

# PEOPLE'S PLACE

## Crisis Response Policy

Approved By: Board of Directors  
Review/Revision Date: 12/01/2021

### I. PURPOSE

This policy provides guidelines to facilitate the management of a crisis within People's Place.

### II. POLICY STATEMENT

It is the policy of People's Place to respond quickly and appropriately to a crisis that threatens the well-being of clients, staff, volunteers or board members.

### III. APPLICATION

This policy applies to all People's Place staff, clients, volunteers and board members.

### IV. DEFINITIONS

- A. Crisis- an adverse incident or series of traumatic events that has the potential to affect the well-being of the agency. A crisis can include, but is not limited to, an act of violence, a sudden or unexplained death, or any other circumstance or event affecting the agency.
- B. Crisis Response Team-a committee designated by the Executive Director of People's Place responsible for initiating an appropriate response to a crisis.

### V. STANDARDS

- A. Staff must report all crises to their supervisor immediately.
- B. The Executive Director, or designee, is the only person with the authority to determine the agency's response to the crisis.
- C. Members of a Crisis Response Team will be identified and available when needed.
- D. The agency will conduct an analysis post-crisis to evaluate the response(s) and to assess whether any further action is needed and to determine whether there needs to be any modifications/additions to future crisis responses.

### VI. PROCEDURES

#### Individual Responsible

#### Action

- |                     |  |
|---------------------|--|
| A. Staff person     | Informs Program Director that a crisis has occurred.   |
| B. Program Director | Informs Associate Director that a crisis has occurred. |

**VI. PROCEDURES (Continued)**

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|-------------------------|--|
| C. Associate Director   | Informs Executive Director that a crisis has occurred.   |
| D. Executive Director   | <ol style="list-style-type: none"><li>1. Selects members of the Crisis Response Team and appoints a Team Leader, as needed.</li><li>2. Activates the Crisis Response Team</li></ol>  |
| E. Crisis Response Team | <ol style="list-style-type: none"><li>1. Immediately meets to discuss the event, formulates a plan, meets with the Executive Director to recommend the plan, and implements the approved plan.</li><li>2. Pertinent members of the Crisis Response Team document the response(s) and submit the documentation to the Executive Director.</li></ol> |
| F. Executive Director   | <ol style="list-style-type: none"><li>1. Determines whether an analysis of the crisis response needs to be conducted. If so, engages the appropriate staff in the analysis.</li></ol>  |

**VII. REFERENCES**

Safety Manual

**VIII. EXHIBITS**

None