

# Sample guide for a CRISIS RESPONSE TEAM MEETING

## Goals:

- Learn from the management of an incident
- Maximize future and ongoing safety
- Promote organizational culture of trust and transparency

## Meeting Activities:

- **Review incident report forms** (a standard template that gathers necessary information)
  - Working definition of a reportable incident: An occurrence on program premises OR in the course of conducting program work (including phone or virtual) that puts the immediate safety of program participants, staff, or others in the area at risk.
  - Immediate risk refers to likely or actual physical harm, fear, or extreme psychological distress, from the perspective of one or more people involved or witnessing the occurrence. This includes medical emergencies and overdose.
- **Discuss trends and data related to incidents**
- **Plan steps for continual improvement and safety-oriented action**

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## Discussion questions:

- Are there any ways the response to this incident could have been improved?
- At this point, what could help mitigate the negative impact of this incident for all involved?
- What should be done to prevent similar incidents in the future?

## Action steps:

What specific follow-up is needed, and who is responsible?

-SAFETY:

-INTERNAL COMMUNICATIONS:

-AGENCY POLICY:

-GENERAL COUNSEL:

-OTHER:

-PROGRAM PARTICIPANT SERVICES:

-HUMAN RESOURCES:

-COMMUNITY RELATIONS:

-BOARD COMMITTEE: