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REAL TIME HIGH RISK CRISIS INTERVENTION SERVICES

1st January 2018

Key audiences.

-Internal Primary

Person: Person in crisis (not person causing crisis)

All the people in the “person's” life circle

Pets

-External Primary

All emergency services ON SCENE

Surrounding neighbors/onlookers

-Internal secondary

All people on social media that person may be talking to

Voices heard

-External Secondary

Media sources

neighbors

OVERVIEW REGARDING DELIVERING SERVICES.

This service was created to assist with the people in our community suffering from mental health issues and well as addiction, that are in crisis creating an elevated threat to all the people involved. Immediately upon arriving on scene it is important that I touch base with on-site emergency services command center to get the who, why, what, where, when, why and how and craft a hold statement that will be essential for me to build an action plan quickly. With the name of the person in crisis, I will always quickly monitor or reach out via social media. Statistically people in crisis, creating an elevated risk situation are active on social media. With an action plan created I will request permission to carry out plan and will be open to suggestions. When the situation is over I can handle social media response but my primary job is to accompany the person to where he will go to next. I can also handle statement to family, mental health professionals that are going to be involved, and media.

PURPOSE

There is generally a three pronged purpose: Mitigate risk to person and emergency personnel or responders utilizing crisis management and high risk real time conflict resolution. Ensure the proper transition and information gets to the next level of care. Comfort family as they endure the grief and trauma ensuring they have referrals and resources. I feel there is a fourth purpose and that is to destigmatize mental health and addiction in the community.

SCOPE

For this service the scope has three practical areas. They fall under community safety and they include real time high risk conflict skills, as a peer and coach, that ensures all parties are properly transitioned and resources properly provided. Creating with the family a prevention plan if services that are offered as resources do not. Provide post release services to person.

Dissemination of information. Avoid the speculation and misrepresentation of situation. A lack of response creates an information vacuum that can quickly fill with speculation, rumors, misinformation, and outright attacks.

Responding quickly and confidently can help your organization present its side of the story with factual information in an appropriate tone. An early response may not have much in the way of substance or new information. It may include little more than a truthful online statement, like: "We're aware of the situation.

"Again the narrative should read man in crisis not man causing crisis, then factual story line consisting of the who, what where when why and the resolution, community is safe again.

Responding Quickly positions you as a source for facts and information. It also shows that you are involved and concerned. A quick and confident response can do more than help quell damaging rumors. It can also signal that you care about the people and the community you serve.

It helps set the tone and direction of any communications surrounding a crisis. When a threat to your reputation goes public you'll want to respond within one hour. Even more quickly if it helps set the tone and direction of any communications surrounding a crisis. When a threat to your reputation goes public you'll want to respond within one hour. Even more quickly if possible. Take a look at the list of 10 threats that might impact your organization. Is this list representative of your most likely threats? What other threats might be likely to impact your organization? By thinking through likely threats before they happen, you'll be in a position to respond quickly and confidently should a crisis ever arise.

Rapid Response

A quick and confident response can go a long way to fill an information vacuum, as well as restore your reputation and reestablish public trust and a feeling of goodwill.

Threat reduction

Take a look at the list of 10 threats that might impact your organization. Is this list representative of your most likely threats? What other threats might be likely to impact your organization? By thinking through likely threats before they happen, you'll be in a position to respond quickly and confidently should a crisis ever arise.

Restoration

A quick and confident response can go a long way to fill an information vacuum, as well as restore your reputation and reestablish public trust and a feeling of goodwill.

PROCEDURE for post crisis

Well developed crisis information team resources.

Creating sense of safety.

Assessing acute risk.

Post crisis evaluation.

Responsibilities and risk to organization

