**COE Learning Network:** Organizational Crisis Planning

**Presenters:** Elizabeth Schrage; Kristina Scalia-Jackson

**Date and Time:** 11/30/22-12:00-1:15 pm

**Location:** Virtual Training (on Zoom)

**Host:** University of Pittsburgh, School of Pharmacy, Program and Evaluation Unit (PERU)

**Target Audience:** Centers of Excellence Leadership and Staff

**Training Objectives:**

* Define crisis/emergency
* Identify crises that may occur in an organization​
* List specific hazards that COEs may encounter
* Describe the effectiveness and purpose of crisis planning
* List some areas to consider when crisis planning
* Give examples of ways to respond to a crisis​

**Agenda:**

* Definitions
* Hazards faced by COEs
* Importance of crisis planning
* Areas to consider in crisis planning
* Respond to and manage client crises with the COE
  + Understand when emergency providers should be called
  + Understand when clients should be referred
  + Training for staff
  + Response during a crisis
    - Identified clinical leaders
    - Texting if the staff member can’t leave the situation
  + Response after a crisis
    - Promote self-care
      * Time off
      * Listening sessions
      * Open communication
      * Planned response
* Community-based service considerations
  + Texting
  + 2-person visits
    - Could be a result of an environmental concern
  + Awareness of the environment in general
    - Who is in the community??

**Post-Test Questions:**

1. Common organizational crises include:
   1. Confrontation Crisis
   2. Workplace Violence Crisis
   3. Personnel Crisis
   4. Technological Crisis
   5. **All of the above**
2. True or **False**: You should wait for a supervisor before you contact emergency services.
3. When working in the community it is important to:
   1. be aware of your environment.
   2. follow your organization’s policies related to community work.
   3. be sure someone knows where you are.
   4. **All of the above**
4. The following is one of the 4 Ps of assessing a crisis:
   1. producing factoring
   2. promising factors
   3. **protective factors**
   4. purposeful factors
5. **True** or False: One of the ways to prevent a crisis from occurring is to conduct an organizational risk assessment

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