



**Naaniigan Abinoojii**

**Crisis Response**

**Policy**

**2013**



**Naaniigan Abinoojii  
Crisis Response**

**Table of Contents**

Crisis Response Policy and Procedures .....2  
Philosophy .....2  
Goal .....2  
Definition of Critical Incident requiring Crisis Response.....2  
Process for Crisis Response.....3  
Crisis Response Plan .....4  
Crisis Responder Compliment .....5  
Liaison with outside agencies .....5  
Definition of Crisis Response Times .....6  
Financial Remuneration .....6  
Crisis Response Training .....7  
Initial Intake.....8  
Crisis Response Plan.....9  
Crisis Response Plan.....10  
Crisis Response Service Review .....11  
Crisis Response Final Report .....12  
Crisis Response Activity Log.....13  
Referral Source Satisfaction Survey.....14  
Crisis Response Process Map.....15



## **Naaniigan Abinoojii**

### **Crisis Response Policy and Procedures**

#### **Philosophy:**

Crisis Response Services will be a resource to the First Nation Community Care Programs according to the Guiding Principles of Naaniigan Abinoojii.

Crisis response will be provided in a manner that is bi-culturally sensitive to the uniqueness of individuals and communities

Crisis response will respect the diversity in language, spiritual and cultural beliefs and protocols of individuals and communities.

#### **Goal:**

The goal is to provide quality crisis response to critical incidents causing emotional and social impact on individuals and communities.

#### **Definition of Critical Incident requiring Crisis Response:**

A critical incident may include; an abduction, accidental death, suicide, homicide, violent crime, or threat of violence or homicide in a school or community.

A critical incident is a specific event or situation that causes stress, fear, distress or grief often seriously impacting on individuals and communities.

## Process for Crisis Response (CRC - Crisis Response Coordinator))

1. There is a Critical Incident requiring Crisis Response.
2. W.F.S. receives call from CCP or other Community Contact requesting Crisis Response during work hours or through after hours on-call services
3. Request is dispatched to Crisis Response Coordinator or Designate
4. Crisis Response Coordinator contacts referral source to verify facts, identify a community contact and arrange a meeting in the community that should occur within 24 hours to substantiate the need for Crisis Response. (The situation may need other form of support)
5. CRC attends meeting in the community to establish a Crisis Response Plan. Identify key members that will be part of a Crisis Response Team from the community and W.F.S.
6. There will be 2 crisis responders assigned for each shift for safety purposes and for more severe situations such as threat of violence or homicide up to 4 crisis responders may be assigned.
7. CRC presents the Crisis Response Plan to the Director of Nanaandawewinan or Designate for consultation and approval. (24 hour timeframe)
8. The Crisis Response Plan is implemented for a period not exceeding 4 days.
9. CRC and Community Contact review the situation. On-going services may require an extension of services not exceeding 4 days that must be approved by Director of Nanaandawewinan.
10. Crisis Response is completed
11. Final meeting between the Crisis Response Coordinator and Community Contact to assist the community with after-care plan and referrals to other tribal agencies for on-going support.
12. Financial requisitions must be made according to the approved Crisis Response Plan.
13. Client Satisfaction Survey
14. Final Report including Financial Expenditures Report.
15. Debriefing Circle for Crisis Responders to prevent vicarious trauma.

## **Crisis Response Plan - Scope of Services may include:**

Community Team Leader identified by the Community who will provide CRC with on-going direction on service needs. The community Team Leader identifies anyone who may be at high risk for suicide or violence.

Nature of Critical Incident or event (what is happening that requires Crisis Response)

Identify individuals impacted, names, gender, ages, and locations

Response Actions and responsibilities of Community and Crisis Responders

Names, schedule and times that crisis responders will be in community.

Budget to include cost of Crisis Response not to exceed \$2,500.00

Group Debriefing or Circles within the community with identified facilitators.

Individual debriefing with community members by community or crisis responders.

Traditional Approaches used by the community or individual families.

Suicide Risk Assessment of possible copy cat suicide especially amongst teens.

Food or lodging coordination for visiting family members.

Helping to arrange for childcare for impacted parents.

Helping with funeral preparation and memorials, this could be in both anishinaabe and Christian ways.

Media (how does community want to deal with media, do they need help?)

## **Crisis Responder Compliment:**

Naaniigan Abinoojii Crisis Response will be complemented by a quarterly updated roster of 20 fully trained responders.

All responders will complete the Naaniigan Abinoojii Crisis Response, 2 Day Training and the 1 Day Suicide Risk Assessment Training.

All responders will participate in bi-annual refresher training.

All responders will swear to Oath of Confidentiality

All responders will provide current Criminal Reference Checks.

All responders will have a valid driver's license

## **Liaison with outside agencies:**

Health Access Centre - Provides crisis response to existing clients impacted by a crisis.

Tribal Health Authority - Provides Crisis Response up to 5:00 pm Monday to Friday

Victim Services - provides on the scene and short term crisis response and support to victims.

Riverside Counseling - provides after care counseling and support

## Definition of Crisis Response Times:

Within 24 hours	<p>Crisis Response Coordinator will make contact with the source of referral to verify the critical incident and degree of impact.</p> <p>Crisis Response Coordinator will arrange a meeting with the community to identify a Team Leader and develop a Crisis Response Plan</p> <p>Crisis Response Coordinator will present the Crisis Response Plan to the Director of Nanaandawewinan for approval. Plan will not be longer than four days.</p>
Within 24 hours	<p>Crisis Response Plan will be implemented for a period not exceeding four days.</p>
4 days	<p>After four days, the Critical Incident requiring Crisis Response will be reviewed by the Crisis Response Coordinator and Community Contact.</p> <p>Service may be extended with the approval by the Director of Nanaandawewinan or Designate for up to four days.</p>
7 days	<p>Crisis Responders Debriefing Circle as vicarious trauma prevention.</p>
30 days	<p>Client Satisfaction Survey from Community</p> <p>Final Report to be completed by Crisis Response Coordinator or Designate</p>

## Financial Remuneration

There is a \$2,500.00 budget allowed for each crisis.

