

PYM Crisis Response Team

Annual Sessions, July 23-28, 2019

Overview: The Crisis Response Team (CRT) will be called upon to provide a coordinated emergency response for PYM members during PYM sessions in the event of a crisis or other unplanned event within the community or a catastrophic event in the city, state, nation or larger global community.

The individuals staffing the CRT are identified before an event and are chosen to represent five basic areas of response:

- Administrative;
- Communications;
- Session Logistics;
- Safety and Medical;
- Pastoral Care.

Additionally, the person in the highest level of authority in the Yearly Meeting staff (or volunteer structure if staff is not present) will serve as the clerk of the CRT.

Definition: A PYM sessions community emergency is defined as an unplanned event that: (a) poses a serious threat to persons or property; (b) significantly disrupts normal operations; (c) cannot be managed by routine response; and (d) requires a quick and coordinated response across multiple divisions, departments or offices.

Implementation: In the event the CRT is needed, they will be contacted and called to attend a meeting at a moment's notice. The team will use the queries below to guide their response to the event. Any member of the CRT may call a meeting of the team as warranted by an event as described above. The team will determine together the level of response required under the guidance of the clerk. A recording clerk will be appointed for every meeting and/or event to which the CRT responds.

A Pastoral Care Team, under the care of the Pastoral Care representative, will be identified for each Sessions gathering. The Pastoral Care Team includes both mental health professionals and pastoral care presences that can both anchor and hold a worship space and be active listeners to individuals or groups during a crisis event. The Pastoral Care Team may also be called on to

address issues and needs of individuals that are elevated to the point of needing intervention.

CRT tasks prior to Annual Sessions:

- Identify members of the Crisis Response Team.
- Identify members of the Pastoral Care Team.
- The CRT will convene prior to or at the very beginning of the event.

CRT Tasks prior to Annual Sessions (continued)

- Review how the existence of the Crisis Response Team is made public and who its presiding clerk is.
- Review the procedure for obtaining emergency contact info for all Sessions attendees.
- Obtain Emergency preparedness plan for the site and the county where Annual Session is taking place;
- Review information in the PYM Sessions **Emergency Information Packet**, including;
 1. Information regarding the location of local hospitals and how to access the emergency services of the event site.
 2. Cell phone numbers for everyone on the CRT.
 3. Insurance forms and incident report forms and instructions.

Emergency Information Packets will be distributed to the members of the CRT and persons, staff and volunteer, in program leadership positions.

Guiding Queries for Response to an Event: Intention

The following sets of queries are designed to guide the CRT response. They should help lead the CRT through the management of a crisis event including the following tasks:

1. Identify an event as a potential crisis and gather information regarding its seriousness and potential impact on the sessions community;
2. Decide regarding the existence of a crisis in the community;
3. Publicly acknowledge a crisis by clearly describing the event and informing the community that the Sessions CRT and others involved are addressing it;

4. Assess the impact of the crisis on internal and external community functioning;
5. Act to manage the crisis including processing and reducing its impact and stabilizing the community;
6. Create structures and a plan for a return to normal functioning;
7. Bringing closure to the crisis by promoting recovery and a resumption of normal community activities.

Guiding Queries for Response: Administrative

- Does this event constitute a crisis in our community that needs to be managed?
- Are there additional key people to include in the crisis response?
- Are there chain-of-command or authority-backup needs which involve the Sessions venue staff?
- What is the immediate spiritual response and need for witness?
- Who are all the groups and individuals, on and offsite, who need to hear first and directly about this event? Who are the people in leadership roles who need to be contacted and informed? Who does the informing?
- What are the confidentiality issues?
- How will the CRT focus on community stabilization throughout the crisis event?
- How will resolution of the crisis be reported to the community?

Guiding Queries for Response: Safety and Medical Questions

- What are the safety concerns for individuals and community?
- Who will implement the response to safety needs and concerns?
- What are the emergency preparedness needs for the community going forward?

Guiding Queries for Response: Logistics

- What needs to be addressed and/or changed for directly affected programs to respond to the crisis? (Consider all programs and ages.)
- What are the logistical ramifications that need to be addressed for all aspects of the event going forward?
- What are the logistics needs of individuals and groups on campus?

- What are the campus resources available to help manage the crisis?
- What will be the logistics involved in resuming normal operations?

Guiding Queries for Response: Pastoral Care

- What are the spiritual and emotional needs of individuals and groups on campus?
- What level of implementation of the Pastoral Care Team is needed? (e.g., individual, group, community?)
- What community gathering, worship and/or spiritual and emotional processing procedures/structures/rituals should be put into place?
- Are there special circumstances about the incident that need attention to groups within our community (e.g., LGBTQ, Parents, YAF's?)

Guiding Queries for Response: Communications

- Who will draft a brief and concise description of the event?
- Who are the speakers both internally and externally to the community?
- Who will liaison with the Media Department of the TCNJ College Relations Office?*
- How will the media, including social media, cover news of the event?
- What should we be saying about the event as a “stand-by” statement if it is unresolved and on-going?
- What needs to be communicated to participants during and after the event? When and how does that communication happen?
- What needs to be communicated to nonparticipants who are members of our community? When and how does that communication happen?
- How do we communicate closure of the crisis and recovery of usual community functioning?

In closing: It is important to remember that in an actual crisis, carefully responding to the above queries will create the confidence needed to successfully manage the event and stabilize the community.

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