



post crisis recovery

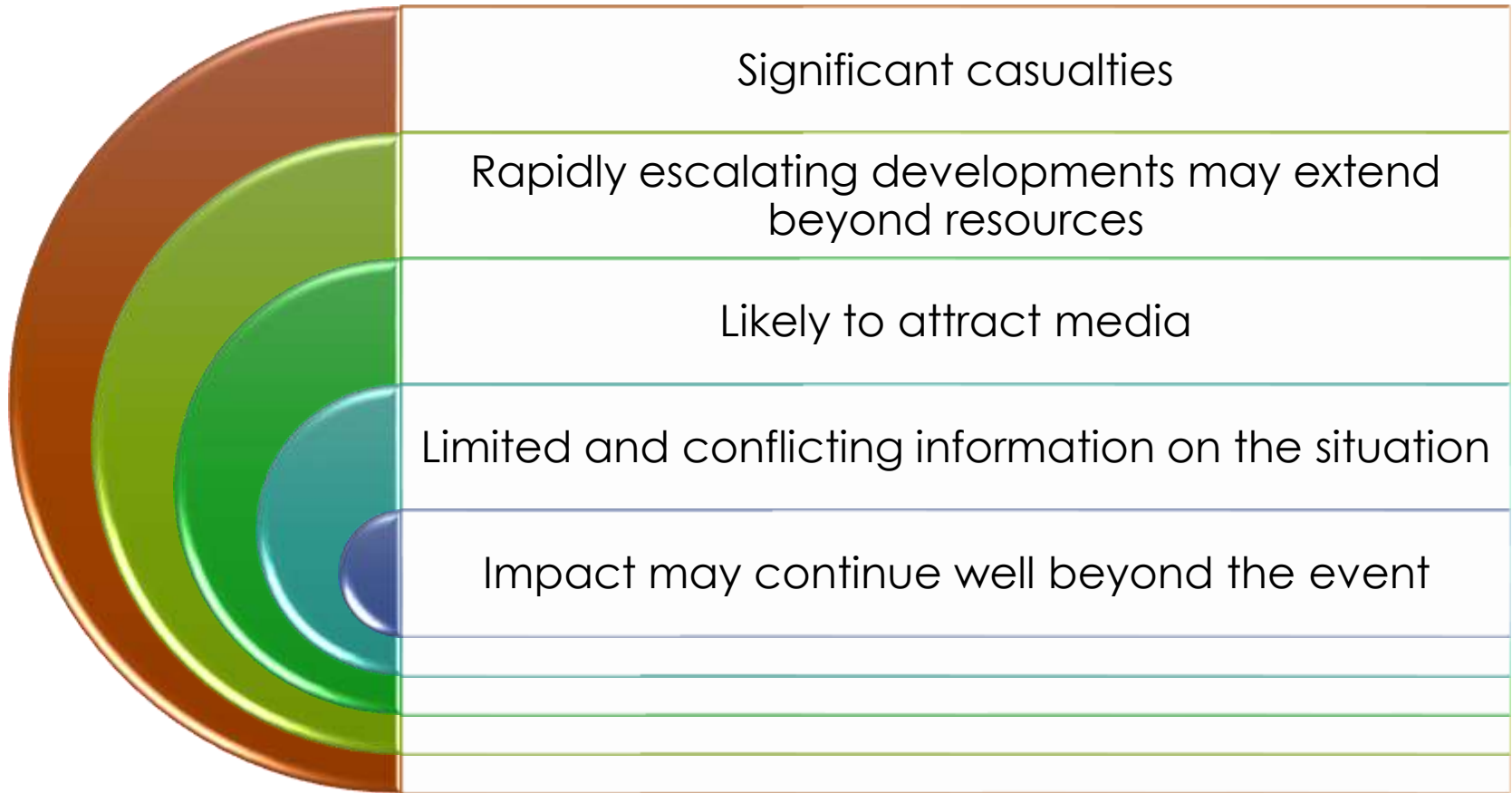


**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES**

| *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

crisis characteristics

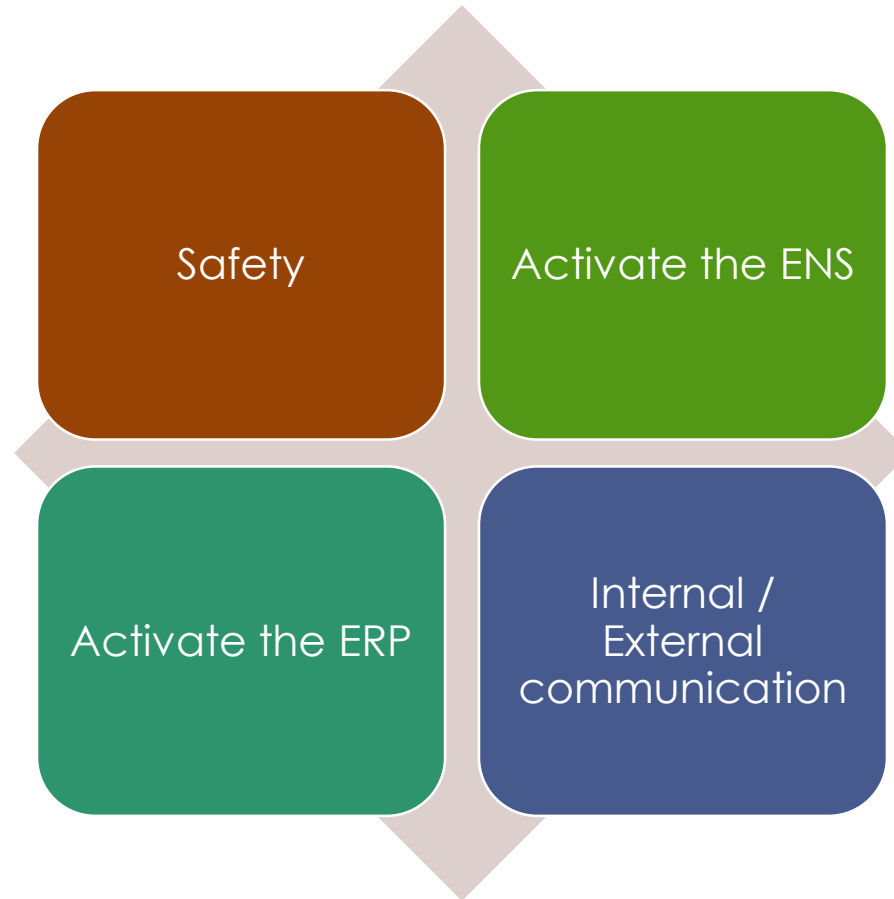


DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

<https://youtu.be/JG6ptmadKqw>



first minutes



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

safety & security plan

Emergency Management Plan

Public information

Media communications

Student / Family reunification



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation



City of Las Vegas

@CityOfLasVegas

Official tweets from City Hall in downtown Las Vegas about all things #dtlv, #Vegas & more.

