

Who To Call — Cyber Incident Quick Sheet

Post this by finance and front desks. Keep one copy at home for after-hours use.

First 60 minutes — Do this

1. If safety is at risk, call 911. Otherwise, stay calm and open this page.
2. Disconnect the affected device from Wi-Fi or pull the network cable. Leave the device powered ON unless safety requires shutdown.
3. Do NOT pay ransom. Do NOT delete files or wipe devices. Do NOT use personal email to discuss the incident.
4. Call the people below in order. Record who you spoke to and when.

Write-in contacts (keep current)

Role / Organization	Name	Day phone	After-hours	Backup contact
CAO / Town Manager (Lead)				
Privacy/ATIPP Coordinator (NL)				
Finance Lead (payments)				
IT (primary)				
Bank or Credit Union Fraud Line				
Insurance Broker				
Canadian Centre for Cyber Security (1-833-CYBER-88)				
Local Police / RCMP (non-emergency)				
Canadian Anti-Fraud Centre (1-888-495-8501)				
Key Software Vendor — Email (Microsoft/Google)				
Key Software Vendor — Finance System				
Provincial Emergency Management (FES-NL)				

Record the basics (for privacy and insurance)

- What happened (in plain words) and how you found out.
- Systems affected (email, finance, website, water, phones).
- When it started (approximate time) and who is impacted.
- Ticket/case numbers from police, CAFC, bank, insurer, CCCS.

