



Annual Conference and Exhibit Show  
AUGUST 28 - 31, 2017

OMNI ORLANDO RESORT  
AT CHAMPIONSGATE

# When Traumatic Events Impact Your Organization; Recovery, Support and Strength

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# Crisis Management Plan

Phone / Contact

Individual Responsibility

Department Responsibility

Community Contacts

Media Plan

## Staff Support

Training

EAP/Mental Health

Physical Activity

## Have a system in place for:

- ✓ phone tree
- ✓ Responsibilities of individuals and departments
- ✓ community contacts
  
- ✓ No hesitation to call police
  - change in philosophy
  
- ✓ Crowd Control – internal and external
- ✓ Legal Issues

## Notes:

## Crisis Response Plans:

<http://hbswk.hbs.edu/item/your-crisis-response-plan-the-ten-effective-elements>

<https://www.ready.gov/business/implementation/crisis>

<http://rems.ed.gov/docs/PracticalInformationonCrisisPlanning.pdf>

## How Staff Can Respond

Mental Permission Slip (The 7 Outs)

- Figure Out
- Get Out
- Call Out
- Hide Out
- Keep Out
- Help Out
- Take Out



## Trained

Startle, fear

Feel anxious

Recall what they have learned

Prepared to act as rehearsed

Commit to action

## Untrained

Startle, fear

Panic

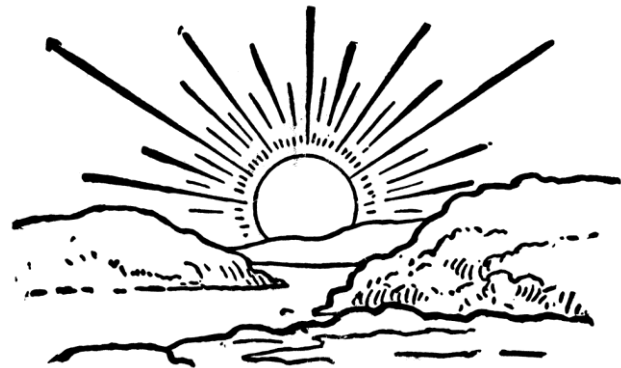
Fall into disbelief

Lost in denial

Descend into helplessness

## **Healthy Responses**

- Create a “Help Seeking Climate”
- EAP
- Debriefing period
- Physical Activity
- Healthy Eating
- Plenty of Sleep



## **Recreation and Recovery**

Get as much physical activity as possible.

Exercise or learn relaxation techniques or meditation in order to relax and feel rejuvenated.

- Stress Reduction Activities

American Academy of Experts in Traumatic Stress

<http://www.aaets.org/article164.htm>

## **Notes:**



**Identify Your Community Organizations**

Collaborations:

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Services:

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Resources:

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Safety:

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**THANK YOU FOR WHAT YOU DO!**

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