Crisis Response Planning: Integrating Victim Services into Planning, Preparation, and Response

Law Enforcement-Based Direct Victim Services Program (LEV)
Housekeeping

Law Enforcement-Based Victim Specialist Program (LEV)

IACP Orientation

Shaping the Future of the Policing Profession™
Housekeeping

Audio:
• Click the audio icon and then choose “Select Speaker” to use your computer’s speakers for sound.
• Click the phone icon to use your telephone for sound. Then, dial-in using the information provided or a provide dial-out number.

Raise Hand:
• Raise virtual hand if you have a comment or when asked by facilitators. Select the dropdown for other options.
Housekeeping

Poll Questions:
• Select your answer(s) on screen

Chat Box
• Visible to attendees and hosts/presenters
• Use to chat to whole audience and to respond to presenter questions

Handouts:
• Handouts can be downloaded via the Files box.
Presenters

Heather Dooley, Project Manager (IACP)

Emily Burton-Blank, Project Manager (IACP)

Katie Rossomondo, Project Manager (IACP)

Elynne Greene, Lead Facilitator –TA Track 5 (IACP)
Featured Guests

Chattanooga Police Department (TN)
- David Roddy, Chief
- Caroline Huffaker, Victim Services & Chaplains Director

Reno Police Department (NV)
- Zachary Thew, Commander
- Brie Bertges, Victim Services Supervisor

Las Vegas Metro Police Department (NV)
- Elynne Greene, Victim Services Supervisor
- Annette Mullin, Sergeant
Objective

• Reflect on other law enforcement agency’s crisis response policies and preparation, including role of victim services.

• Review your agency’s crisis response policies and preparation, including integration and role of victim services.
Crisis Response

- Unexpected
- Large scale
- Cumulative
Law Enforcement Planning
Integrating Victim Services
Practical Application

Lessons Learned from Law Enforcement
Reno Police Department & COVID-19

- Crisis Event Details: COVID-19
- Needs of victims? Needs of staff?
- Decision makers involved in policy change and/or program implementation
- Impact on communication with victims, staff, partners, community
Chattanooga Police Department & Officer-involved events

- Crisis Event Details
- Needs of victims? Needs of staff?
- Decision makers involved in policy change and/or program implementation
- Impact on communication with victims, staff, partners, community
Las Vegas Metro Police Department & Mass casualty

• Crisis Event Details
• Needs of victims? Needs of staff?
• Decision makers involved in policy change and/or program implementation
• Impact on communication with victims, staff, partners, community
Lessons Learned

• Role Clarification
• Agency-wide
  • Conversations & planning
  • Policy development
• Community-wide
  • Conversations & planning
  • Policy development
• Learn the issues impacting your community & potential impact on a crisis event
Lessons Learned

IACP’s 10 Leadership Strategies for Navigating Crisis

1. Identify goals.
2. Identify the path to success with open lines of communication.
3. Engage in crucial conversations.
4. Be cognizant of everyone’s needs and how this may affect them differently.
5. Use emotional intelligence.
7. Collaborate with key stakeholders and establish liaison groups.
8. Empower team members to complete organizational objectives.
9. Be agile when leading change.
10. Constantly assess your environment and prepare for the future.

Reminders

Program Staff Webinars

January 2021

Quarterly Meetings

February 2021

LEV Network

Getting Started Guide available!
Questions