



## **Crisis Response Policy**

As a nonprofit organization that often conducts mission trips overseas and leads volunteers to various regions of the globe, we must be prepared and warn participants of any potential threats while traveling with the ministry. Our current world has no safety guarantees, and we must be ready to respond regardless of the perceived safety of the places we gather.

ALTECO's Crisis Management Team (CMT) will take the lead in the event of an emergency. This team will be made up of people both in the US and on-site for international trips. The team will comprise the Executive Directors and the Executive Committee of the Board of Directors. The Executive Directors will serve as chair of this committee.

*For purposes of this policy, a "crisis" is understood to include events that threaten the organization, that present a danger to the safety of staff, South American team, and church representatives, or the potential for significant organizational disruption, that are likely to be extended in time and are likely to require an abnormal commitment of resources.*

### **Basic Policy Declarations**

- A. It is the policy of ALTECO that in cases of kidnapping, hostage-taking, or other extortion, no ransom or concession that is reasonably likely to cause or contribute to the probability that future similar events will occur shall be paid (or made).
- B. It is the policy of ALTECO that in cases of kidnapping or hostage-taking of our staff, South American team, and church representatives, their safe return shall be a priority of the organization. All reasonable efforts consistent with our policies and core values will be made to achieve their safe return. These efforts include hostage negotiation as a first-choice strategy, managed by a professional crisis consultant as deemed necessary by the CMT.
- C. It is the policy of ALTECO to cooperate with legitimate government inquiries and activities in cases of kidnapping and hostage-taking when doing so is judged to be in the best interest of the hostage(s) and the organization. The decisions of when and how to make these notifications to government agencies shall be made by the Crisis Management Team in consultation with the Dept. of State and crisis consultant.

PO BOX 271109 LITTLETON CO 80127 • + 1 303 933 2252 • [info@alteco.org](mailto:info@alteco.org)

[www.alteco.org](http://www.alteco.org)

- D. It is the policy of ALTECO to require on-site CMT members to conduct strategic risk assessments. Strategic risk assessments include evaluating and communicating the location's safety, appropriate direction for off-site travel (including simple trips to the store), etc. Much of this assessment may be readily available through the hotel/resort staff.
- E. It is the policy of ALTECO that for each mission trip, there is a contingency plan in place should there be a need to cancel or modify a trip due to an emergency or last-minute change in the strategic risk assessment. This includes communicating with South American teams, the Executive Directors, and the host location.
- F. It is the policy of ALTECO to provide security and crisis management training to CMT members as necessary by the Executive Committee and CMT Chair.
- G. It is the policy of ALTECO that all information, intelligence, ideas, suggestions, etc., relating to a crisis be directed to the Crisis Management Team at the earliest possible time or to a crisis consultant if they are managing the situation. Any organization member with such information shall immediately forward the information or suggestions to the CMT.

It is further the policy of ALTECO that during a crisis, all information released and all public statements about the crisis be made by (or with the specific approval of) the Chair of the Crisis Management Team or their designated spokesperson. No member of the organization outside the CMT Chair or designated spokesperson is authorized to make any statement that relates to an ongoing crisis. This includes reports to internal constituencies (other members, families, etc.) and external constituencies (the media, extended family, home churches, government agencies, etc.). All information about the crisis shall be considered personal and confidential, and no person involved in the crisis shall share any information without the written approval of the CMT Chair.

- H. It is the policy of ALTECO that personnel directly involved in a crisis receive an initial and follow-up evaluation from a qualified Christian mental health professional. These evaluations shall occur as soon as possible following a crisis and again six to twelve months following the crisis (unless otherwise specified by the mental health professional).