Developing a Co-Response to a Mass Violence Incident During a Community Crisis

September 16, 2020

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As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact our technical specialist, Kaila Hough, by emailing her at khough@ovcttac.org for technical assistance.

Today’s session will be recorded and made available on the OVC TTAC Expert Q&A Past Sessions tab, along with a copy of the PowerPoint.
Featured Hosts

Krista Flannigan

Nathan Spicer

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What is a Co-Response?

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What is a co-response?

- A co-response can also be classified in NIMS Doctrine as a Major Incident or an Incident Complex.
- It generally involves more than one agency or political jurisdiction.
- Has complex management issues.
- Requires numerous tactical and support resources.
- Includes widespread damage.
- Draws national media interest.
- Spans multiple operational periods.

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What is a co-response? (continued)

• Costly to control.
• It may be two or more individual incidents located in the same area that are assigned to a single Incident Commander or Unified Command.
• Could be classified as an Event of National Significance.

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Can you discuss the co-response as it relates to the current pandemic?

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Can you describe a victim response to incidents of mass violence and how to manage recovery/support centers?

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Co-Event Response (continued)

How do you set-up and run an Information and Notification Center during a co-event?

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Information and Notification Center

- Spontaneous location
- Families, survivors convene to get information
  - Location of loved ones
  - Status of investigation, rescue, and recovery
  - Death notifications
- May be at several locations
  - Hospitals, hotels, churches, schools
  - Incident Commander will determine location of official center
- Open no more than 72 hours

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Planning Assumptions

Social distancing will not be practiced in the immediate aftermath of a human-caused hazard, as family and friends will congregate at the scene to access loved ones and information. Families and friends will be seeking information, notification, and unification immediately.
Response During a Health Crisis (continued)

- Prepare a Go-Kit (PPE)
  - Face covering
  - Gloves
  - Disinfectant
  - Sanitizing wipes
  - Hand sanitizer

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Co-Event Response

How do you set-up and run a Family Assistance Center during a co-event?

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Family Assistance Center

- Can be a pre-determined location
- Up to 3 months, depending on size and scope
- Often open 7 days a week, early morning and evening hours
- Resources provided in one location
  - Investigation
  - VOCA Assistance and VOCA Compensation Administrators
  - Victim advocacy services
  - The local chapter of the National Voluntary Organizations Active in Disasters (VOAD)
  - Public health representatives
  - Population-specific supporters/services
  - Food
  - Faith services
  - Behavioral health
  - Childcare

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FAC Response During a Health Crisis

- Provide virtual services
  - Live chat option
  - Connect to existing virtual platforms
- Brick and mortar option in addition to virtual services
  - Personal Protective Equipment (PPE)
    - Face coverings
    - Gloves
    - Disinfectant
    - Sanitizing wipes
    - Hand sanitizer
    - Regular cleaning and sanitizing

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How do you set-up and run a Resiliency Center during a co-event?

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Community Resiliency Center

- Semi-permanent location for victims to access services and resources
- The response is no longer in crisis mode
  - Services offered in a more “normal” way
- Open for up to 3 years post-incident
- Pre-determined location
- Regular business hours, some evening or weekend hours

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Community Resiliency Center (continued)

- Advocates/navigators
  - Client needs assessment
  - Resource information, referrals, and connection
  - Case management
  - Crime Victim Compensation (temporary)
  - Law enforcement (temporary)
  - Behavioral health services
  - Legal services, etc.

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CRC Response During a Health Crisis

• Provide virtual services
  • Live chat option
  • Connect to existing virtual platforms

• Limited live services
  • Personal Protective Equipment (PPE)
    • Face coverings
    • Gloves
    • Disinfectant
    • Sanitizing wipes
    • Hand sanitizer
    • Regular cleaning and sanitizing

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How do you set-up and run a Hospitality Center during a co-event?

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Hospitality Center

- Focused on meeting victims’ needs during a trial
- Location in or close to courthouse
- Legal and emotional debriefing
- Victim support
  - Advocacy
  - Behavioral health
  - Spiritual support
- Resources
- Media management

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HC Response During a Health Crisis

• Provide virtual services
  • Live chat option
  • Connect to existing virtual platforms

• Limited live services
  • Personal Protective Equipment (PPE)
    • Face covering
    • Gloves
    • Disinfectant
    • Sanitizing wipes
    • Hand sanitizer
    • Regular cleaning and sanitizing

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What system works best for community-wide crises? Do we know enough to replicate the systems that are effective and offer a quick response?

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Which agencies should be involved in a co-response team?

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What can victim advocates do to help in this scenario?

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How do you provide for sheltering needs during a co-event?
Co-Event Response (continued)

How do you ensure that proper PPE is provided to responders and support staff during a co-event?

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Are there strategies for protecting victims and survivors from a mass casualty event and co-occurring weather event?

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What one thing most often gets overlooked in these types of incidents?

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How do you ensure all victims are given death notifications in a timely and consistent manner?

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How do you manage when “incident command” is a victim of the event?
General Preparedness (continued)

What are some of the key elements in preparing?

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Are there ways for agencies that would ordinarily respond to develop rapport with one another prior to a mass violence incident?

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How often do you find communities that are prepared with a mass violence protocol?

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What’s the best way to find out who in the community has a plan that involves multiple incidents?

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How do you develop a co-response plan?

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Where do we need to report if there’s been an incident?

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How To Access TTA

Free Technical Assistance Available

- Initial Consultation
- Meeting Facilitation
- Protocol Development
- Followup Consultation
- No Cost for the Assistance

Email TTAC@ovcttac.org to request an application or to find more information.

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Next Month

**Topic:** Reimagining Our Community Responses to Intimate Partner Violence

**Date:** October TBD

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Download a **certificate of attendance** for today’s session from our Downloads pod.

For more **resources related to this topic**, please see the Additional Links pod.

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If your question was not addressed in this session, you can send your question to our hosts or request additional information by email:

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