

# QUESTIONNAIRE ON EMERGENCIES AND RISK MANAGEMENT

## Section 1: General Information

Instructions: Please fill out this section to the best of your knowledge.

**Title/position** of person filling out this form: \_\_\_\_\_

Metropolitan area your facility is located in: \_\_\_\_\_

Number of full-time equivalent employees at your facility: \_\_\_\_\_

Year your facility began providing services: \_\_\_\_\_

Is your facility part of a federation or chain of facilities?     yes                       no

How do you classify your facility?

for-profit                       not-for-profit                       private practice

What services do you provide at your facility? Please check all that apply.

contraceptive services     pregnancy tests                       gyn exams

papsmeears                       abortions                       HIV testing

std testing                       ultrasound testing

other (please specify) \_\_\_\_\_

Where did/do you get your information from for the design and operation of your risk management program? Please check all that apply.

professional associations                       other facilities                       police

Planned Parenthood                       security firms                       books/journals

computer databases

other (please specify) \_\_\_\_\_<sup>1</sup>

<sup>1</sup> Please turn over; double sided copy.

## Section 2: Types of Crises Facilities Might Face

Instructions: Below is a list of various potential causes and types of crises that any type of organization might face. Please go down the list and indicate, by circling the appropriate response, how many incidents your facility has experienced in the **last three years**. Please be frank and open with your answers, all responses will remain confidential. Thank you.

Potential cause of crisis or type of crisis	Number of incidents in last three years					
	zero	one	two to five	more than 5	not applicable	unknown
Natural disasters	0	1	2-5	>5	NA	UK
Hostile takeovers by other corporations	0	1	2-5	>5	NA	UK
Governmental crises	0	1	2-5	>5	NA	UK
Environmental accidents	0	1	2-5	>5	NA	UK
Industrial accidents	0	1	2-5	>5	NA	UK
Bribery	0	1	2-5	>5	NA	UK
Rumors	0	1	2-5	>5	NA	UK
Negative publicity	0	1	2-5	>5	NA	UK
Price fixing	0	1	2-5	>5	NA	UK
Copyright infringement	0	1	2-5	>5	NA	UK
Boycotts	0	1	2-5	>5	NA	UK
Executive kidnapping	0	1	2-5	>5	NA	UK
Off-site product tampering/sabotage	0	1	2-5	>5	NA	UK
Counterfeiting of products	0	1	2-5	>5	NA	UK
Bomb threats	0	1	2-5	>5	NA	UK
Actual bombings	0	1	2-5	>5	NA	UK
Blockades	0	1	2-5	>5	NA	UK
Picketing	0	1	2-5	>5	NA	UK

Potential cause of crisis or type of crisis	Number of incidents in last three years					
	zero	one	two to five	more than 5	not applicable	unknown
Shootings	0	1	2-5	>5	NA	UK
Gassings	0	1	2-5	>5	NA	UK
Physician death threats	0	1	2-5	>5	NA	UK
Staff death threats	0	1	2-5	>5	NA	UK
Infiltrators	0	1	2-5	>5	NA	UK
Pipe bombs	0	1	2-5	>5	NA	UK
Other acts of terrorism	0	1	2-5	>5	NA	UK
Copycat threats	0	1	2-5	>5	NA	UK
Malicious slander	0	1	2-5	>5	NA	UK

Other potential crises? Please list and indicate the number of incidents in the last three years.

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### Section 3: Actions for Addressing Crises

Instructions: Below is a listing of various actions that organizations can undertake to prevent, cope with, contain, and recover from crises of all kinds. Please indicate, by circling the appropriate response, the extent to which your facility is undertaking each action. Note that not all types of actions will apply to your situation. Thank you.

Actions for Addressing Crises	Undertaking or Engaging in			
	not at all	in the planning stage	have implemented	unknown
Implement early warning systems for detection of potential crises	1	2	3	UK
Improve design of facilities	1	2	3	UK
Improve systemwide safety and security testing	1	2	3	UK
Improve organization chain of command	1	2	3	UK
Bring in outside experts to review plan	1	2	3	UK
Bring in outside experts to review operations	1	2	3	UK
Develop emotional preparation for crises by bringing in psychological consultants	1	2	3	UK

Actions for Addressing Crises	not at all	in the planning stage	have implemented	unknown
Provide media training for key executives	1	2	3	UK
Establish issues management programs	1	2	3	UK
Develop behavioral profiles of terrorists and copycats for better warning and protection	1	2	3	UK
Establish relations with government officials and agencies at all levels	1	2	3	UK
Establish whistleblower programs to warn of potential internal crises	1	2	3	UK
Share crisis plans with the other providers	1	2	3	UK
Reduce inventories of hazardous materials	1	2	3	UK
Sponsor special legislation	1	2	3	UK
Conduct legal audits of liabilities	1	2	3	UK
Conduct financial audits of liabilities	1	2	3	UK
Conduct environmental impact audits	1	2	3	UK

Actions for Addressing Crises	not at all	in the planning stage	have implemented	unknown
Establish relationships with activists opposing services	1	2	3	UK
Conduct employee classes on emergency preparedness	1	2	3	UK
Establish Pledge a Picket programs	1	2	3	UK
Install surveillance cameras	1	2	3	UK
Provide secured lobbies	1	2	3	UK
Install bullet proof glass	1	2	3	UK
Install shatter resistant glass / protective films	1	2	3	UK
Clarify and reinforce risk management systems	1	2	3	UK
Post clear instructions for incident management	1	2	3	UK
Routine review of risk management policies	1	2	3	UK
Security audits by law enforcement experts	1	2	3	UK

Actions for Addressing Crises	not at all	in the planning stage	have implemented	unknown
Improve maintenance schedules for plant and equipment	1	2	3	UK
Establish 800 number for client questions	1	2	3	UK
Implement preventive product packaging	1	2	3	UK
Improve design of equipment	1	2	3	UK
Improve design of products	1	2	3	UK
Improve frequency of inspection of facilities and equipment	1	2	3	UK
Develop special legislation	1	2	3	UK

Please indicate below any additional actions for addressing crises and the extent to which your facility undertakes or engages in those actions. Thank you.

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If you have any additional comments please feel free to include them below. Thank you for your time and assistance.