

TEXAS WING, CIVIL AIR PATROL  
CRISIS COMMUNICATIONS PLAN

November 1, 2016

This document governs how Texas Wing will respond in the event of a crisis either when Texas Wing headquarters is the lead element or when Texas Wing acts in a support role with respect to one or more of its groups/squadrons/flights. This annual plan is required by CAPR 190-1.

Texas Wing has a total of 3,394 members (1,537 senior members and 1,771 cadets).

The Texas Wing Crisis Communications Plan has been approved by the Texas Wing commander and carries the Texas Wing commander's authority. The Texas Wing public affairs officer is responsible for the plan's preparation, distribution, and regular reviews/updates.



SEAN CRANDALL, Col, CAP  
Commander  
Texas Wing, Civil Air Patrol

SHERRA OGDEN, Maj, CAP  
Chief of Staff  
Texas Wing, Civil Air Patrol

1. Establish Crisis Communication Teams and roles

a. Team Composition

- i. Texas Wing Commander
- ii. Texas Wing Vice Commander
- iii. Texas Wing Chief of Staff
- iv. Texas Wing Public Affairs
- v. Texas Wing Chaplain
- vi. Texas Wing Director of Operations
- vii. Texas Wing Director of Safety
- viii. Texas Wing CISM Program Officer

b. Team Role – The wing commander, in consultation with other members of the team, determines the best course of action to prevent any given situation from resulting in discredit of or harming the reputation of Civil Air Patrol. The commander may delegate execution of that course of action on the person(s) best suited to carry it out.

- i. If the event involves a member who has signed into a wing-level mission, it will be resolved at the wing level, keeping the region commander abreast of developments.
- ii. The Texas Wing commander and the Texas Wing Public Affairs Officer are the official spokespersons for the Texas Wing.

2. Command/Media Center Location

The Texas Wing Media Center will be located at the Texas Wing HQ, Nacogdoches, Texas.

This location, situated on the A. L. Mangham Jr. Regional Airport, has ample space for separate Command and Media Center functions, Internet connections, telephone lines, and other appropriate technology. Depending on where the event has taken place and the circumstances, other locations may be adopted, at the region commander's discretion.

- a. The Texas Wing commander will determine the location for any event if the Texas Wing HQ is deemed unsuitable due to location of crisis.
- b. For intervention in a group/squadron/flight-level event, the wing commander may decide to use the wing's command/media center or use a group/squadron/flight designated command/media center, at his discretion.
- c. Initiating Response
  - i. Once Texas Wing is responsible for handling the event,
    1. All subordinate commanders are made aware that the only spokespersons for the event are the Wing commander and the Wing PAO. All inquiries from the public will be forwarded to Wing PAO for information.
    2. NHQ/PA and SWR DPA is immediately notified that Texas Wing is the lead.
    3. The wing PAO drafts an initial news release, secures the Wing commander's approval, gets approval from NHQ/PA and/or NHQ/GC as required, and releases the approved information promptly.
    4. All requests for information must be relayed to the wing PAO, who will inform, advise, and take direction from the wing commander.
  - ii. As events evolve, the wing PAO prepares supplementary news releases, obtains approval by the chain above, and releases them promptly.
  - iii. As events evolve, when considered appropriate, the wing PAO, with NHQ/PA and NHQ/GC approval, calls the media to periodic news briefs or news conferences (as appropriate).
  - iv. If the event is elevated to NHQ/PA, the Region Communication Team assists NHQ/PA as directed.
3. Up-to-date Contact Information (Grade, Name, Title, email, cell or primary phone)
  - a. The Texas Wing Communication Team,
    - i. Col. Sean Crandall, Commander, [scrandall@txwgcap.org](mailto:scrandall@txwgcap.org), 956.456.3590
    - ii. Lt Col. Tom Bishop, Vice Commander, [tom@twbishop.com](mailto:tom@twbishop.com), 940.389.6100
    - iii. Maj. Sherra Ogden, Chief of Staff, [sogden@txwgcap.org](mailto:sogden@txwgcap.org), 281.642.4313
    - iv. Ch. (Lt. Col.) David Northcutt, Chaplain, [davidlnorthcutt@comcast.net](mailto:davidlnorthcutt@comcast.net), 713.594.8338
    - v. Capt. Mark Hammack, Director of Emergency Services, [mhammack@txwgcap.org](mailto:mhammack@txwgcap.org), 214.478.0955
    - vi. Maj. Andrew Theismann, [atheismann@txwgcap.org](mailto:atheismann@txwgcap.org), 214. 213.4064
    - vii. Maj. J. Don Howe, CISM Program Officer, [drdon8284@att.net](mailto:drdon8284@att.net), 817.371.4492
  - b. SWR contacts,
    - i. Col. Mark Smith, Commander, [markedwardsmith@earthlink.net](mailto:markedwardsmith@earthlink.net), wing commander contacts
    - ii. Lt. Col. Arthur Woodgate, Dir. PA, [awoodgate@austin.rr.com](mailto:awoodgate@austin.rr.com), (512) 567-1935

