

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

Welcome!



**OVC**TTAC  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center

# Technical Overview

- 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](mailto: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



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# OVC and the Toolkit

The screenshot shows the website for the Office of Justice Programs, Office for Victims of Crime. The main heading is "Helping Victims of Mass Violence & Terrorism" with the subtitle "PLANNING, RESPONSE, RECOVERY, AND RESOURCES". Navigation buttons include "MESSAGE FROM THE DIRECTOR", "ABOUT THE TOOLKIT", "PARTNERSHIPS & PLANNING", "RESPONSE", "RECOVERY", and "TOOLS". The page is dated August 2015 (NCJ 248647) and includes links for Home, Text Size, Print, and Send. A list of links under "About the Toolkit" includes Purpose of the Toolkit, Who Should Use the Toolkit?, How To Use the Toolkit, and Acknowledgments. The "Purpose of the Toolkit" section explains that the toolkit was developed by the OVC in coordination with the FBI's Office for Victim Assistance and the U.S. Department of Justice's Office of Justice for Victims of Overseas Terrorism to help communities prepare for and respond to mass violence and terrorism. It also notes that the toolkit contains materials to aid communities' responses to victims even if they have not planned for an incident.

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OFFICE FOR VICTIMS OF CRIME

JUSTICE FOR VICTIMS • JUSTICE FOR ALL

## Helping Victims of Mass Violence & Terrorism

PLANNING, RESPONSE, RECOVERY, AND RESOURCES

MESSAGE FROM THE DIRECTOR

ABOUT THE TOOLKIT

PARTNERSHIPS & PLANNING

RESPONSE

RECOVERY

TOOLS

### About the Toolkit

August 2015 • NCJ 248647

Home Text Size Print Send

- [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

## Helping

*Victims of Mass Violence & Terrorism*  
PLANNING, RESPONSE, RECOVERY, AND RESOURCES



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# Overview of Toolkit Resources

## Helping Victims of Mass Violence & Terrorism PLANNING, RESPONSE, RECOVERY, AND RESOURCES

MESSAGE FROM THE DIRECTOR

ABOUT THE TOOLKIT

PARTNERSHIPS & PLANNING

RESPONSE

RECOVERY

TOOLS

### 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 Through Recovery: Activities at a Glance.** Read this guide for an at-a-glance overview of the activities conducted from response through recovery.



