Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours

Welcome!
If you are experiencing any technical issues with the audio for this session, please let us know in the feedback box.

If you have technical difficulties during the webinar, contact:

Jason Adams  
jadams@ovcttac.org

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 feedback box.
Today’s Presenters

Krista Flannigan  
Herman Millholland  
April Naturale  
Eugenia Pedley
OVC and the Toolkit

All images for illustration purposes only
©Thinkstock
OVC and the Toolkit

About the Toolkit

Purpose of the Toolkit

Who Should Use the Toolkit?

How To Use the Toolkit

Acknowledgments

Purpose of the Toolkit

The Office for Victims of Crime (OVC)—in coordination with the Federal Bureau of Investigation’s Office for Victim Assistance and the U.S. Department of Justice’s Office of Justice for Victims of Overseas Terrorism—developed this toolkit to help communities prepare for and respond to victims of mass violence and terrorism in the most timely, effective, and compassionate manner possible.

Lessons learned from past incidents indicate that through advanced planning (which includes the establishment of victim assistance protocols), and by developing and maintaining multidisciplinary partnerships, communities are better prepared to engage a holistic approach to victim assistance to ensure that each victim’s needs are met. However, this toolkit also contains materials that will aid communities’ responses to victims even if they have not planned for an incident.
Overview of Toolkit Resources
Overview of Toolkit Resources

Tools

Checklists

- **Partnerships & Planning Checklist**
  - Use this checklist to develop a robust victim assistance plan, well in advance of an incident of mass violence or terrorism.

- **Response Checklist**
  - Use this checklist during the initial response phase.

- **Recovery Checklist**
  - Use this checklist to help your community recover during the months and years after a tragic event.

**Victim Assistance Protocols**

- Protocol
- Contact List Protocol
- Committee Meeting Protocol
- Practice Drills and Exercises Protocol
- Incident Command System Protocol
- Communications Protocol
- Family Assistance Center Protocol
- Victim Identification Protocol
- Notification Protocol
- Planning and Preparedness Grants and Emergency Funding Assistance Protocol
- Volunteer Management Protocol
- Donation Management Protocol (Funds, Goods, and Services)
- Criminal Justice System: Victim Support Protocol
- Community Resiliency Protocol
The Purpose of This Training Series

Helping Victims of Mass Violence & Terrorism
Two-Part Webinar Series

This September and October, the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) will launch an important two-part webinar series that will highlight significant actions needed to help your community prepare and respond appropriately to assist victims in the first few days after a mass violence tragedy occurs.

The first webinar, “Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours,” will discuss steps to execute a response plan, including what to expect during response committee meetings, communication strategies, factors to consider when setting up a Family Assistance Center, challenges with victim identification and death notifications, and key elements of volunteer and donation management.

The second webinar, “Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond,” will build upon the details that were discussed in the first webinar. We will discuss the transition from short-term to long-term assistance, how to execute productive outreach plans, understanding immediate/acute, intermediate/transitional, and long-term needs of survivors, how to honor victims and survivors, and how to get involved in exercise planning.

To participate in this important training, please plan to join either the September or October webinar series by registering below:
Goals of This Webinar

After completing this webinar, you should be able to—

- Identify the steps to implement a response plan.
- Describe what to expect at the initial response committee meetings.
- Identify communication strategies during a response.
- Explore factors to consider when setting up a Family Assistance Center.
- Examine the challenges with victim identification and death notifications.
- Discuss key elements of volunteer and donation management.
Breaking News…
On the Ground

Where is the shooter?   Who is the next target?

Where do I go for information?   What do I do next?

How do I find out about next steps?   Am I safe?

Are services available for me and my family?
Enter Stage Right—Your Role

http://www.cstsonline.org/fact-sheet-menu/disast-events
## Victim Assistance Protocols

<table>
<thead>
<tr>
<th>Protocol*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact List Protocol</td>
</tr>
<tr>
<td>Committee Meeting Protocol</td>
</tr>
<tr>
<td>Practice Drills and Exercises Protocol</td>
</tr>
<tr>
<td>Incident Command System Protocol</td>
</tr>
<tr>
<td>Communications Protocol</td>
</tr>
<tr>
<td>Family Assistance Center Protocol</td>
</tr>
<tr>
<td>Victim Identification Protocol</td>
</tr>
<tr>
<td>Notification Protocol</td>
</tr>
<tr>
<td>Planning and Preparedness Grants and Emergency Funding Assistance Protocol</td>
</tr>
<tr>
<td>Volunteer Management Protocol</td>
</tr>
<tr>
<td>Donation Management Protocol (Funds, Goods, and Services)</td>
</tr>
<tr>
<td>Criminal Justice System: Victim Support Protocol</td>
</tr>
<tr>
<td>Community Resiliency Protocol</td>
</tr>
</tbody>
</table>
Time for Action
Implementing the Plan

- Convene the steering committee.
- Activate the response protocols.
- Identify existing resources and resource gaps.

