikely	Most jobs are management and operational levels.
THEFT, FRAUD, AND EMBEZZLEMENT	No more than 4 hours	Low	Unlikely	CAP NHQ requires undergoing rigorous financial accounting audits where any discrepancies are fully investigated/resolved.
EQUIPMENT FAILURE	No more than 2 days	Medium	Unlikely	Failure only contributing to ½ to 1% chance of causing serious problems.
DEATH OF CRITICAL STAFF	No more than 4 hours	High	Unlikely	Contributing about a ½% chance of causing serious problems.

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Appendix 2 – Information Systems Backup and Recovery Strategy

NAME OF IT SYSTEM	KEY BUSINESS PROCESS SUPPORTED	RECOVERY TIME REQUIRED	AGREED BACK-UP STRATEGY
E-mail services	All CAP NHQ MDs	Core e-mail functionality no more than 2 business days	Fully mirrored
		Fully recovered email with archived mail no more than 2 business weeks	
LAN/WAN	All CAP NHQ Directorates	Core e-network functionality no more than 2 business days	Fully mirrored
		Fully recovered network no more than 2 business weeks	Relocate and Restore
eServices	All CAP NHQ Directorates Membership	Within 24 hours	Fully mirrored
NAVISION	All CAP NHQ Directorates	Core functionality no more than 2 business days	Fully mirrored
		Fully recovered functionality with archive no more than 2 business weeks	
FBI fingerprint system	All CAP NHQ Directorates	Fully recovered functionality with archive no more than 2 business weeks	Relocate and Restore
WMIRS 1.0 COMM Applications	Operations	Within 24 hours	Fully mirrored

Appendix 3 – Documentation Backup and Recovery Strategy

NAME OF DOCUMENT, DATA OR INFORMATION	SYSTEM OR LOCATION WHERE NORMALLY HELD	POTENTIAL DISRUPTION	POTENTIAL IMPACT	METHOD OF BACK-UP AND RECOVERY
Aircraft records	Paper records in Bldg 714 basement	Facility destruction, fire	Loss of all paper-based records	* Scan all to redundant electronic media
All printed projects	Electronic	Power failure	Loss of projects not backed up	CD storage on and off site
Contracts and service agreements	Electronic and paper records in GC department	Power failure, facility destruction, fire	Contact with and payment to vendors delayed, warranties, loss of all paper-based records	* Scan all to redundant electronic media
FBI Fingerprint and Adverse Information files	Bldg 714, second floor	Power failure, facility destruction	Delay in mission availability and verification of eligibility, loss of all paper-based records	* Scan all to redundant electronic media, seek FBI approval to submit in hardcopy format
Financial data	Asset records and original documents stored in FM	Power failure	Audit difficulties	Alternate location, backups stored off site; scan critical documents
Human Resources (employee) records	Electronic/hard copy records stored in HR Department	Power failure, facility destruction	Interruption in service, loss of all paper-based records	* Scan all to redundant electronic media
Insurance Records	Electronic/hard copy records stored in GC Department	Power failure, facility destruction	Delay in making claims	Insurance carrier
Media contacts	Electronic	Power failure	Interruption in service	Digital media
Membership records	Hard copy records stored in Membership Department	Power failure, facility destruction	Interruption in service, loss of all paper-based records	* Docupace; scan all to redundant electronic media

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NAME OF DOCUMENT, DATA OR INFORMATION	SYSTEM OR LOCATION WHERE NORMALLY HELD	POTENTIAL DISRUPTION	POTENTIAL IMPACT	METHOD OF BACK-UP AND RECOVERY
Photographs	Electronic	Power failure	Interruption in service	CD and offsite/online storage
Vehicle records	Hard copy records in Bldg 714 basement	Facility destruction, fire	Loss of all paper-based records	* Scan all to redundant electronic media

Completed/Updated By:
Reviewed By:

Date:
Date:

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CAP Comprehensive Response Plan Annex P Continuity of Operations (Units)



HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

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Date:

This annex serves to guide a CAP unit through the process of restoring normal operations following any event, other than a stand-down (see Annex N, [Temporary Curtailment of Operations](#)), that disrupts operations to any degree. It consists of two sections. The first section offers preparatory considerations and the second section provides considerations to expeditiously and safely return to normal operations.



