



Division III  
DISCOVER | DEVELOP | DEDICATE

# **RISK AND CRISIS MANAGEMENT IN ATHLETICS**

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MIT**

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# ACTIVE SHOOTER – FEBRUARY



# BOSTON MARATHON BOMBING



# OFFICER SEAN COLLIER





# CARDIAC ARREST ON THE COURT



# CRISIS/EMERGENCY STAGES



# **CRITICAL ASSESSMENTS**

- 1. Assess.**
- 2. Identify the key decision-makers.**
- 3. Determine appropriate communications and be clear and informative.**



# IMPORTANT CONSIDERATIONS

**2019 - 2020 MIT ATHLETICS EMERGENCY CARD**

**TRANSPORTATION VENDORS**

NAME	OFFICE	EXT	NAME	CELL	OFFICE
OPERATIONS CENTER:	800-237-8747	x1225	MAIN DESK:	617-577-7606	
PETER PAN DISPATCH:	617-887-2200	x1928	TONY CERUOLO:	617-947-4747	617-577-7606
MIKE ORSENET:	800-243-9560	x1124			
BOB FELHBERG:	617-887-2200	x1922			

REGULAR BUSINESS HOURS: 8:00 AM - 4:30 PM MON-FRI  
DISPATCH: 4:30 PM - 8:00 AM MON-FRI AND SAT & SUN

**BUDGET VAN RENTAL**

NAME	CELL	OFFICE
LUKE MUKONONBERA:	617-388-9789	617-252-1682
DEAN CARTHY	617-549-8951	617-252-1526
SAFERIDE:		617-253-2997

SUN - WED HOURS: 6:00 PM - 2:30 AM  
THU - SAT HOURS: 6:00 PM - 3:30 AM

**MIT SHUTTLE**

**TRAVEL COLLABORATIVE**

NAME	CELL	OFFICE
ROBERT MCCOY:	207-710-1305	207-805-3325
MICHELLE HERNANDEZ:		207-805-3333
NEAL TIMONEY:		207-805-3329

REGULAR BUSINESS HOURS: 8:00 AM - 6:00 PM MON - FRI  
AFTER HOURS: 6:00 PM - 8:00 AM MON - FRI AND SAT & SUN

**MAIN DESK HOURS OF OPERATIONS**

DAY	OPEN	OFFICE
MONDAY-FRIDAY:	7:00 AM	6:00 PM
SATURDAY:	8:00 AM	4:00 PM
SUNDAY:	8:00 AM	3:00 PM

AFTER HOURS: CALL T. CERUOLO CELL PHONE

**CONTACTS QR CODE**  
FOR DETAILED EMERGENCY CONTACT INFORMATION SCAN THE QR CODE BELOW



**2019 - 2020 MIT ATHLETICS EMERGENCY CARD**

**ON SCENE CRISIS MANAGEMENT**

**FIRST STEPS**

1. PROTECT: INJURED/TEAM/FAMILY
2. COLLECT: PERTINENT INFO TO SITUATION
3. COMMUNICATE: TO DIRECT REPORT & MIT OFFICIAL

**VEHICLE ACCIDENT PROTOCOL**

1. EXCHANGE CONTACT & INSURANCE INFO
2. TELL OTHER PARTY TO CONTACT MIT INSURANCE: SARAH BROWN 617-324-5031 se\_brown@mit.edu
3. IMMEDIATELY CONTACT YOUR DIRECT REPORT

**MIT INSURANCE INFORMATION**

INSURED: MIT  
CARRIER: SAFETY NATIONAL  
POLICY #: CAS4051872  
EXPIRES: 11/1/2019

**FOR DISABLED VEHICLE**  
CONTACT ATHLETICS BUSINESS OFFICE & RENTAL VENDOR IF RENTAL VEHICLE BREAKS DOWN

**CRISIS MANAGEMENT CONTACTS**

NAME	CELL	OFFICE
BARB BOUCH:	617-599-9458	617-253-2438
PATRICK HAUMESSER:	716-308-5416	617-452-2934
KATIE HOPPE:	508-733-6233	617-253-5253
JULIE SORIERO:	719-492-0550	617-253-4499
DEAN ON CALL:	N/A	617-253-1212

CAMPUS POLICE WILL FORWARD TO DEAN ON CALL

**SPORTS MEDICINE**

NAME	CELL	OFFICE
TOM CRONAN:	617-908-2149	617-253-4098

**SPORTS INFORMATION**

NAME	CELL	OFFICE
KEN JOHNSON:	914-924-2120	617-258-5265

- Identify key partners
- Know relevant systems
- Clarify and communicate terms
- Identify and address potential challenges

# DURING/POST EVENT ACTION



# **LESSONS LEARNED**

- **Have a communication protocol**
- **Be consistent, thoughtful and firm with your decision – everyone needs that**
- **Debrief**
- **Practice and drill**

# **CREATING THE CRISIS: EMERGENCY ACTION PLAN (EAP)**



# **KEYS TO A COMPREHENSIVE EMERGENCY ACTION PLAN (EAP)**

- **EAP will “provide directions” but is not the exact final road map.**
- **EAP must be flexible – “adjust on the fly.”**
- **A comprehensive, rehearsed plan insures “adjustments” have little impact on final outcome.**
- **A written EAP, will become your minimum standard of care.**
- **Debrief and post EAP use is a must in all instances.**



# EMERGENCY ACTION PLAN (EAP) COMPONENTS

- Format of EAP
- Key personnel
- Communications and signage
- Venues
- Training
- Equipment
- Assessment and review



**QUESTIONS?**

**Thank you!**

- Julie Soriero – [jsoriero@mit.edu](mailto:jsoriero@mit.edu)
- Jeff Martinez – [jeff\\_martinez@redlands.edu](mailto:jeff_martinez@redlands.edu)

## Live Q&A Discussion Questions – If Needed

- **Share a risk management best practice/lesson learned in the chat box. Then everyone will have 20+ great take-aways.**
- Does anyone want to share an incident that has occurred on your campus that was directly related to athletics and the one most valuable lesson learned
- Who are your key partners?
- What are your important considerations in initiating your outreach?

# Potential worksheet

- Do you have copies of your EAPs?
  - Who is responsible for creating the EAP?
  - How often do you review and revisions of the EAP.
- Do you have an emergency contact card for students – if not, how are they getting information in an emergency situation?