©Thinkstock
Implementing the Plan: Key Players

Convene the steering committee.
Implementing the Plan: **Response** Protocols

**Victim Assistance Response Protocols**

- Committee Meeting
- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management

1. Convene the steering committee.
2. Activate the response protocols.
Implementing the Plan: **Response** Protocols

Activate the response protocols.

**Victim Assistance Response Protocols**

**Committee Meeting**

- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management
Implementing the Plan: Committee Meeting Protocol

Activate the response protocols.

**During the Committee Meeting**
1. Discuss the contributions of team members.
2. Identify resource gaps.
3. Establish a meeting schedule.
4. Reference the existing response plan.
5. Invite all members to suggest agenda items.
6. Maintain a contact list.
Implementing the Plan: **Response Protocols**

Activate the response protocols.

**Victim Assistance Response Protocols**

- Committee Meeting
- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management

**Who is in charge?**

- Who are the members of the Joint Information Center (JIC)?
Implementing the Plan: Incident Command System Protocol

Activate the response protocols.

The ICS will guide how you—

- Communicate to different audiences.
- Know what information you are authorized to release.
- Recognize the “legitimate sources” and the role(s) they play.
- Use a disaster-specific trauma-informed approach.
Implementing the Plan: Incident Command System Protocol

Activate the response protocols.

- Facilities
- Notification & Info. Center(s)
- Victim Assistance
- Victim Service Provider
- Law Enforcement
- Incident Command (IC)
- Victim Assistance Liaison

©Thinkstock
Implementing the Plan: **Response** Protocols

Activate the response protocols.

**Victim Assistance Response Protocols**

Committee Meeting
Incident Command System
Communications
Family Assistance Center
Victim Identification
Notification (Death)
Volunteer Management
Donation Management

What is the expected frequency for check-ins or follow-up information?

What mode of communication is available?

How will information be shared?
Implementing the Plan: Communications Protocol

Activate the response protocols.

Joint Information Center (JIC) vs. Lead Prosecutor

Photo taken by April Naturale. ©Thinkstock
Implementing the Plan: Communications Protocol

Activate the response protocols.

- Deploy representative(s) to the JIC.
- Designate a primary spokesperson.
- Distribute fact sheets on victims’ rights (including with media).
- Develop FAQs for victims and the public.

Communicate accurate information. Correct misinformation. Address rumors.
Implementing the Plan: **Response** Protocols

Activate the response protocols.

**Victim Assistance Response Protocols**

Where will the FAC be located?

- Committee Meeting
- Incident Command System
- Communications

Family Assistance Center

- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management

Will there be multiple venues or platforms?

Which services will be available (and for how long)?

What safety measures can we provide for families?
Implementing the Plan: Family Assistance Center (FAC) Protocol

Activate the response protocols.

Setting Up the FAC

1. Contact the representative at the FAC location.
2. Identify an alternate, temporary, and safe location.
3. Prepare the facility where the FAC will be located.
4. Coordinate with the committee and local service providers.
Implementing the Plan: FAC Protocol

Activate the response protocols.

Setting Up the FAC

4. Coordinate with the committee and local service providers, such as—
   - Security.
   - National Volunteer Organizations Active in Disasters (VOAD).
   - Local resources.
   - Public health representatives.
   - Population-specific supporters/services.
   - VOCA assistance administrators.
   - VOCA compensation administrators.
   - VIPs.
   - Media/photographers.
Implementing the Plan: FAC Protocol

Activate the response protocols.

Operating the FAC

1. Implement the FAC’s security plan and credentialing process.
2. Adhere to data collection processes.
Implementing the Plan: FAC Protocol

Activate the response protocols.

Operating the FAC

2. Adhere to data collection processes. Data may include—
   - Agency/organization presence.
   - Identification/missing persons.
   - Treatment facilities.
   - Volunteers.
   - Donations.
   - Financial contributions.
Implementing the Plan: FAC Protocol

Activate the response protocols.

Operating the FAC
1. Implement the FAC’s security plan and credentialing process.
2. Adhere to data collection processes.
3. Conduct interviews, and determine if victims/witnesses have contacted law enforcement.
4. Develop and distribute FAQs in-person and online.
5. Launch the online version of the FAC.
Implementing the Plan: FAC Protocol

Activate the response protocols.

Managing the FAC

1. Manage the online version of the FAC.
2. Consider the need for mobile FAC stations.
3. Determine how to manage walk-in volunteers and donations.
Implementing the Plan: **Response** Protocols

Activate the response protocols.