- c. NHQ contacts,
  - i. Julie DeBardelaben, NHQ/PA, [jDebardelaben@capnhq.gov](mailto:jDebardelaben@capnhq.gov), (877) 227-9142 x250
- d. Law-enforcement/ES contacts,
  - i. DPS, Austin Headquarters 512.424.2000
  - ii. FEMA 210.226.8263

#### 4. Anticipate Crisis Scenarios

- a. Natural Disaster – Due to the size of the wing, operational assets are divided among the 7 groups and command post and missions will be located as close as possible to the effected area.
  - i. In some cases, the natural disaster may affect other wings within the SWR and Wings or Region assistance may be requested.
  - ii. As an intermediate step, a wing might request assistance from SWR in facilitating NHQ/PA's intervention.
- b. Missing Aircraft – Due to the size of the wing, operational assets are divided among the 7 groups and command post and missions will be located as close as possible to the effected area.
  - i. In some cases, the natural disaster may affect other wings within the SWR and Wings or Region assistance may be requested.
  - ii. As an intermediate step, a wing might request assistance from SWR in facilitating NHQ/PA's intervention.
- c. Member-related Crisis
  - i. In the case of a Texas Wing staff member's improper or questionable behavior, if the issue cannot be handled effectively at the wing level, SWR will take over.
  - ii. In most cases, if a wing member-related crisis (such as fiscal misconduct, improper behavior, cadet abuse, etc.) should transcend beyond wing level, SWR will take over.

#### 5. Crisis Coordination Instructions

- a. Should Texas Wing be the echelon responsible for leading Civil Air Patrol's response to a crisis, it will be responsible for handling media relations.
- b. Should the Texas Wing stand up an Incident Command Post to deal with the crisis, The IC and PIO will be responsible for handling the media, with coordination and advice from the SWR commander and director of public affairs.
- c. Should NHQ assume responsibility for handling the crisis, all media requests will be forwarded to NHQ/PA, unless otherwise instructed.

Potential Crisis Scenarios - The following list of potential crises covers the most likely events that can cause a communications crisis for CAP. If an incident occurs which does not fit within one of these scenarios, PAOs can modify the standard templates provided prior to sending them out. PAOs and unit/activity commanders should thoroughly review the pre-scripted press releases before they are released to make sure that all facts are correct and all areas have been filled in. Reading the release aloud may help catch missed errors.

Each area below has corresponding talking points and a pre-scripted press release for PAOs to use while they are attempting to contact the CCT. These messages may be used with unit commander approval. Team members should not release any names until they are sure that next of kin have been notified.