Las Vegas, NV

lasvegasnevada.gov/news

City of Las Vegas @CityOfLasVegas

Follow

How to help and find loved ones. Please share #PrayforLasVegas



LAS VEGAS STRIP SHOOTING

LOOKING FOR LOVED ONES?
CALL 1-866-535-5654

FAMILY REUNIFICATION CENTER:
METRO HEADQUARTERS AT
400 S. MLK BLVD. BUILDING B

WANT TO HELP? DONATE BLOOD WITH
UNITED BLOOD SERVICES AT
6930 W. CHARLESTON OR
601 WHITNEY RANCH DR. IN HENDERSON



Follow

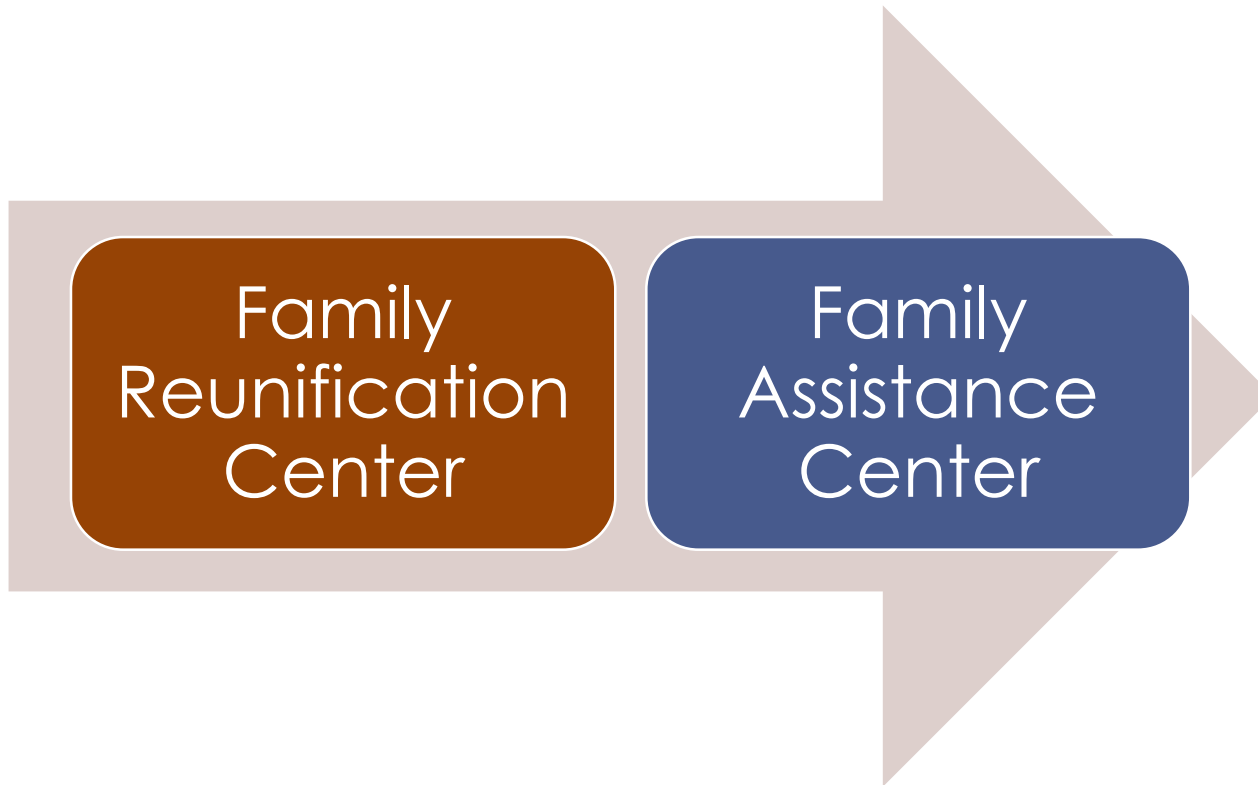
Who to follow · Refresh · View all

Clark County Nevada ... Follow

LVMPD @LVMPD Follow

Vegas @Vegas

mass casualty care



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation



purpose

Centralized location / Information updates

Logistical, emotional, psychological and spiritual support

Family reunification / Release

Continued missing