**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

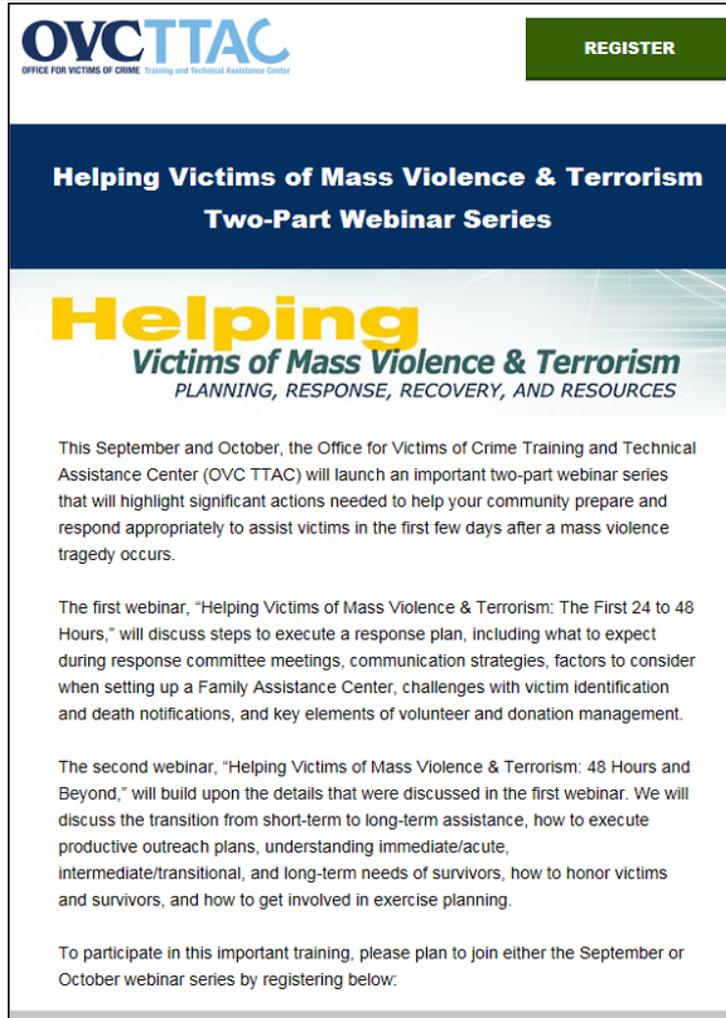
Volunteer Management Protocol

Donation Management Protocol (Funds, Goods, and Services)

Criminal Justice System: Victim Support Protocol

Community Resiliency Protocol

# The Purpose of This Training Series



The screenshot shows the registration page for a webinar series. At the top left is the OVC TTAC logo, and at the top right is a green 'REGISTER' button. Below the logo is a dark blue banner with the text 'Helping Victims of Mass Violence & Terrorism Two-Part Webinar Series'. The main title 'Helping Victims of Mass Violence & Terrorism' is in large yellow and green font, with the subtitle 'PLANNING, RESPONSE, RECOVERY, AND RESOURCES' in smaller green font. The text describes the webinar series, its dates (September and October), and the topics of the two webinars. It concludes with a call to action to register for either the September or October webinar.

**OVC TTAC**  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center

**REGISTER**

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

**Helping**  
**Victims of Mass Violence & Terrorism**  
*PLANNING, RESPONSE, RECOVERY, AND RESOURCES*

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...



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# On the Ground

Where is the shooter?

Who is the next target?



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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



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<http://www.cstsonline.org/fact-sheet-menu/disast-events>

# Enter Stage Right—Your Role

<b>Victim Assistance Protocols</b>
<b>Protocol*</b>
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

# Time for Action



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# Implementing the Plan

Convene the steering committee.

Activate the response protocols.

Identify existing resources and resource gaps.



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# Implementing the Plan: Key Players

Convene the steering committee.



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# Implementing the Plan: **Response** Protocols

Convene the steering committee.

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: **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.



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# Implementing the Plan: **Response** Protocols

Activate the response protocols.

## Victim Assistance **Response** Protocols

Who is in charge?

Committee Meeting  
**Incident Command System**

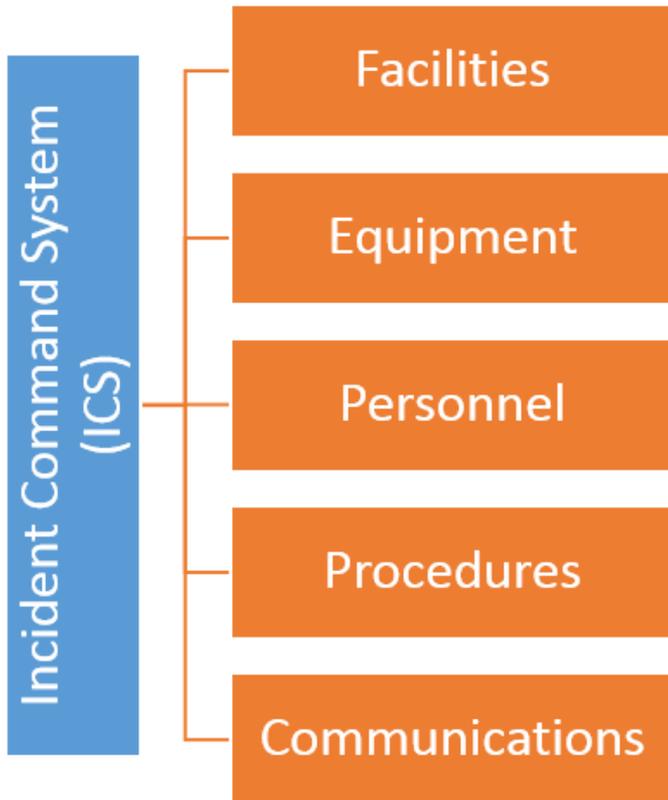
Who are the members of the Joint Information Center (JIC)?