- Death of a member;
- Loss or major damage to a CAP aircraft;
- Van/vehicle accident;
- Member injury;
- Cadet Protection Policy Training (CPPT) violations;
- Abuse/harassment/discrimination; and
- Natural disaster

d. Death of a Member

Information to be Collected and Reported

- What happened
- How many members died and their membership status (cadet/senior)
- Did they die as part of a CAP activity or mission;
- Were any non-CAP members involved in the incident
- Where the incident occurred
- What lifesaving efforts were made to protect the members
- What safety mechanisms have been engaged to prevent further death or injury (such as activity cancelled, aircraft grounded)
- Has the family been notified
- When was the inspector general, region counsel, or national notified?
- The activity the incident happened at (squadron meeting, encampment, etc.)
- Number and type of members injured as a result of incident
- Were Psychological support efforts given to the family, member's friends, peers, or witnesses, such as the use of CISM support team
- Any information given to the press including copies of notes or releases.

Talking Points

- Member has died
- The activity that the member was involved in when the death occurred (meeting, mission, encampment, etc.)
- Number of people killed/injured
- Cause is under investigation
- Safety is a priority for CAP
- Names and personal information withheld to respect the member's privacy and/or to notify the family
- CAP is assisting local authorities
- Schedule of next release or assurance that more information is coming
- Background information on CAP and its missions

e. Loss or Major Damage to a CAP Aircraft

Information to be Collected and Reported

- What happened
- How many members were injured or died and their membership status (cadet/senior)
- Were any non-CAP members involved in the incident
- Was the aircraft being flown for a CAP mission/activity
- Where the incident occurred
- Was the aircraft in flight when the incident occurred
- What safety mechanisms have been engaged to prevent further death or injury (such as activity cancelled, aircraft grounded)

- What safety mechanisms were used to prevent the incident
- Has the family been notified
- When was the inspector general, region counsel, or national notified?
- Were Psychological support efforts given to the family, member's friends, peers, or witnesses, such as the use of CISM support team
- Any information given to the press including copies of notes or releases.

#### Talking Points

- Type of aircraft and location of incident
- Number of crew and passengers on the aircraft and their condition
- Mission or activity aircraft was being used
- Cause is under investigation
- Safety is a priority for CAP
- More information will be given as it develops
- Background information about CAP and its missions
- If injuries or deaths caused, refer to these speaking points

#### g. Van/Vehicle Accident

##### Information to be Collected and Reported

- What happened
- How many members were injured or died and their membership status (cadet/senior)
- Were any non-CAP members involved in the incident
- Was the aircraft being flown for a CAP mission/activity
- Where the incident occurred
- Was the aircraft in flight when the incident occurred
- What safety mechanisms have been engaged to prevent further death or injury (such as activity cancelled, aircraft grounded)
- What safety mechanisms were used to prevent the incident
- Has the family been notified
- When was the inspector general, region counsel, or national notified?;
- Were Psychological support efforts given to the family, member's friends, peers, or witnesses, such as the use of CISM support team
- Any information given to the press including copies of notes or releases.

#### Talking Points

- Type of aircraft and location of incident
- Number of crew and passengers on the aircraft and their condition
- Mission or activity aircraft was being used
- Cause is under investigation
- Safety is a priority for CAP
- More information will be given as it develops
- Background information about CAP and its missions
- If injuries or deaths caused, refer to these speaking points

#### h. Member Injury

##### Information to be Collected and Reported

- What happened
- How many members were injured and their membership status (cadet/senior)
- Was the incident caused by a vehicle or aircraft owned/operated by CAP members
- Were they injured as part of a CAP activity

- Where the incident occurred
- What first aid efforts were made to protect the members and were they sent to hospital or their primary care physician
- Were any non-CAP members involved in the incident
- What safety mechanisms have been engaged to prevent further death or injury (such as activity cancelled, aircraft grounded)
- Has the family or parent been notified
- When was the inspector general, region counsel, or national notified?
- The activity where the incident occurred (squadron meeting, encampment, etc.)
- Any information given to the press including copies of notes or releases.