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

reunification site

Population
capacity

Transportation /
Accessibility /
Parking

Usable space /
Resources

Ability to be
secured

Functional needs
accommodations

Law enforcement
/ Control sight
lines

Media staging
area



**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES** | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

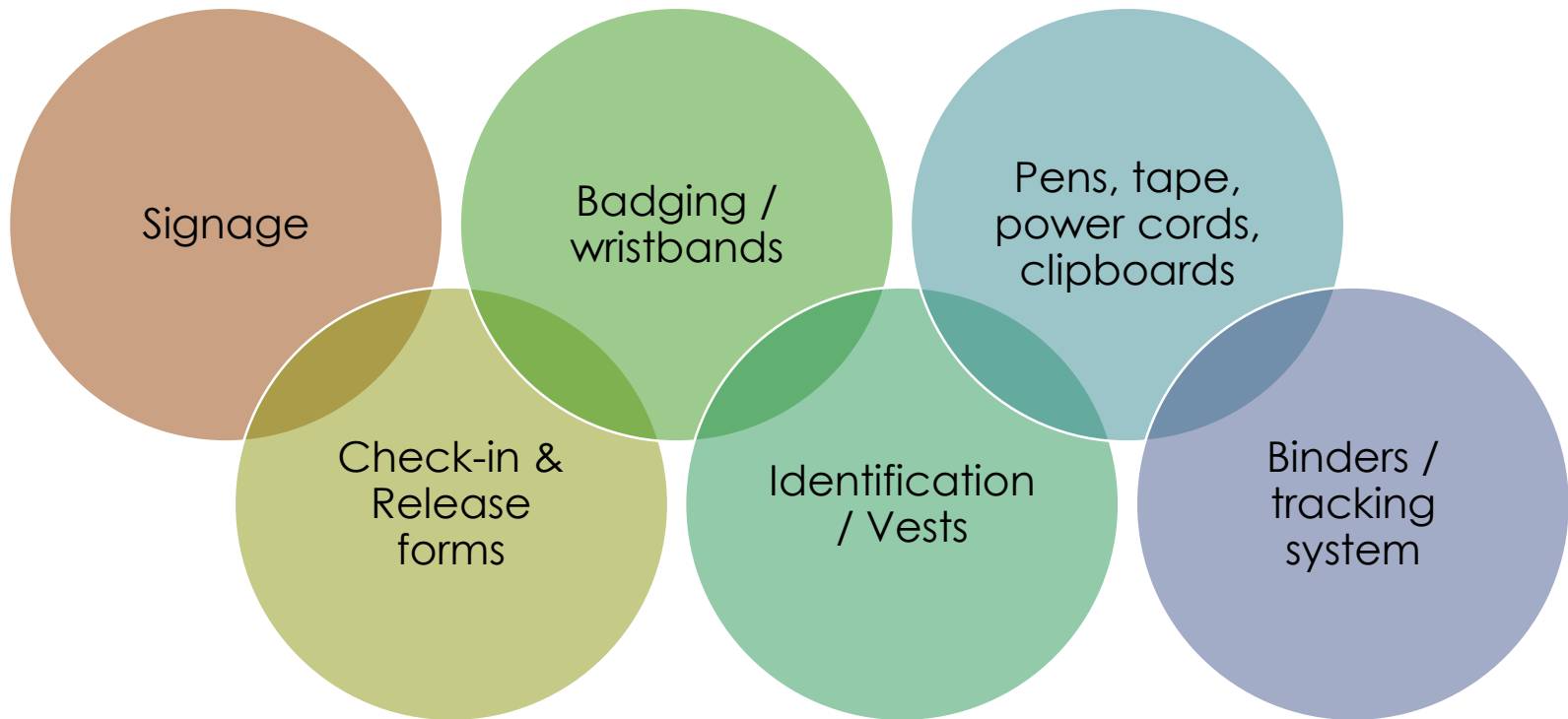
set-up



**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES** | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

go-kit



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation



- Walking wounded
- Witness of the event
- Supporting agencies
- Families of those injured & hospitalized
- Families of those deceased

issues

Chaotic environment

High anxiety

Safety & security

Emergency contacts (FERPA / HIPAA)

