



### 5 Take-aways

1. Have a knowledge and understanding of the crisis.
  - a. What is it?
  - b. What is causing it?
  - c. How did it start? When will it end? Etc.
  - d. Hopefully you have a plan in place already
  - e. Does the staff have training in this situation?
  - f. Where do I find accurate and timely information?
  
2. How will it potentially effect the staff, community, facility, operations, etc.
  - a. Is it a physical threat? Earthquake, weather, civil unrest, etc.
  - b. Is it a medical threat? Pandemic, sickness. Local to the building or regional to the community
  
3. Timing of the crisis
  - a. Long term, months – years
  - b. Short term, hours - days
  
4. What must we do to have continuation of services, yet protect the staff and facility?
  - a. Staffing. Allowances for the staff to attend to their family and property
  - b. Emergency staffing. Staffing from other centers or means
  - c. Modification of services provided
  - d. Back up facility if current facility not operational
  - e. Support from the local government, public, emergency services
  - f. How are the local emergency services impacted?
  
5. How do we come out of this as an agency?
  - a. Return to normal shifts, staffing
  - b. Emotional support for staff. Meet the needs of the staff
  - c. Rebuilding & repair of facility and equipment and staff
  - d. Share experiences with staff, region. (Lessons Learned)
  - e. After Action Report

This is a very short list of items to plan for as you prepare a Crisis Plan for your agency. Make a list of all of the potential Crisis events that could have an impact on your community and create a plan. Write the plan down and share the plan with key people within your organization.