#### Talking Points

- Number of people injured
- What happened to preserve life and mitigate injuries (1 aid, canceled further events, etc.)
- Mission/activity where incident occurred
- Background information on event and its safety protocols/equipment
- Background information about CAP and its missions
- Safety is a priority for CAP
- More information will be given as it develops
- Personal information withheld for privacy reasons
- Cause under investigation and CAP is cooperating with local authorities

#### i. Cadet Protection Policy Training (CPPT) violations

##### Information to be Collected and Reported

- What happened
- When were local authorities contacted?
- When was the inspector general, region counsel, or national notified?
- When were the local authorities notified?
- When were parents/guardians contacted
- Any non-CAP members that were involved in the incident
- Where the incident occurred
- Activity at which the incident occurred (squadron meeting, encampment, etc.)
- Any information given to the press including copies of notes or releases
- What other response has occurred (restricting a member, cadet requiring medical attention, arrest of a senior member)

#### Talking Points

- CAP takes protecting our cadets very seriously
- Background information on the Cadet Protection Policy and its training
- Information on Required Staff Training, if it applies
- All CAP senior members have a background check through the FBI before being allowed to join
- Parents notified
- CAP cooperating with local authorities as well as investigating internally through the IG
- To protect both the accused and the cadet(s) involved, the officer is suspended from activity until the investigation is complete
- Personal details withheld for privacy reasons and due to the ongoing investigation
- Safety is a priority for CAP
- Background information about CAP and its missions, particularly the cadet program
- More information will be given as it develops

j. Abuse/Harassment/Discrimination

Information to be Collected and Reported

- What happened?
- When were local authorities contacted?
- When was the inspector general, region counsel, or national notified?
- When were the local authorities notified?
- Any non-CAP members that were involved in the incident
- Where the incident occurred
- Activity at which the incident occurred (squadron meeting, encampment, etc.)
- Any information given to the press including copies of notes or releases
- What other response has occurred (restricting a member, cadet requiring medical attention, arrest of a senior member)

Talking Points

- CAP has no tolerance with abuse/harassment/discrimination
- CAP cooperating with local authorities
- CAP also investigating through the IG process

Appendix A – Media Release Templates (see p. 9, below)

Appendix B – Media Contacts (see p.16, below)

TEXAS WING, CIVIL AIR PATROL  
CRISIS COMMUNICATIONS PLAN  
Appendix A – Media Release Templates

April 8, 2015

The following media release templates are provided for quick reference.

The body of the release has a basic outline based on the subject. The PAO needs to replace those passages that are boldfaced with the actual dateline and specific details that are to be released for publication.

In all instances, remove the boilerplate given below, and use that posted on the HNQ/PA page at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate.cfm](http://capmembers.com/cap_national_hq/public_affairs/boilerplate.cfm)

Samples follow below.



## Pre-scripted Media Release Template – Loss of Aircraft Incident

Basic CAP Media Release Template with Standard Boilerplate (always get the latest boilerplate version found at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate.cfm](http://capmembers.com/cap_national_hq/public_affairs/boilerplate.cfm) )

### CIVIL AIR PATROL – TEXAS WING

#### FOR IMMEDIATE RELEASE

January 1, 2015

#### Headline

[MAXWELL AIR FORCE BASE, Ala.] – On [DATE] a Civil Air Patrol aircraft was involved in an accident while participating in [ACTIVITY/MISSION]. The crew, including [NUMBER OF SENIOR MEMBERS AND CADETS], [WERE NOT INJURED/WERE INJURED AND TREATED/WERE KILLED] in the incident. The cause of the accident is under investigation and CAP will continue to assist local authorities and the National Transportation Safety Board. [IF INJURED/DECEASED] Information about the members [INJURED AND/OR KILLED] is being withheld [DUE TO PRIVACY CONCERNS AND/OR FAMILY NOTIFICATION]. As safety is the top priority in Civil Air Patrol, [THE DAMAGED AIRCRAFT IS GROUNDED/FLIGHT OPERATIONS HAVE BEEN SUSPENDED/ALL AIRCRAFT ARE BEING INSPECTED]. Further information will be released as soon as it is available.