**Victim Assistance Response Protocols**

**Who will manage the victim database?**
- Committee Meeting
- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management

**Who will track which victims were sent to which hospital?**

**Who will provide case management services to the injured and their families?**
Implementing the Plan: Victim Identification Protocol

- Access (or develop) and implement a victim database.
- Share hospital information with family members about where the injured are being treated.
- Identify victims with exposure to the traumatic incident.
- Manage information about missing persons.
- Implement a process for managing personal effects.
- Assign trained victim service case managers to victims and their families.
- Leverage existing MOUs/MOAs to facilitate information sharing.
- Identify victims and family members to coordinate with the medical examiner or coroner.
Implementing the Plan: **Response Protocols**

Activate the response protocols.

**Victim Assistance Response Protocols**

- Committee Meeting
- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management

Where can we find trained advocates and grief counselors?

When will they be available?

Where will notifications take place?

How will notifications be shared?
Implementing the Plan: Notification Protocol

Activate the response protocols.

©Thinkstock
Implementing the Plan: Notification Protocol

Activate the response protocols.
Implementing the Plan: Notification Protocol

Activate the response protocols.

1. Review existing death notification statutes.
2. Assemble the team trained in issuing notifications.
3. Deploy the team to families.
4. Assist with death certificates, autopsy reports, and other legal documents.
5. Assist with planning funerals and memorial services.
Implementing the Plan: **Response** Protocols

**Victim Assistance Response Protocols**

- Activate the response protocols.

**Where will volunteers be sent?**
- Committee Meeting
- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)

**Who will manage volunteers/donations?**
- Volunteer Management
- Donation Management

**Where will food and goods be stored?**

**How will they be managed/distributed?**

- Victim Assistance
- Response
- Protocols
Implementing the Plan: Volunteer Management Protocol

Activate the response protocols.

Volunteer Position Description

Volunteer Application

Volunteer Screening Tool

Volunteer Onboarding Process
Implementing the Plan: Volunteer Management Protocol

Activate the response protocols.

- Deploy volunteer management agency.
- Credential volunteers.
- Create/modify volunteer position descriptions.
- Deploy credentialed service providers.
- Manage, supervise, and assist trained volunteers.
- Screen, credential, and deploy spontaneous volunteers.
- Debrief, daily.
Implementing the Plan: Donation Management Protocol

Activate the response protocols.

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Length</th>
<th>Training Materials</th>
</tr>
</thead>
</table>
| Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Communications | October 30, 2017 | 1.5 hours | Listen/View Webinar  
View PowerPoint (PDF 2.14 MB) |
| Helpig Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Donation Management | September 14, 2016 | 1.5 hours | Listen/View Webinar  
View PowerPoint (PDF 1.90 MB) |
| Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Overview | June 26, 2016 | 1.5 hours | Listen/View Webinar  
View PowerPoint (PDF 2.85 MB) |
Implementing the Plan: Donation Management Protocol

Activate the response protocols.

- Implement a good communications plan.
- Be aware of how individual funds can affect the disbursement strategy of centralized funds.
- Consider the need to partner with a local facility/warehouse.

All images ©Thinkstock
Implementing the Plan: Response Needs

Convene the steering committee.

Activate the response protocols.

Identify existing resources and resource gaps.

©Thinkstock
Plan the Plan

BE PREPARED

©Thinkstock
Learn More: 48 Hours and Beyond

Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond

Welcome!
Conclusion

Final Questions?
The Toolkit Training Series

www.ovcttac.gov > Resources > Web-Based Training > Webinars > Past Webinars > Mass Violence and Terrorism
The Toolkit Training Series

Mass Violence and Terrorism

This web training series highlights the importance of communities, states, and regions planning a response to incidents of mass violence and terrorism using the OVC resource, *Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit*. The first webinar in this series provides a detailed overview of how to use the Toolkit. Subsequent web trainings delve deeper into sections of the Toolkit. Customized technical assistance is available to city, county, and state-level organizations to help implement the Toolkit. If you would like to request mass violence and terrorism customized technical assistance, please contact us by email at TTAC@ovcttac.org.

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Length</th>
<th>Training Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit – Communications</td>
<td>October 30, 2017</td>
<td>1.5 hours</td>
<td><a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint</a> (PDF 2.14 MB)</td>
</tr>
<tr>
<td>Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit – Donation Management</td>
<td>September 14, 2016</td>
<td>1.5 hours</td>
<td><a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint</a> (PDF 1.96 MB)</td>
</tr>
<tr>
<td>Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit – Overview</td>
<td>June 28, 2016</td>
<td>1.5 hours</td>
<td><a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint</a> (PDF 2.85 MB)</td>
</tr>
</tbody>
</table>

www.ovcttac.gov > Resources > Web-Based Training > Webinars > Past Webinars > Mass Violence and Terrorism
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.
Thank You!