Helping Victims of Mass Violence and Terrorism: How To Design and Implement a Hospitality Center
If you are experiencing any technical issues with the audio for this session, please let us know in the chat box.

If you have technical difficulties during the webinar, contact:

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Today’s session will be recorded and made available in a few days on the training site.

If you have questions, type them in the chat box.
Today’s Presenters

Eugenia Pedley
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The Purpose of This Training Series

How To Design and Implement a Hospitality Center

The Office for Victims of Crime Training and Technical Assistance Center Helping Victims of Mass Violence and Terrorism: Planning, Response, Recovery, and Resources Toolkit webinar training series continues with an in-depth look at establishing a Hospitality Center. A Hospitality Center, also known as a safe haven, provides a secure environment where victims and survivors can find supportive services during the trial following a mass violence incident. Learn more about:

- The steps needed to establish a Hospitality Center.
- The types of services most often needed in a Hospitality Center and how to provide those services.
- Collaboration and the relationship between the prosecutor’s office and the Hospitality Center.

Lessons learned from previous incidents consistently underscore that all response and recovery efforts are more effective when:

- Organizational roles are defined prior to an incident;
- Relationships are in place to create a more efficient response and faster recovery; and
- There is a planned and comprehensive communications management strategy that focuses on communication among all responders, with victims and survivors, and with the community during the response and recovery phases.

Please plan to join one of the scheduled webinars to learn more about this essential victim assistance protocol.
Mission Statement

The mission of the Office for Victims of Crime (OVC) is to enhance the Nation’s capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices in ways that will promote justice and healing for all victims.
Antiterrorism and Emergency Assistance Program (AEAP)

**Grants**
- Crisis Response (up to 9 months)
- Consequence Management (up to 18 months)
- Criminal Justice Support (up to 36 months)
- Crime Victim Compensation (any time) to reimburse victims for eligible expenses

**Training and Technical Assistance (TTA)**
- Needs Assessments
- Victim Services Coordination
- Response Strategy Development
- Assistance With Drafting Grants
- Toolkit Assistance (plan, respond, recover)
OVC’s Response and the Toolkit (continued)
After completing this webinar, you should be able to—

- Identify the steps needed to establish a Hospitality Center
- Describe the types of services most often needed in a Hospitality Center and how those services are provided
- Explain the collaboration and relationship between the prosecutor’s office and the Hospitality Center
Benefits of Partnership and Planning

- Ensures that a comprehensive mass violence and terrorism emergency response plan is in place
- Essential to community readiness when everyone is at the table
- Includes victim assistance strategy, capacity for an effective response, and sufficient resources
## Craft the Message With Care

<table>
<thead>
<tr>
<th>Use...</th>
<th>Instead of...</th>
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<tbody>
<tr>
<td>Acknowledgement or Accommodation</td>
<td>Closure</td>
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<tr>
<td>Remembrance/Commemoration</td>
<td>Anniversary</td>
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<tr>
<td>Notification and Information Center</td>
<td>Reunification Center</td>
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<tr>
<td>United/Together</td>
<td>Strong</td>
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</tbody>
</table>
Introduction to Victim Services Response

- Information and Notification Center
- Family Assistance Center
- Community Resiliency Center
- Hospitality Center
Hospitality Center Overview

- Focused on meeting victims’ needs during a trial
- Location in or close to the courthouse
- Staffing
- Legal and emotional debriefing
- Victim support
  - Advocacy
  - Behavioral health
  - Spiritual support
- First responder support
- Media management
Hospitality Center Overview (Continued)

- Focused on meeting victims’ needs during a trial
- Other considerations
Virtual Hospitality Center Response

Provide Virtual Services

- Live chat option
- Connect to existing virtual platforms

Limit Live Services if a Health Crisis

- Personal Protective Equipment (PPE)
Funding and Evaluating the Hospitality Center

Funding
Grants, donations

Evaluation
Hospitality Center - Staffing

- Hospitality Center Director
- Volunteer Coordinator
- Resource Coordinator
- Media Liaison
- Self-care
Volunteer Management

- Recruitment
- Credentialing
- Training
- Briefing and Debriefing
Support Within the Hospitality Center

- Victim Support
  - Advocacy
  - Behavioral health
  - Spiritual support
Hospitality Center Briefings

Informational Meetings

Trial and Emotional Debriefing
First Responder Support at the Hospitality Center

- First Responder Support
  - Access to services while testifying
- Types of support
  - EAP services
  - Traditional and non-traditional
Hospitality Center Media Management

- Media Management
- Court Guidelines
- Access to Hospitality Center
- Media Liaison
Who is responsible for establishing and implementing a Hospitality Center?
Location of Hospitality Center

- Find a location
- Pre-identify options since you know where the trial will be held
- Location requirements
Security of Hospitality Center

- Addressing Security
  - Courthouse-based Hospitality Center
  - Other locations of Hospitality Center
Who does the Hospitality Center serve?

- Victims, Survivors, and Witnesses
- Family and Friends
- Children
- Adolescents
- Identification of Victims
Communicating Logistics

FAQs

- Website/webpage
- Courtroom decorum
- Social media
Hospitality Center Services and Resources
Hospitality Center Services

Trial-Related Services
Support Services
Hospitality Center Resources

Collaboration With Community Resources
Prosecutor, Victim/Witness, and Hospitality Center Collaboration

Collaboration
Preparing for Closing Arguments and the Verdict

Hospitality Center Services
Preparing Victims/Survivors

Referrals

Final Debriefing

Thanking Staff and Volunteers
Conclusion

Final Questions?
Helping Victims of Mass Violence and Terrorism How to Design and Implement a Hospitality Center - March 8th Session

Scan the QR code with your phone to open the survey.
How To Access TTA

Free Technical Assistance Available

• Initial Consultation
• Meeting Facilitation
• Protocol Development
• Follow-up Consultation
• No Cost for the Assistance

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