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 61,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its volunteers also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to more than 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for 71 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com) or [www.capvolunteernow.com](http://www.capvolunteernow.com) for more information.

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[capvolunteernow.com](http://capvolunteernow.com) – [gocivilairpatrol.com](http://gocivilairpatrol.com) – [capmembers.com](http://capmembers.com)

Pre-scripted Media Release Template – Van/Vehicle Incident

Basic CAP Media Release Template with Standard Boilerplate version found at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate](http://capmembers.com/cap_national_hq/public_affairs/boilerplate).

**CIVIL AIR PATROL – TEXAS WING**

**FOR IMMEDIATE RELEASE**

January 1, 2015

**Headline**

[MAXWELL AIR FORCE BASE, Ala.] – On [DATE] a Civil Air Patrol vehicle was involved in an accident while participating in [ACTIVITY/MISSION]. The passengers, including [NUMBER OF SENIOR MEMBERS AND CADETS], [WERE NOT INJURED/WERE INJURED AND TREATED/WERE KILLED] in the accident. The cause of the accident is under investigation and CAP will continue to assist local authorities. [IF INJURED/DECEASED] Information about the members [INJURED AND/OR KILLED] is being withheld [DUE TO PRIVACY CONCERNS AND/OR FAMILY NOTIFICATION]. As safety is the top priority in Civil Air Patrol, [VEHICLES TAKEN OUT OF SERVICE/VEHICLES WILL BE INSPECTED/OTHER MITIGATIVE RESPONSE]. Further information will be released as soon as it is available.

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 61,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its volunteers also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to more than 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for 71 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com) or [www.capvolunteernow.com](http://www.capvolunteernow.com) for more information.

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## Pre-scripted Media Release Template – Member Injury

Basic CAP Media Release Template with Standard Boilerplate version found at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate.cfm](http://capmembers.com/cap_national_hq/public_affairs/boilerplate.cfm) )

### CIVIL AIR PATROL – TEXAS WING

#### FOR IMMEDIATE RELEASE

January 1, 2015

#### Headline

[MAXWELL AIR FORCE BASE, Ala.] – On [DATE] an accident occurred that caused the injury of [NUMBER OF INJURED] of our [CADET AND/OR SENIOR] members. The incident occurred during [ACTIVITY/MISSION]. The [CADETS AND/OR SENIOR MEMBERS] were [PROVIDED 1st AID AND/OR SENT TO THE HOSPITAL]. Information on the injured members is being withheld due to privacy concerns. The cause of the accident is under investigation and Civil Air Patrol’s Inspector General Office will continue to assist local authorities. As safety is the number one priority of the Civil Air Patrol, [ACTIVITY CANCELLED/NEW SAFETY PROCEDURES/OTHER MITIGATIVE ACTIONS]. Further information will come as it is available.

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 61,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its volunteers also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to more than 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for 71 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com) or [www.capvolunteernow.com](http://www.capvolunteernow.com) for more information.

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## Pre-scripted Media Release Template – CPPT Violation

Basic CAP Media Release Template with Standard Boilerplate version found at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate](http://capmembers.com/cap_national_hq/public_affairs/boilerplate).