First aid / medical needs

Decontamination

Family dynamics

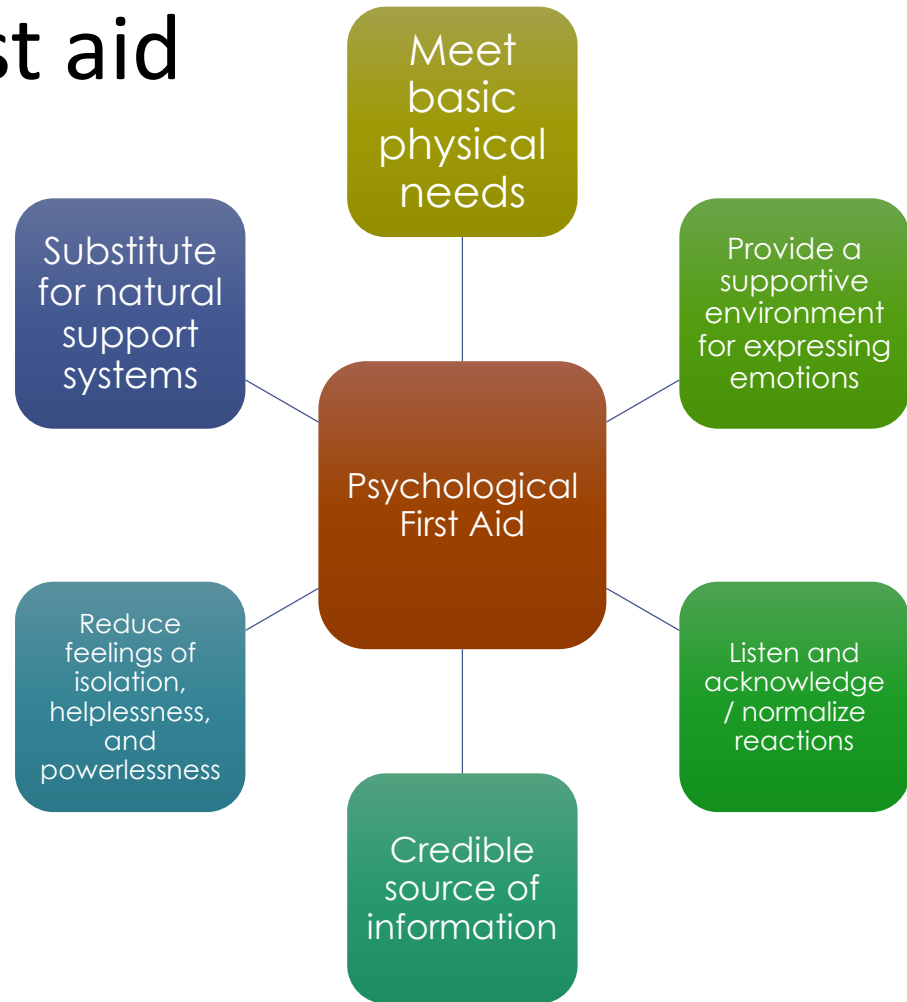
Language barriers



**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES** | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

psychological first aid



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

staff qualities

Compassionate and reliable

Composed – ability to manage strong emotions

Approachable

Organized

Patient

Comfortable with:

