**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

**References:**

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4. National Institute for Health and Safety. (2018, November 30). *Business Emergency Management Planning*. Centers for Disease Control and Prevention. Retrieved October 28, 2022, from https://www.cdc.gov/niosh/topics/emres/business.html
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