NOTE: this annex is applicable to a CAP unit at the wing-and-below level. For continuity of operations considerations for the CAP National Headquarters, refer to Annex O, [NHQ Business Continuity](#).



NOTE: this annex assumes operations have been disrupted by factors beyond the unit's control, such as severe weather, facility damage, infrastructure/utilities/network failure, etc. In the absence of such a condition, commanders might refer to Annex N, [Temporary Curtailment of Operations](#), for conducting a unit stand-down.

Section 1 – Preparatory Actions



NOTE: preparatory actions may be accomplished at any time. For maximum effectiveness these preparatory actions should be performed during periods of calm to allow members to think through the tasks without the distractions of a real crisis. Completing the actions in this section before a crisis strikes removes much of the guesswork for decision makers when disruptions occur, requiring only tweaks to fit the current situation.

Applicable Unit:

Commander

_____ Define roles of leaders, both organizationally and functionally, and expected duties to be performed in the event operations are disrupted



NOTE: it is conceivable that the positions identified below may not have a functional-related role in restoring operations; however, they may provide expertise or support in distributing the workload needed to expeditiously and safely recover from the crisis. Additionally, identify who should contact who for assistance in resolving issues that exceed the unit's capabilities.

_____ Vice/Deputy Commander: _____

_____ Administration: _____

_____ Aerospace Education: _____

_____ Cadet Programs: _____

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_____ Chaplain: _____

_____ Financial Management: _____

_____ Historian: _____

_____ Information Technology: _____

_____ Inspector General: _____

_____ Legal Officer: _____

_____ Logistics: _____

_____ Operations: _____

_____ Personnel: _____

_____ Professional Development: _____

_____ Public Affairs: _____

_____ Safety: _____

_____ Special Assistants/Others: _____



NOTE: keep in mind that crises are relative and vary greatly in magnitude and impact. On one end, an emotional event could affect one or a few members that could impact unit operations. To the extreme, a large-scale disaster could involve the destruction of the unit's facility as well as members' homes.

- _____ Confirm the accuracy of the unit contact list and ensure that it includes both internal and external contacts (refer to Annex A, [Unit Contact List](#))
- _____ Confirm the plan for effectively communicating with members who might be dispersed as a result of the crisis (refer to Annex A, [Unit Contact List](#))
- _____ Develop site selection criteria and identify potential alternate facilities should the unit be forced to relocate
- _____ Establish a process to assess operational impact potentially caused by a variety of crises
- _____ Establish a process for conducting damage and loss assessments that includes not just the facility, but also mission essential assets
- _____ Identify basic needs for continued operations and develop a plan to acquire these items/services should the primary facility be unusable

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- _____ Develop a back-up and recovery strategy for mission critical systems and vital records, preferably with remote access capability
- _____ Develop exercise scenarios that challenge the unit's ability to sustain operations (full or limited) under a variety of crises. Exercises may be conducted as tabletop or "what if" drills or may be more complex when combined with an operational exercise or evaluation.
- _____ Establish a team of functional area experts to perform the following:
 - _____ Developing the unit's continuity of operations plan to include defining the plan's goals and expectations
 - _____ Developing an Operational Impact Assessment Matrix to serve as a guide for likely crises and their probability of occurrence and anticipated impact/downtime
 - _____ Analyzing unit and organization-wide needs and assist functional areas in identifying their mission-critical activities, resources and needs
 - _____ Evaluating the degree to which operations are vulnerable to a number of different, potentially disruptive events
 - _____ Assessing the resources, measures and tactics that can be used to mitigate or control these risks
 - _____ Developing recovery strategies for the unit and functional areas to ensure reasonable levels of continuity of function and service in the event of a catastrophic disruption
 - _____ Developing scenarios and exercising the unit's ability to respond to and recover from an event that degrades operations. It is recommended that exercises occur annually or within six months of changeover in unit leadership. Exercises may consist of a tabletop "what if" drill or be held in concert with a planned operational exercise or evaluation.

