



**American Hospital  
Association™**

*Advancing Health in America*

**7 February 2022**

**3:30 – 4:45 PM**



**NMVVRC**

Readiness · Response · Resilience

***ON THE ROAD TO RESILIENCY – AN EXPLORATION OF RESOURCES TO  
ADDRESS CHALLENGES RELEVANT TO MASS VIOLENCE INCIDENTS FOR  
RURAL HOSPITALS, HEALTH CARE SYSTEMS AND COMMUNITIES -***

# *Acknowledgements*

*Support from the Office for Victims of Crime, Office of Justice Programs, US Department of Justice - 2016-RF-GX-0001 and OVC Co-Operative Agreement No. 2017-MU-GX-K114 and OVC Co-Operative Agreement No. Award No.2020-V7-GX-K002*

*Opinions are those of the authors and not necessarily those of OVC, the U.S. Department of Justice, nor our employers.*

# **STRATEGY SESSION | 3:30 – 4:45 pm | Monday 7 February 2022**

## **– Program Listing**

### **On the Road to Resiliency: An Exploration of Resources to Address Challenges Relevant to Mass Violence Incidents for Rural Hospitals, Health Care Systems and Communities**

**Veronica Sanchez**, Executive Director, Camino Real Community Services

**Anne Seymour**, Associate Academic Program Director, National Mass Violence Victimization Resource Center

**Michael G. Schmidt**, Environmental and Health Crimes Expert, National Mass Violence Victimization Resource Center

**Jordan A. Steiger**, Senior Program Manager, Clinical Affairs and Workforce, American Hospital Association

Rural healthcare systems have not been spared from the catastrophic tragedies associated with crimes of mass violence. This session will highlight the experiences from two rural hospitals, Shasta Regional Medical Center and Connally Memorial Medical Center, that each experienced a mass violence incident (MVI). The National Mass Violence Victimization Resource Center will lead facilitated discussion and share resources for victim service professionals, mental and behavioral health professionals, first responders, emergency management professionals, and community leaders that will help rural hospitals and health care systems address readiness, response, and resilience relevant to MVIs.

# ***Abstract - On the Road to Resiliency – An Exploration of Resources to Address Challenges Relevant to Mass Violence Incidents for Rural Hospitals, Health Care Systems and Communities***

***Rural healthcare systems have not been spared from the catastrophic tragedies associated with crimes of mass violence. Our session will highlight experiences from two rural hospitals, the Shasta Regional Medical Center in Redding, California, and the Connally Memorial Hospital of Floresville Texas, that each experienced a mass violence incident (MVI). During the interactive session attendees will first hear an account from survivors of the mass shooting at the Cedarville Rancheria Tribal Court building in California in 2014; and a community mental and behavioral health care provider who responded to the aftermath of the mass shooting at the First Baptist Church in Sutherland Springs, Texas in 2017.***

***The session will also offer a facilitated discussion led by the National Mass Violence Victimization Resource Center (NMVVRC) where attendees will have an opportunity to work with a new compendium of resources for victim services, mental and behavioral health professionals, first responders, emergency management personnel, and community leaders that will help hospitals and rural healthcare systems address readiness, response, and resilience needs relevant to MVIs.***

***Finally, attendees will review and discuss a draft of the NMVVRC- Hospital and Health Care Systems Leadership Checklist for preparing for, responding to, and building resilience following an MVI.***



# *Learning Objectives 7 February 2022-Strategy Session*

- ✓ *Describe the key products of the AHA/NMVVRC partnership.*
- ✓ *Describe recommendations to improve rural responses to MVIs from a survivor and a first responder.*
- ✓ *Identify the components of the Core Compendium that are most relevant to rural hospitals, health systems & communities; and any additional recommended topics.*
- ✓ *Contribute to the first review of the draft Hospitals & Health Care Systems Leadership Assessment Checklist for MVIs.*





**Mission:** To improve community preparedness and the Nation's capacity to serve victims recovering from mass violence through research, planning, training, technology, and collaboration.

**Vision:** Victims and survivors of mass violence will have access to first rate, evidence-based information and services throughout the entire recovery process provided by victim assistance and other professionals who are compassionate, well-trained, and respectful of victims' needs and wishes.