### CIVIL AIR PATROL – TEXAS WING

#### FOR IMMEDIATE RELEASE

January 1, 2015

#### Headline

[MAXWELL AIR FORCE BASE, Ala.] – A report of abuse against one of our cadets has been made. Civil Air Patrol takes accusations of abuse seriously and we are investigating the matter internally, through our Inspector General, as well as cooperating with local authorities. The

[PARENTS/GUARDIANS] of the [CADET/CADETS] have been notified of the accusation. As a matter of policy, the accused member has been suspended from CAP activities pending the results of the investigation. This is to protect both the accused member as well as the cadet membership. [ALSO ADD ANY OTHER MITIGATIVE ACTION (E.G. ACTIVITY CANCELLATION)]

Prior to serving in Civil Air Patrol, each adult member receives a background check through the Federal Bureau of Investigation. Prior to participating in activities, all adult members must complete the Cadet Protection Policy Training which includes an explanation of CAP's zero policy of abuse of any kind, to include verbal, physical, emotional and psychological, as well as hazing. Each adult member is also taught the procedures to follow in the case of an accusation. Before any activity that lasts overnight, a Required Staff Training session, which further discusses abuse and hazing prevention, is required of all senior members and cadet staff.

Due to the sensitive nature of this incident and the ongoing investigation, the personal information of both the accused and the [CADET/CADETS] is being withheld. Further information will come as it is available.

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 61,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its volunteers also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to more than 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for 71 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com) or [www.capvolunteernow.com](http://www.capvolunteernow.com) for more information.

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Pre-scripted Media Release Template – Abuse/Harassment/Discrimination

Basic CAP Media Release Template with Standard Boilerplate (always get the latest boilerplate version found at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate.cfm](http://capmembers.com/cap_national_hq/public_affairs/boilerplate.cfm))

CIVIL AIR PATROL – TEXAS WING

FOR IMMEDIATE RELEASE

January 1, 2015

Headline

[MAXWELL AIR FORCE BASE, Ala.] – A report of abuse against one of our senior members has been made. Civil Air Patrol takes accusations of abuse seriously and we are investigating the matter internally, through our Inspector General, as well as cooperating with local authorities. As a matter of policy, the accused member has been suspended from CAP activities pending the results of the investigation. This is to protect both the accused member as well as other members. [ALSO ADD ANY OTHER MITIGATIVE ACTION (E.G. ACTIVITY CANCELLATION)]

Prior to serving in Civil Air Patrol, each adult member receives a background check through the Federal Bureau of Investigation. Prior to participating in activities, all adult members must complete the Cadet Protection Policy Training which includes an explanation of CAP's zero policy of abuse of any kind, to include verbal, physical, emotional and psychological, as well as hazing against any member. Each adult member is also taught the procedures to follow in the case of an accusation. Before any activity that lasts overnight for four nights or more, a Required Staff Training session, which further discusses abuse and hazing prevention, is required of all senior members and cadet staff.

Due to the sensitive nature of this incident and the ongoing investigation, the personal information of both the accused and the [SENIOR MEMBER/MEMBERS] is being withheld.

Further information will come as it is available.

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 61,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its volunteers also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to more than 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for 71 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com) or [www.capvolunteernow.com](http://www.capvolunteernow.com) for more information.

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## Pre-scripted Media Release Template – Natural Disaster

Basic CAP Media Release Template with Standard Boilerplate (always get the latest boilerplate version found at [capmembers.com/cap\\_national\\_hq/public\\_affairs/boilerplate.cfm](http://capmembers.com/cap_national_hq/public_affairs/boilerplate.cfm) )

### CIVIL AIR PATROL – TEXAS WING

#### FOR IMMEDIATE RELEASE

January 1, 2015

#### Headline

[MAXWELL AIR FORCE BASE, Ala.] – On [DATE] an [TYPE OF NATURAL DISASTER] occurred that caused the [INJURY OR DAMAGE] to [MEMBERS OR PROPERTY]. The [CADETS AND/OR SENIOR MEMBERS] were [PROVIDED 1st AID AND/OR SENT TO THE HOSPITAL]. Information on the injured members is being withheld due to privacy concerns. The [PROPERTY DAMAGE] has resulted in the [CLOSURE OF FACILITY UNTIL WHAT DATE/INSPECTION]. As safety is the number one priority of the Civil Air Patrol, [ACTIVITY CANCELLED/NEW SAFETY PROCEDURES/OTHER MITIGATIVE ACTIONS].