- Ambiguity
- Decision Making

Practices rational detachment and appropriate self-care



**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES** | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

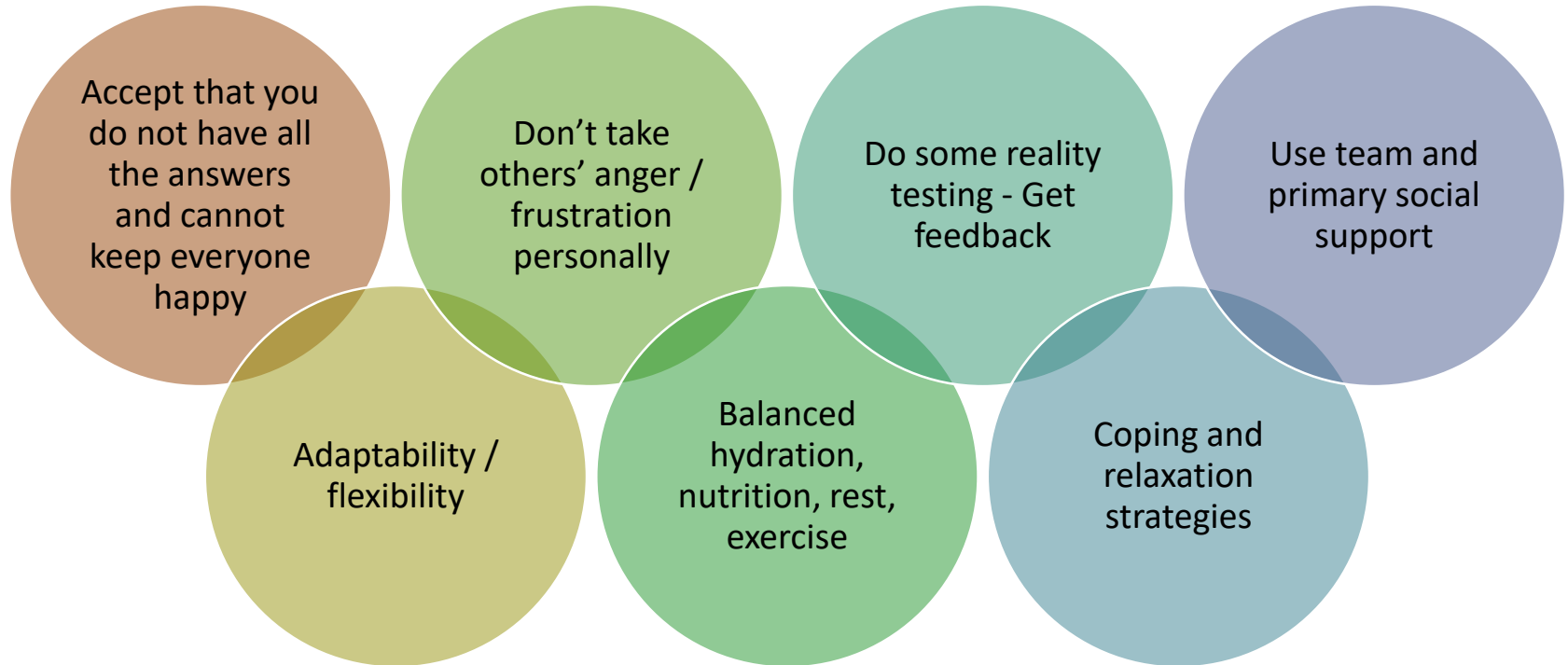
considerations



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

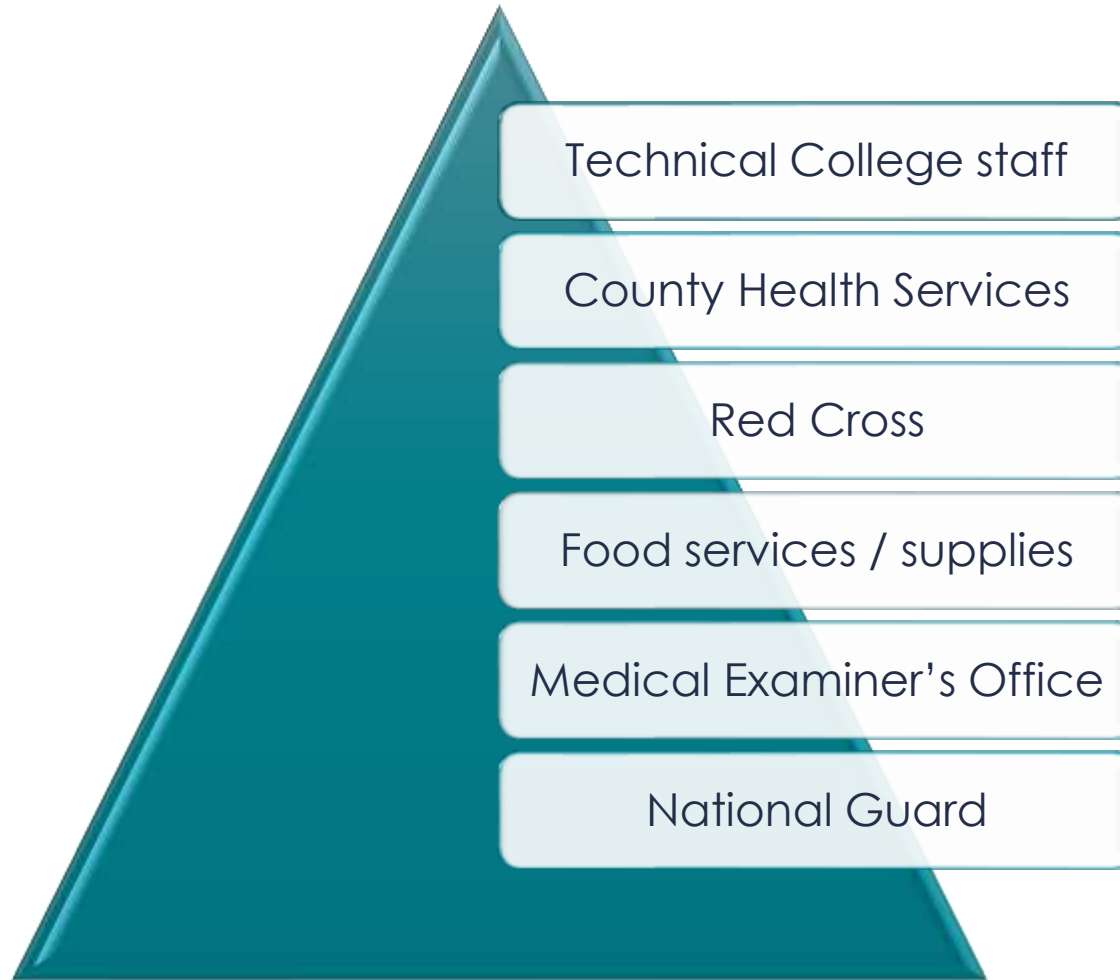
personal resiliency



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

FAC



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

family concerns

Search & Rescue updates

Emotional, psychological and physical support

