

Crisis Response

Debriefing Guidelines for Managers & Supervisors

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Trauma is Universal:

The battle against compassion fatigue

Staff endure exposure to crisis and trauma during their work with UCAN clients and participants. Because we at UCAN accept staff's trauma as reality, we recognize that this exposure can lead to staff feeling discouraged, poor productivity and turnover.

It is important for supervisors and managers to provide support to staff during their experiences of crisis that may mitigate these potential consequences.



The following guidelines may be useful in supporting staff to feel encouraged, be productive and stay with UCAN:



Immediately following the crisis...

... a staffing should occur. The staffing should include the staff involved in the crisis, staff's supervisor/manager, and should address the following:

- * Ensure the crisis information gets communicated to other involved parties, such as family members, foster parents, DCFS case managers, probation officers, etc.
- * Ensure any crisis protocols per your department, funder or contract are followed
- * Develop a safety plan (when applicable)
- * Plan completion of necessary documents, such as release of information forms and consents to share information with external necessary parties such as hospitals
- * If crisis happened in the community such as a park or school, designate a crisis team, including a point of contact, to provide community support

After the initial staffing, the following guidelines are recommended:

- * Make **supervision focus** on crisis debriefing/ level of stress check in
 - ◇ e.g., "Where are you/ How are you feeling?"
- * Take into account the staff member's perception of how the crisis impacted them when considering which interventions to utilize.
- * Consider creative ways to offer your supervisee a break from their regular work

Prescribe time out of the office designated to self-care (Under supervisor's discretion, the employee is assigned time out of the office for self-care)

Offer a wellness workday—such as working in an alternative space or performing an alternative function

Recommended Guidelines Cont.



- * Meet with staff minimally twice a month for supervision following a crisis. Supervisor *and* supervisee will determine the frequency of supervision after a month has transpired.
- * Ask permission to talk about the crisis, such as asking “In what way would you like to check-in?”
- * Offer staff a debriefing group led by a clinician.

- * Assess the staff’s mood
- * **Validate** the emotional weight the staff is carrying
- * Delegate tasks that the crisis-exposed staff person owns to someone else
- * Do not make assumptions about how the crisis is impacting the staff person, ask clarifying questions
- * When the staff person experiences a crisis, *avoid sending them home to take days off before assessing the need*

Prioritize the debrief

Allow staff to determine how extensive the debriefing should be to meet their needs

The group should be open to anyone who was impacted by the crisis

- * Assess the person’s needs before assuming time off is appropriate. The following are ways to assess the person’s needs:
 - ◇ EAP*
 - ◇ Consultation with UCAN clinician
 - ◇ Consultation with UCAN Chaplain
 - ◇ Supervision

You can't pour from an empty cup.



Take care of yourself first.



**you do not need to have insurance through UCAN to be eligible for EAP*

Supervisors/Managers may require a reflective debriefing process that allows them to be more prepared on how to support their staff during future crisis situations.

The following are guidelines regarding supervisors/managers:

- * Crisis-Exposed Supervisor/Manager meets with their reporting supervisor/manager to debrief the crisis to address impacts of the crisis on them (Reporting supervisor/manager should use the same protocol)
- * Crisis-Exposed Supervisor/Manager meets with a clinician to address any issues that may be negatively impacting the crisis-exposed supervisor/manager
- * Crisis-Exposed Supervisor/Manager utilizes EAP when applicable
- * Crisis-Exposed Supervisor/Manager staff take a wellness workday such as working away from the office

