RockDove Solutions Introduces In Case of Crisis AI, the AI Crisis Assistant That Doesn't Improvise

The Model Context Protocol (MCP) connector returns an organization's approved emergency procedures, as written, inside the AI assistant that employees use.

WASHINGTON, DC, UNITED STATES, September 18, 2026 /EINPresswire.com/ -- RockDove Solutions, Inc., developer of the In Case of Crisis crisis-management platform, today introduced In Case of Crisis AI (https://incaseofcrisis.ai), the AI crisis assistant that doesn't improvise. The service puts an organization's approved emergency protocols inside the AI assistants employees already use, Claude, ChatGPT, and Microsoft Copilot, and returns them as written, with the source cited. The site is live and taking trial requests at incaseofcrisis.ai.

> “The fastest-growing surface for companies to manage is the AI Assistant. It only makes sense for the duty of care to ensure that the answer that comes back in an emergency is the right one. Always.”
>
> *Christopher Britton*

Every organization has a duty of care to its people. When something goes wrong, the question that follows is whether employees knew the approved procedure at the time. Most organizations keep procedures in documents, intranet pages, and notification systems. None of those puts the answer where an employee is already looking.

Increasingly, that place is an AI chat window. Gallup reported in the second quarter of 2026 that more than half (52%) of U.S. workers use AI in their role, and Pew Research Center found in 2026 that 38% of employed U.S. adults use AI chatbots for work tasks. A general-purpose assistant answers an emergency question based on what it generally knows. That is a rewrite of a safety instruction that nobody reviewed.

In Case of Crisis AI connects through the Model Context Protocol, the open standard for connecting AI assistants to other systems. An employee asks a question in the chat they already have open. The connector retrieves the organization's approved protocol and returns it as published, with the source named. If the question falls outside the library, the assistant says so and points to a person. The service does not generate guidance or make decisions.

Every customer starts with a library of thirty protocols built from public federal guidance issued by CISA, FEMA, Ready.gov, OSHA, and NIST, covering six categories from fire and life safety to cybersecurity. The library has been reviewed by a certified emergency management professional. Employees can report an incident from the same chat, and every question and every protocol returned is written to an audit trail. Customized, organization-specific protocols are coming soon.

"Your people already ask AI for answers. That is not a trend to fight. It is a fact to plan for," said Christopher Britton, General Manager of RockDove Solutions. "When an employee asks about a chemical smell on a loading dock, the answer should be the procedure your organization approved, returned as written with the source attached, not the assistant's best guess. That is what duty of care looks like when the tool your people reach for is a chat window."

Because inference runs on the customer's existing Claude, ChatGPT, or Copilot subscription, adopting the service adds no new AI subprocessor. Connections use OAuth to authenticate with the customer's identity provider, with permissions enforced server-side. Customer protocols, incidents, and queries are not used to train AI models. RockDove maintains an annual SOC 2 Type II report audited by Prescient Assurance.

In Case of Crisis AI is available to U.S. organizations at launch. Trial requests are now being accepted at incaseofcrisis.ai, and accounts are being set up as the service opens to new organizations. Each account begins with a seven-day, full-function trial, followed by a subscription starting at $400 per month, billed annually, for organizations with under 500 employees; larger organizations are quoted.

About RockDove Solutions
RockDove Solutions (www.rockdovesolutions.com) is the developer of In Case of Crisis, a threat and crisis management platform that helps organizations coordinate response and improve communication during critical events. The platform supports cross-functional teams through integrated communication tools and automated workflows, while providing executive oversight and proven best practices for crisis management. In Case of Crisis AI (www.incaseofcrisis.ai) extends that practice to the AI assistant employees already use. RockDove Solutions, Inc. was founded in 2012 and is headquartered in Belleair Bluffs, Florida.

Claude is a product of Anthropic. ChatGPT is a product of OpenAI. Copilot is a product of Microsoft. Model Context Protocol is an open standard. No affiliation or endorsement is implied.

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