What is the mode of contact?

Communications  
Family Assistance Center  
Victim Identification  
Notification (Death)  
Volunteer Management  
Donation Management

# Implementing the Plan: Incident Command System Protocol

Activate the response protocols.

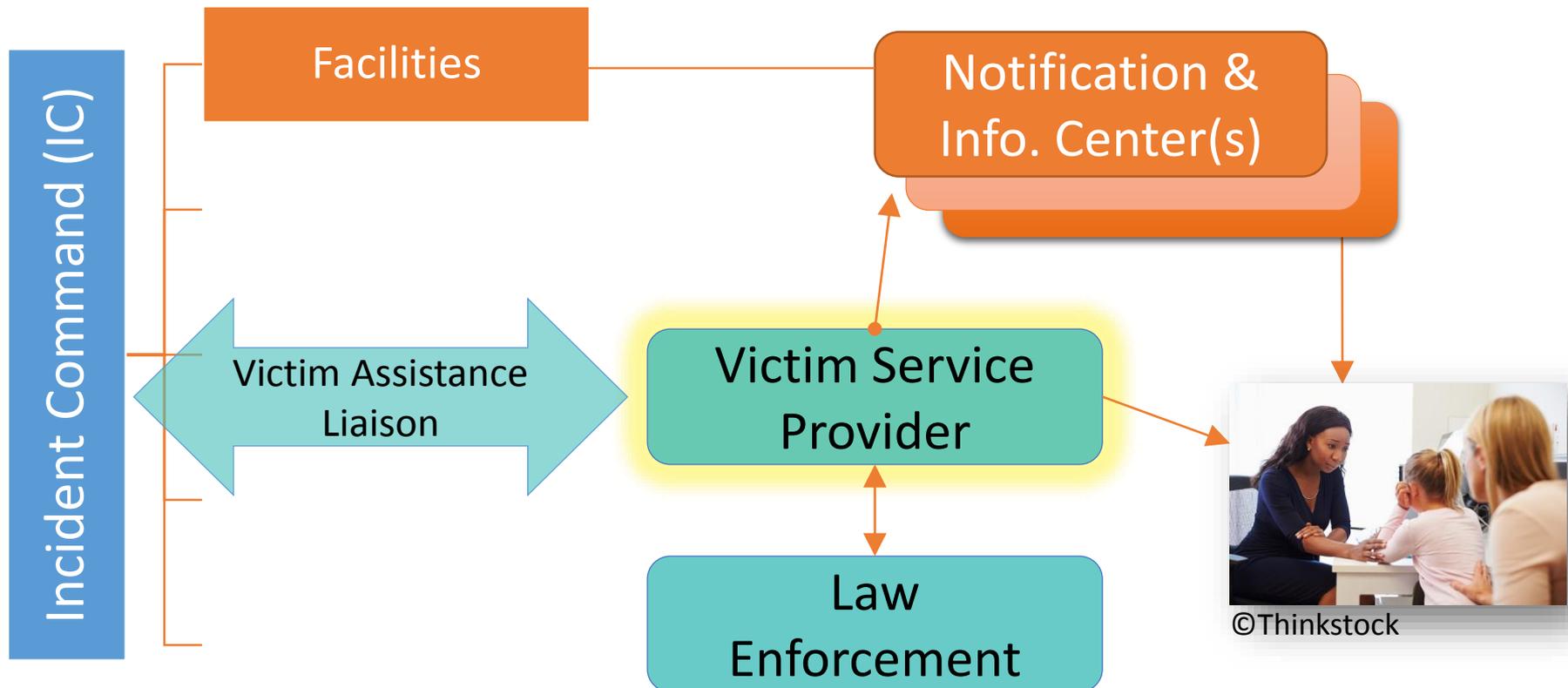


The ICS will guide how you—

- 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.



# Implementing the Plan: **Response** Protocols

Activate the response protocols.

## Victim Assistance **Response** Protocols

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

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

What mode of communication is available?

How will information be shared?

