

Supportive Connections

by Supportive Solutions, Inc.
Your 24/7 Crisis Response Service
providing
the right response at the right time.

Sandbox Solutions:

Coming Soon: SSI's eStore!

In our continuous effort to be *the* one-stop crisis expert resource center for companies, we are creating an online eStore on our website.

We will feature our new Crisis Consultant Primer, which will provide consultants with up to date information on crisis response, new trends, the SSI strengths-based approach, handouts and consultant tools. Featuring special sections on providing services to business clients and EAPS, expectations and providing services from a consultant perspective, this manual will provide a much needed foundation for crisis response services. This is the perfect addition for the crisis consultant library. **Coming soon....**

Crisis policy development . . . What is it good for? Loyalty, financial well-being and the survival of your company.

There are many things to consider when preparing for a crisis. Taking a 30,000 ft view for a variety of events will help you to prepare more effectively for the challenges that you will face.

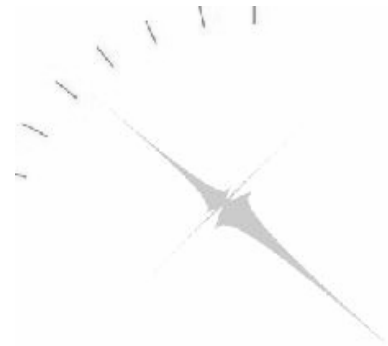
We all know that policies help to structure day-to-day responses to issues in the workplace. But policies to address crisis situations are many times "created on the fly", as the event is actually unfolding. These spontaneous policies do not typically reflect the thoughtfulness or financial considerations that usually guide standard policy development.

Here are a few crisis policy questions to consider & use as you begin your crisis policy discussions:

- 1) Have you defined a catastrophic event for your business?
- 2) Are your salary and benefit policies, prac-

tices and procedures clearly defined., e.g. how long salary will be paid, how long benefits will continue, will outplacement services be offered?

- 3) Do your policies reflect practices that are culturally sensitive and supportive of a wide range of reactions to crisis?
- 4) Will your crisis policies hold up over time or only in the immediate aftermath?



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The Manager's Critical Role in a Critical Incident

Many times a manager will call and request that a crisis consultant come on site within minutes of an incident. However, this may not be the most appropriate & helpful response for the company and its employees. So how does a manager know what's best to do?

On-site managers and supervisors play a key role in the success of a crisis response. Yet many times the importance of their role and their initial response to the crisis is overlooked. What takes place on-site before the EAP, HR or Crisis Support Professionals are called, in many cases, sets the stage for the outcome of the services provided. In other words, what happens **before** the first phone-call for help is as important as what happens afterwards.

The on-site manager often times indirectly de-

termines whether services are adequately and appropriately utilized by the affected workforce. To ensure "*the right response at the right time*" here are some things to consider.

- 1) What was their involvement in the incident? The manager may have been as impacted as the employees they are trying to help.
- 2) What steps, if any have already been taken by the manager prior to calling? Is there anything that you need to initiate or stop?
- 3) What support does the manager need in managing the crisis? If this is their first experience, they may not be aware of next steps to take.

A successful response is many times in the hands of the manager. Consider them part of the team!

Manager training needed? Call 800.982.8522

Client Message Corner

1. Congratulations to Harry Teel of Employee & Family Resources EAP out of Iowa. Harry won the leather passport holder grand prize given away by Supportive Solutions at the EASNA Conference in Toronto in May.

2. In the event of a large scale disaster, SSI will utilize its office in Pittsburgh, PA as its central command center and will coordinate its entire response service requests through that office. The following is a list of phone numbers for your use during this event:

724.325.3367

800.982.8522

Additional back-up numbers:

724.309.7424 (cell phone)

770.329.0249 (cell phone)

This information is posted & kept updated in our Business Community Forum at: www.supportive-solutions.com/forum

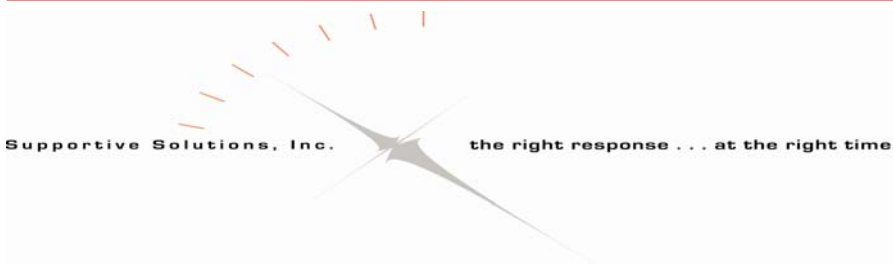
Resource Corner

The Children's Psychological Health Center, Inc. website has information about caring for psychological issues of children affected by disasters. They have a guided activities workbook for children and adolescents affected by disasters. www.cphc-sf.org

2. National Child Traumatic Stress Network website has various assessment tools for children and adolescents affected by hurricanes. www.NCTSN.org

3. National Institutes of Health, National Institute of Child Health and Human Development website also has information about youth affected by disasters. In their publications section, they have activity books for culturally diverse populations of children and families. www.nichd.nih.gov/publications/health.cfm

4. CDC Wonder has online data for epidemiologic research. It gives a wide array of public health information. <http://wonder.cdc.gov/>



Corporate address:

3145 Carson Avenue, Suite 2
Murrysville, PA 15668

Phone: 724.325.3367

Fax: 724.327.6897

E-mail: info@supportive-solutions.com

**24/7 nationwide crisis line =
1.800.982.8522**

If you no longer wish to receive this newsletter, email us at info@supportive-solutions.com

Save a tree: If you would rather receive this newsletter via email rather than U.S. Mail, let us know.

Be sure to visit our website:

www.supportive-solutions.com