***Our current toolbox...***

***Please explore further at [NMVVRC.org](https://www.nmvvrc.org)***



Prepare Your Community



Help Survivors



Self-Help



Rebuild Your Community



Science About Mass Violence



Large Scale Criminal Incidents

# Office for Victims of Crime Definition of a Mass Violence Incident



*An intentional violent criminal act, for which a formal investigation has been opened by the FBI or other law enforcement agency, that results in physical, emotional, or psychological injury to a sufficiently large number of people as to significantly increase the burden of victim assistance and compensation for the responding jurisdiction.*



**NMVVRC**  
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# What We Learned from Studies of Crime and MVIs



- Exposure to violent crime is highly prevalent.
- Most victims do not develop mental disorders, but many do.
- Many victims recover on their own; many do not. Social support is protective.
- Most victims do not seek mental health treatment.
- Exposure has a broad range of effects:
  - Mental health problems increased
  - Health risk behaviors and health problems
  - School and job performance problems
  - Fear-related restrictions in lifestyle and behavior





- [HAV web page](#): “*Supporting Victims & Communities of Mass Violence*”
- [Webinar series](#) addressing readiness, response & resilience
  - *Example: Las Vegas Mass Shooting: Lessons from Health Care Heroes*
- *Resources for MVI readiness & response during the pandemic*
- *AHA leadership training about NMVVRC resources & partnership with AHA*
- *DRAFT Hospital/Health Care Systems Leadership Assessment Checklist*
- *Hospitals and Crime Victim Compensation*



***Video perspectives from MVI victims sharing their views on the importance of Readiness, Response and Resilience.***  
***<http://nmvvrc.org>***

What does readiness mean to you?

To view the videos, click the hyperlinks...

[Readiness-First-Hand accounts from Victims of MVIs offering why readiness matters....](#)

[Response-Victims of MVIs offering their perspectives at what's important when repsonding](#)

[Resilience- MVI victims offer that resilience comes from communities...](#)

***Video perspectives from MVI victims sharing their views on the importance of Readiness, Response and Resilience.***  
***<http://nmvvrc.org>***

What do you remember about your response to the event?

To view the videos, click the hyperlinks...

[Readiness-First-Hand accounts from Victims of MVIs offering why readiness matters....](#)

[Response-Victims of MVIs offering their perspectives at what's important when repsonding](#)

[Resilience- MVI victims offer that resilience comes from communities...](#)



***Video perspectives from MVI victims sharing their views on the importance of Readiness, Response and Resilience.***  
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## Cedarville Rancheria Tribal Shooting Attack, 20 February 2014

Population 437

20 Miles east of Alturas- Near OR & NV

3 Hospitals

Surprise Valley, Cedarville

20 M -Modoc Medical Ctr, Alturas

45 M Lake District Hospital, Lake View, OR

Trauma Center >100 Miles away

**4 killed, 2 wounded, 2 were stabbed**



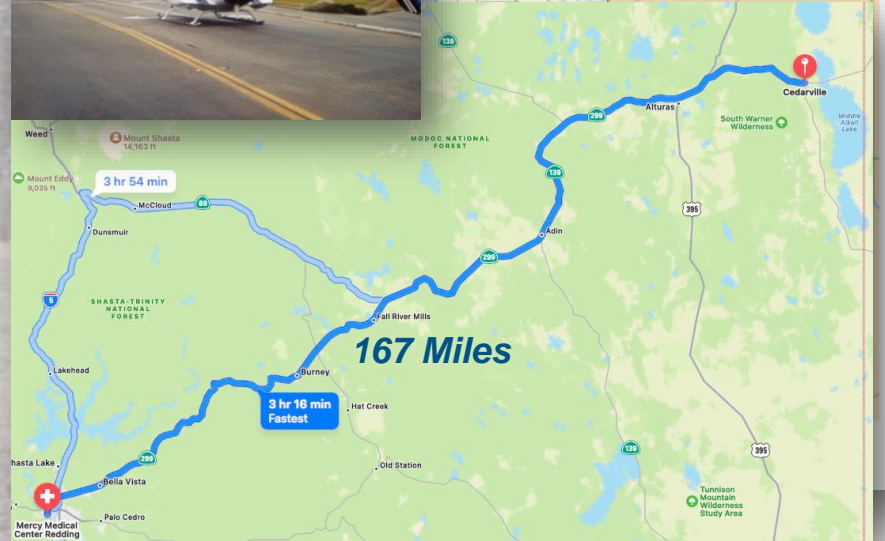
Location in California  
Coordinates:  41°31'45"N 120°