# Implementing the Plan: Communications Protocol

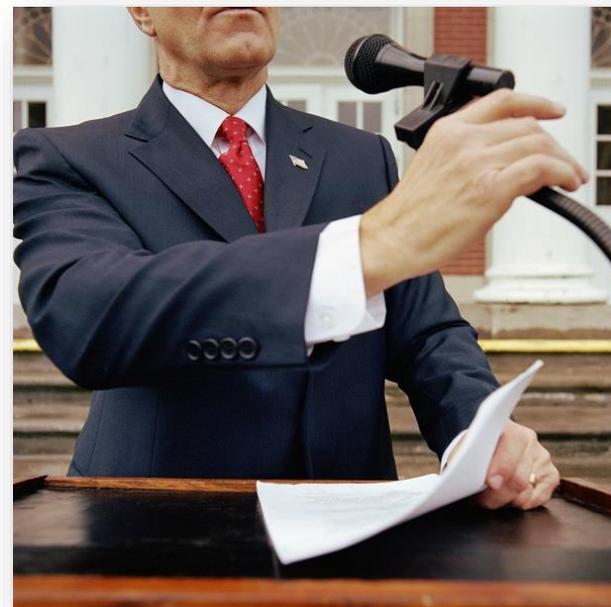
Activate the response protocols.

## Joint Information Center (JIC)



Photo taken by April Naturale.

## Lead Prosecutor



VS.

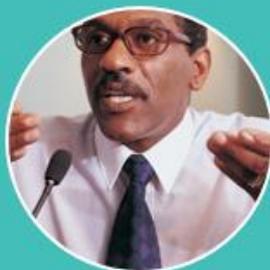
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# Implementing the Plan: Communications Protocol

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**

Will there be multiple venues or platforms?

What safety measures can we provide for families?

Victim Identification  
Notification (Death)  
Volunteer Management  
Donation Management

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

# 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.



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# 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.



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# 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.



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# 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.



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# Implementing the Plan: **Response** Protocols

Activate the response protocols.

## Victim Assistance **Response** Protocols

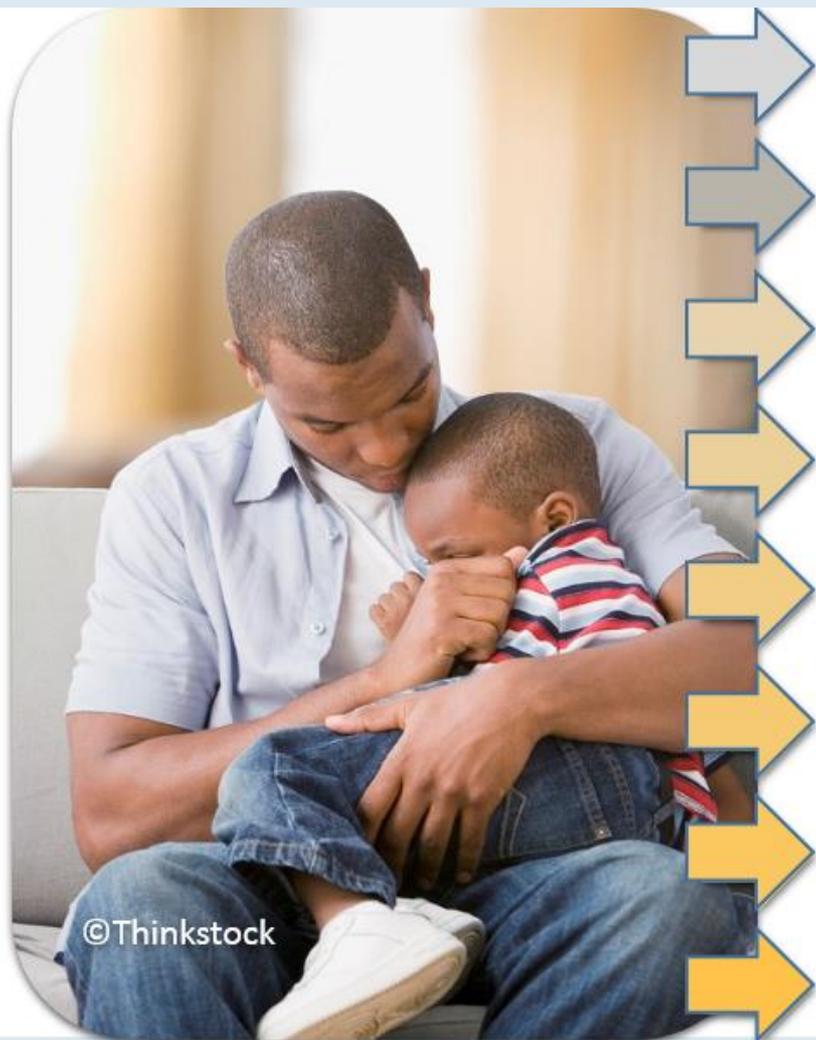
Who will manage the victim database?