Further information will come as it is available.

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with 61,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its volunteers also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to more than 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for 71 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com) or [www.capvolunteernow.com](http://www.capvolunteernow.com) for more information.

Contact info: Maj. Johanna Augustine, [texaswingcappao@gmail.com](mailto:texaswingcappao@gmail.com)

[capvolunteernow.com](http://capvolunteernow.com) – [gocivilairpatrol.com](http://gocivilairpatrol.com) – [capmembers.com](http://capmembers.com)

TEXAS WING, CIVIL AIR PATROL  
CRISIS COMMUNICATIONS PLAN  
Appendix B – Media Contacts

April 8, 2015

Only National and Region-wide contacts are provided. For local distribution, please refer to group/squadron/flight Crisis Communications Plan.

National Print Media

AP Texas Bureau: [aptexas@ap.org](mailto:aptexas@ap.org) – (Dallas) 972.991.2100;  
(Houston) 281.872.8900

Television Networks

ABC News: <http://www.abcnews.com>

CBS News: <http://cbsnews.cbs.com/>

CNN: [feedback@cnn.com](mailto:feedback@cnn.com); [cnn.onair@cnn.com](mailto:cnn.onair@cnn.com)  
[crossfire@cnn.com](mailto:crossfire@cnn.com)

C-Span [viewer@c-span.org](mailto:viewer@c-span.org)

Fox News: [comments@foxnews.com](mailto:comments@foxnews.com)

NBC News: [dateline@news.nbc.com](mailto:dateline@news.nbc.com)  
[nightly@news.nbc.com](mailto:nightly@news.nbc.com) [today@news.nbc.com](mailto:today@news.nbc.com) [MTP@nbc.com](mailto:MTP@nbc.com)

Radio Contacts

NPR: <http://www.npr.org>

PBS: <http://www.pbs.org>

NewsHour with Jim Lehrer: <http://www.pbs.org/newshour/>



Sherra Ogden &lt;sogden@txwgcap.org&gt;

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## FY2017 Texas Wing Public Affairs Plan & Crisis Communication Plan

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**Debardelaben, Julie** <jDebardelaben@capnhq.gov>  
To: "sogden@txwgcap.org" <sogden@txwgcap.org>  
Cc: "Debardelaben, Julie" <jDebardelaben@capnhq.gov>

Fri, Nov 4, 2016 at 9:43 AM

Maj Ogden,

Your plans are approved. Your list of goals and objectives should serve the wing well.

Your scenarios in the crisis plan are comprehensive...the best I've seen in CAP.

Congrats.

Julie

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**From:** Debardelaben, Julie  
**Sent:** Monday, October 31, 2016 1:37 PM  
**To:** Debardelaben, Julie  
**Subject:** FW: FY2017 Texas Wing Public Affairs Plan & Crisis Communication Plan

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**From:** Sherra Ogden [<mailto:sogden@txwgcap.org>]  
**Sent:** Monday, October 31, 2016 1:32 PM  
**To:** Arthur Woodgate; Debardelaben, Julie  
**Cc:** Sean Crandall; Tom Bishop  
**Subject:** FY2017 Texas Wing Public Affairs Plan & Crisis Communication Plan

Attached is the Fy2017 Public Affairs Plan and Crisis Communications Plan for Texas Wing TX-001. These have been approved by Col Crandall and are being sent on his behalf.

Should you have any questions or concerns, please contact me directly.



**Maj Sherra Ogden, CAP**  
Texas Wing Chief of Staff  
(C) 281.642.4313  
U.S. Air Force Auxiliary  
[GoCivilAirPatrol.com](http://GoCivilAirPatrol.com)  
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