Post-mortem identification and return of remains

Death certificate

Personal effects / belongings



**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES** | *Collaborators in Risk Management* |

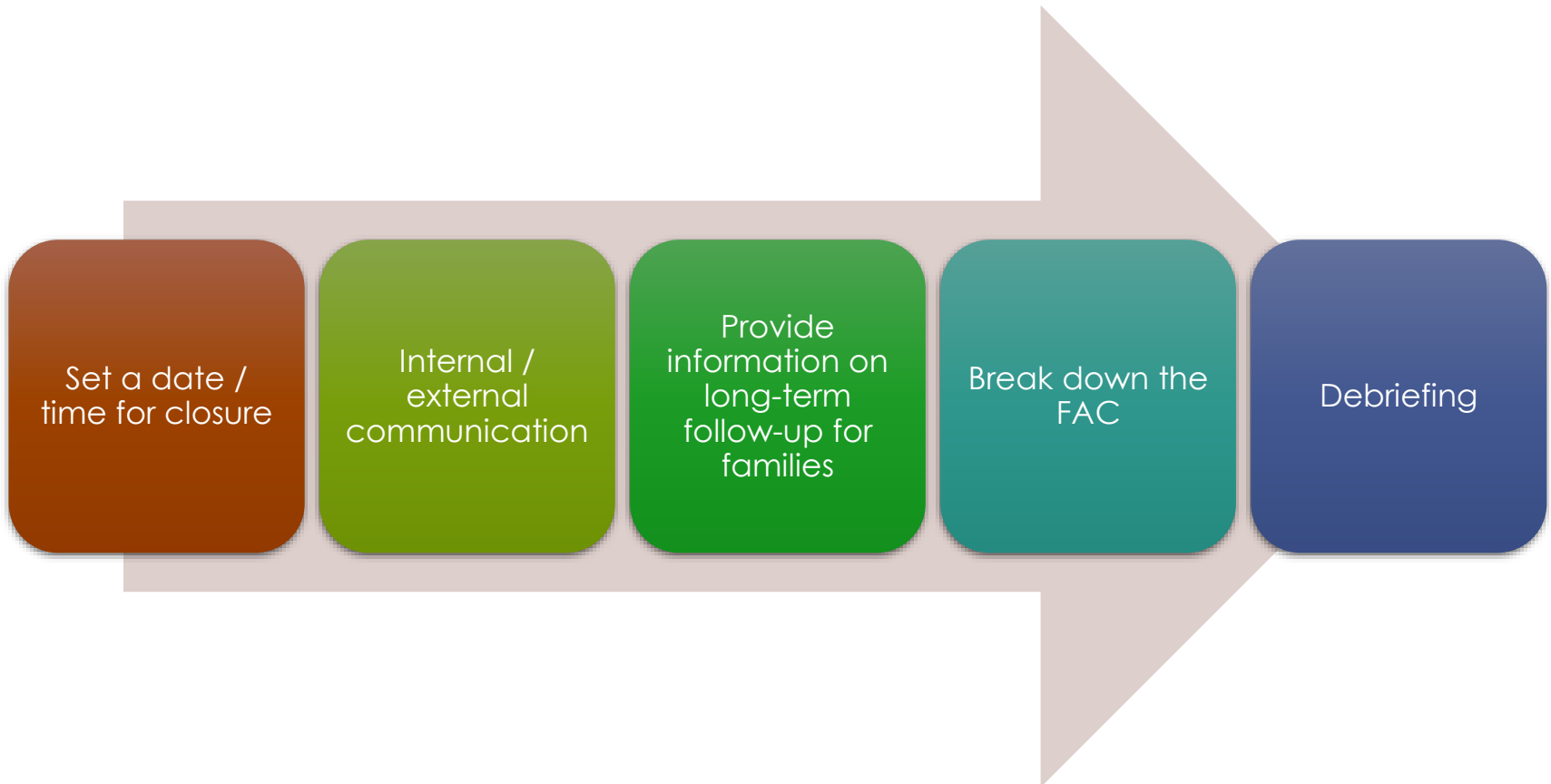
April 2019 - Risk Mitigation

demobilization criteria



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

demobilization tasks



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

organizational resilience

Debriefing

Foster two-way communication

Additional support resources

Encourage people to tell their stories

Anniversary reactions



**DISTRICTS MUTUAL INSURANCE
& RISK MANAGEMENT SERVICES** | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation

“ It is a privilege to be in the presence of survivors—to witness their courage , their strength and their commitment to healing themselves and our world. It is also a privilege to be in the company of all of us here for those very same reasons”

~ Anonymous





Vivian Marinelli, PsyD
Senior Director
Crisis Management Services at FEI
vmarinelli@feinet.com

Direct:
414.359.6567

Thank you!



DISTRICTS MUTUAL INSURANCE & RISK MANAGEMENT SERVICES | *Collaborators in Risk Management* |

April 2019 - Risk Mitigation