Who will track which victims were sent to which hospital?

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

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.

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# Implementing the Plan: **Response** Protocols

Activate the response protocols.

## Victim Assistance **Response** Protocols

Where can we find trained advocates and grief counselors?

When will they be available?

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

Where will notifications take place?

How will notifications be shared?

# Implementing the Plan: Notification Protocol

Activate the response protocols.



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# Implementing the Plan: Notification Protocol

Activate the response protocols.



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# 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.



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# Implementing the Plan: **Response** Protocols

Activate the response protocols.

## Victim Assistance **Response** Protocols

Where will  
volunteers  
be sent?

Who will  
manage  
volunteers/  
donations?

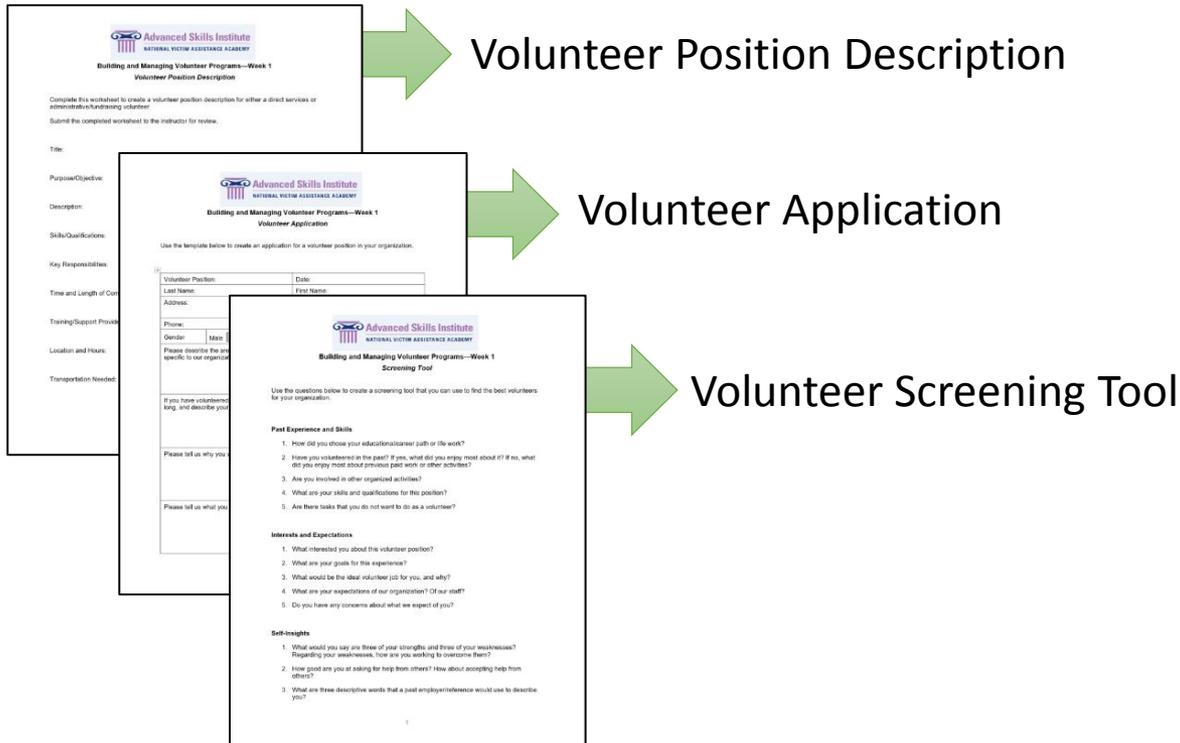
Committee Meeting  
Incident Command System  
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Family Assistance Center  
Victim Identification  
Notification (Death)  
**Volunteer Management**  
**Donation Management**

Where will  
food and goods  
be stored?