Each Crisis Responder will be paid a flat rate of \$125.00/ day which is based on a 7 hour work shift not exceeding \$500.00 per crisis.

Crisis Responder will be required to maintain a record of their activities and contacts. Crisis Responder will be required to complete time sheet indicating time and location.



## **Naaniigan Abinoojii**

### **Crisis Response Training**

**Trainer: Clinical Lead**

**Initial Training will be provided over 2 days with a 1 day refresher held every 6 months. Specialized 1 day suicide risk assessment training will be provided by the W.F.S. Staff Trainer and Clinical Lead. The initial Training will include the following topics:**

Training will be developed and harmonized using the CTRI Model of Crisis Response Planning.

- Overview of Weechi-it-te-win Family Services and Community Devolution of Services
- Definitions and overview of Crisis Response
- Spectrum of Critical Incidents
- Trauma - An Overview
- Crisis Response Team and Plan Development
- Crisis Response Checklist
- Organizing in Times of High Stress
- Media Relations
- High Risk Individuals
- Individual Debriefing
- Critical Incident Group Debriefing
- Memorials
- Evaluation and Debriefing
- Follow-up Assessments
- Trigger Events and Anniversaries
- How Suicide is Different
- Anishinaabe Perspective of Crisis Response
- Anishinaabe Traditional Protocols and Practice
- Anishinaabe Perspective of Loss
- Anishinaabe Protocols for Preparation to next life.
- Confidentiality
- Personal Wellness, Vicarious Trauma
- Accountability and Record Keeping.





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## Initial Intake

Community: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Referral Source: \_\_\_\_\_ Position: \_\_\_\_\_

Telephone # \_\_\_\_\_

**Critical Incident Summary:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Situation requiring Crisis Response Plan  yes  no

Meeting with Community Scheduled on following date, time and location

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Crisis Response Coordinator/Designate



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## Crisis Response Plan

Community: \_\_\_\_\_

Community Contact:	_____
Telephone:	_____
Crisis Response Planning Meeting:	Date: _____
Present: _____	Position: _____
_____	_____
_____	_____
_____	_____
Update of Critical Incident:	# of people impacted: _____
_____	
_____	
_____	
_____	
_____	
_____	
_____	
_____	



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## Crisis Response Plan

Crisis Response Team: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Crisis Responders Schedule:

Date	C.R. Team Workers	Time	Remuneration	Activity Log Completed

Projected Costs:    \$ \_\_\_\_\_

Crisis Response Review Date: \_\_\_\_\_

\_\_\_\_\_  
Community Contact

\_\_\_\_\_  
Crisis Response Coordinator/Designate

\_\_\_\_\_  
Director of Nanaandawewinan



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## Crisis Response Service Review

Situation Requiring Extension of Services:     yes     no

Update of Situation:

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### Crisis Responders Schedule:

Date	C.R. Team Workers	Time	Remuneration	Activity Log Completed

\_\_\_\_\_  
Community Contact

\_\_\_\_\_  
Crisis Response Coordinator/Designate

\_\_\_\_\_  
Director of Nanaandawewinan



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## Crisis Response Final Report

Community: \_\_\_\_\_

Crisis Team Comprised of: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Total number of contacts made: \_\_\_\_\_

Activity Logs Attached:             yes             no

Financial Requisitions Attached:     yes             no

Chronological Report Attached:     yes             no

\_\_\_\_\_  
Community Contact

\_\_\_\_\_  
Crisis Response Coordinator/Designate

\_\_\_\_\_  
Director of Nanaandawewinan



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## Crisis Response Activity Log

Community: \_\_\_\_\_

Contact	Time Spent	Any follow up that was required

\_\_\_\_\_  
Crisis Response Worker

\_\_\_\_\_  
Date

\_\_\_\_\_  
Crisis Response Coordinator/Designate

\_\_\_\_\_  
Date

**Referral Source Satisfaction Survey**

**Weechi-it-te-win's Crisis Response Philosophy:**

Crisis Response Services will be a resource to the First Nation Community Care Programs according to the Guiding Principles of Naaniigan Abinoojii.

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**Please complete the following:**

Name: \_\_\_\_\_  
Community: \_\_\_\_\_  
Date: \_\_\_\_\_

**Answer as:**

1- Not satisfied at all                      2 - Somewhat satisfied                      3 - Satisfied  
4- Very satisfied                              5 - Extremely satisfied

1. At the time of your initial contact how satisfied were you with the information provided about the Crisis Response Services provided by WFS?

1    2    3    4    5

2. At the time of your initial contact how satisfied were you with the time it took for the Coordinator to respond to your request?

1    2    3    4    5

3. How satisfied were you with organization and planning of crisis response services?

1    2    3    4    5

4. How satisfied were you with the delivery of crisis response services?

1    2    3    4    5

5. How satisfied were you the debriefing circle that took place following the crisis response?

1    2    3    4    5

Please provide any additional comments or concerns.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## CRISIS RESPONSE PROCESS MAP

**Critical Incident requiring  
Crisis Response occurs**

**Crisis Response Process  
Map**