Safety

- _____ Develop facility evacuation procedures that include primary and alternate rally points and a process for checking accountability

Section 2 – Post-event & Resumption of Normal Operations



NOTE: disruptions in unit operations vary, from minor distractions for affected members to total cessation of operations due to a catastrophe. Leaders should assess the degree of impact

to operations imposed by the crisis and prioritize response actions needed to resume normal operations.

IMMEDIATE ACTIONS:

- _____ Prevent further harm to people and minimize damage. If warranted, evacuate the facility in a safe and orderly fashion.
- _____ If facility evacuation is warranted, guide members to the pre-determined rally point(s) and perform an accountability check to ensure no members were left in the facility
- _____ As warranted, contact 9-1-1 for emergency response

Affected Unit:

Commander

- _____ In concert with subject matter experts, determine the nature of the crisis and assess the impact to unit operations
- _____ Determine if the situation warrants a “safety down day” or down period to allow members to reflect, heal and regroup before continuing normal operations
- _____ If the primary facility is destroyed, assess the degree of damage and loss of mission critical assets
- _____ If the primary facility is unusable, determine where and how to establish the unit’s Command Center
- _____ If the primary facility is unusable, determine where and how to establish the unit’s Public Affairs Crisis Center



NOTE: depending on the nature of the crisis, consideration should be given to geographically separating the Command Center from the Public Affairs Crisis Center. Doing so minimizes distractions for leadership and their response team members.

- _____ Determine how to establish interim operations and to what level services or operational capabilities will be degraded, including estimated time to recover to full operational capability
- _____ After determining what resources were damaged or lost, identify and secure needed resources and establish procedures to ensure the safety and wellbeing of CAP personnel
- _____ If warranted, determine how to restore the original facility, services and operational capabilities

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- _____ Determine how to expeditiously and in a safe and orderly fashion resume normal operations
- _____ Notify the following and inform of the situation, estimated impact to unit operations, actions taken, proposed way ahead to recover from the crisis and estimated time to resume normal operations
 - _____ National Operations Center (toll free 1-888-211-1812, option 1)
 - _____ Next higher echelon commander (refer to Annex A, [Unit Contact List](#))
 - _____ Unit members (refer to Annex A, [Unit Contact List](#))
- _____ Assess the possibility that the unit might have to be permanently deactivated

CAP NATIONAL HEADQUARTERS:

National Operations Center

- _____ Time and date of notification: _____
- _____ Who made notification: _____
- _____ Nature of crisis: _____
- _____ Estimated impact to unit operations: _____
- _____ Actions taken by the unit: _____
- _____ Proposed way ahead: _____
- _____ Estimated time to resume normal operations: _____
- _____ Make notifications:
 - _____ CAP/CC
 - _____ CAP/CV (if CC is unavailable)
 - _____ CAP/COO
 - _____ CAP/COA (if COO is unavailable)
 - _____ CAP/SE
 - _____ CAP/GC

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- _____ CAP/DO (if mission impact is anticipated)
- _____ CAP/LG (if incident involves damage to CAP asset)
- _____ CAP/PA
- _____ Affected region commander
- _____ Affected wing commander
- _____ CAP/HC
- _____ CAP/DP (if unit deactivation is anticipated)
- _____ CAP-USAF/CC (if AF interest is anticipated)
- _____ CAP-USAF/CV (if CAP-USAF/CC is unavailable)
- _____ Additional personnel as requested from any of the above

General Counsel

- _____ Determine need to notify the insurance carrier: _____

Logistics

- _____ Assess degree of impact or loss and consider alternatives for helping the unit recover normal operations (e.g. procuring needed resources or contracting for temporary services or facilities): _____

Operations

- _____ Assess impact to ongoing and future missions and consider alternatives (e.g. tasking to another unit): _____

Personnel and Membership

- _____ Assist as needed if the commander anticipates unit deactivation

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