How will they  
be managed/  
distributed?

# Implementing the Plan: Volunteer Management Protocol

Activate the response protocols.



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Volunteer Onboarding Process

# Implementing the Plan: Volunteer Management Protocol

Activate the response protocols.



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- 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.

## Mass Violence and Terrorism

CLOSE —

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 [TJAC@ovcttac.org](mailto:TJAC@ovcttac.org).

Collapse All

Title	Date	Length	Training Materials
<b>Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit – Communications</b> <a href="#">Show Summary</a>	October 30, 2017	1.5 hours	<a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint (PDF 2.14 MB)</a>
<b>Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit – Donation Management</b> <a href="#">Hide Summary</a>	September 14, 2016	1.5 hours	<a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint (PDF 1.96 MB)</a>
<p>This session provides an overview of the complex process of managing donations. The process includes organizing, storing, and disbursing the funds, goods, and services received in response to incidents of mass violence or terrorism. Lessons learned from previous incidents consistently underscore that response and recovery efforts are more effective when there is a planned and comprehensive donation management strategy in place that focuses on both the immediate and longer term needs of victims, survivors, and the affected community.</p> <p>Donation Management is one of 13 victim assistance protocols in OVC's <a href="#">Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit</a>.</p>			
<b>Helping Victims of Mass Violence &amp; Terrorism: Planning, Response, Recovery, and Resources Toolkit – Overview</b> <a href="#">Show Summary</a>	June 28, 2016	1.5 hours	<a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint (PDF 2.85 MB)</a>



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# 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.



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# Implementing the Plan: Response Needs

Convene the steering committee.

Activate the response protocols.

Identify existing resources and resource gaps.



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# Plan the Plan



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# Learn More: 48 Hours and Beyond

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

Welcome!



**OVCTTAC**  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center

# Conclusion

## Final Questions?



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# The Toolkit Training Series

The screenshot illustrates the navigation path on the OVCTTAC website. At the top, the 'OFFICE OF JUSTICE PROGRAMS' logo is on the left, and 'English—About Us' is on the right. Below this is a dark blue header with the 'OVCTTAC' logo and the text 'OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center'. A green navigation bar contains 'Resources', 'How We Can Help', 'News', and 'About Us'. A blue arrow points from 'Resources' to a 'Resources' section. Below this is a 'Special Focus Areas' menu with 'Web-Based Training' circled in blue. A blue arrow points from 'Web-Based Training' to a detailed view of the 'Web-Based Training' section. This view includes a sub-menu with 'Web-Based Training' circled in blue. Below the sub-menu, there are three links: 'Instructor Materials', 'Online Training', and 'Webinars', with 'Webinars' circled in blue. A blue arrow points from 'Webinars' to a 'Webinars' section. This section has a sub-menu with 'Upcoming Webinar' and 'Past Webinars', with 'Past Webinars' circled in blue. An arrow points from the 'Webinars' section to the 'Past Webinars' section.

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

# The Toolkit Training Series

## Mass Violence and Terrorism

CLOSE —

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[Expand All](#)

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Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Overview <a href="#">Show Summary</a>	June 28, 2016	1.5 hours	<a href="#">Listen/View Webinar</a> <a href="#">View PowerPoint</a> (PDF 2.85 MB)

[www.ovcttac.gov](http://www.ovcttac.gov) > Resources > Web-Based Training > Webinars > Past Webinars > Mass Violence and Terrorism

# How to Access to TTA

## Free Technical Assistance Available

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



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Email [TTAC@ovcttac.org](mailto:TTAC@ovcttac.org) to request an application or to find more information.

