



# 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



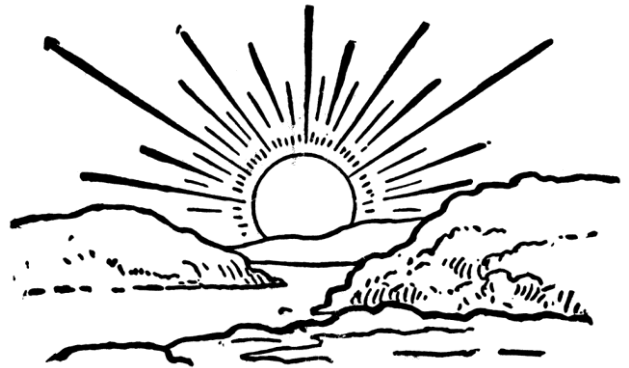
## Power of a Trained Staff

Trained	Untrained
Startle and fear	Startle and fear
Feel anxious	Panic
Recall what they have learned	Fall into disbelief
Prepared to act as rehearsed	Lost in denial
Commit to action	Descend into helplessness

### Recreation and Recovery

Get as much physical activity as possible. Exercise or learn relaxation techniques or meditation in order to relax and feel rejuvenated.

- Enhances well-being by reducing symptoms and improving coping strategies.
- Participating in physical activities helps individuals gain or regain a sense of achievement.



### Healthy Responses:

Create a "Help Seeking Climate"

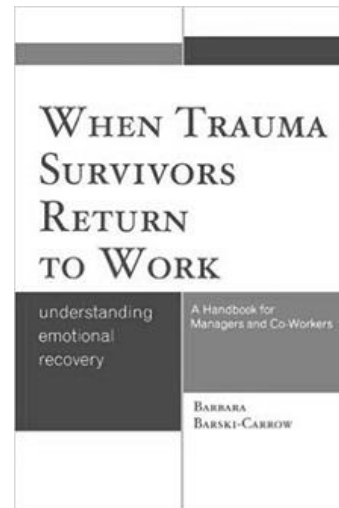
EAP

Debriefing period

Physical Activity

Healthy Eating

Plenty of Sleep



American Academy of Experts in Traumatic Stress

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



**Identify Your Community Organizations**

Collaborations:

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Resources:

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Services:

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Safety:

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**THANK YOU FOR WHAT YOU DO!**

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