## Audio Perspectives from Hedi Bogda-Hitchcock and Melissa Daniello

Cedarville Rancheria Tribal Shooting, 20 February 2014

- **Hedi** - Do you have any advice for health care professionals in rural communities that can help them better prepare for, and improve, their readiness to respond to mass casualty events?
- **Melissa** - Do you think the remote location of Cedarville Rancheria affected your access to care, and that of other survivors, to critical medical services and then as you recovered from your injuries?
- **Hedi & Melissa** - What does survivor-centered and trauma-informed mean to you, as a survivor of a mass casualty crime?





## Perspectives from Veronica Sanchez



**Stephen Willeford**  
Engaged and injured the shooter



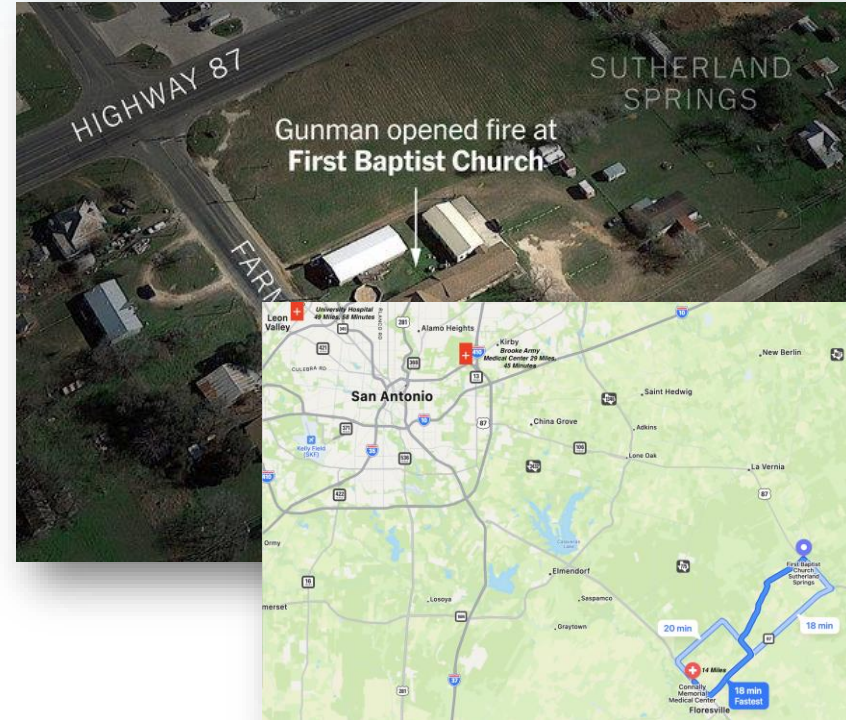
- **First Baptist Church, Sutherland Springs TX 5 November 2017**
- **26 killed, 25 victims, including an unborn child – 22 Wounded**
- **Fired 700 rounds in the 11 mins (11:20-11:37 AM)**
- **Injured taken to Connally Memorial Medical Center in Floresville 14 M, University Hospital, San Antonio (49 M), and Brooke Army Medical Center (29M) at Fort Sam Houston**

Office for Victim of Crime Co-Operative Agreement No. 2017-MU-GX-K114 and 2020-V7-GX-K002  
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## Perspectives from Veronica Sanchez

- *Do you have any advice for health care professionals in rural communities that can help them better prepare for, and improve, their readiness to respond to mass casualty events?*
- *Do you think the remote location of Sutherland Springs affected access to critical medical services in the immediate aftermath, and then as the victims recovered from their physical and mental injuries?*
- *What does survivor-centered and trauma-informed mean to you, as an individual who has had to support victims of a mass casualty crime?*



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# Resource Compendium

*Our Activity – Quickly introduce you to the 26 Modules that address your needs for Readiness, Response and Resilience*

- › *Written and AV resources,*
- › *suggestions for training strategies targeted to increase knowledge, while augmenting professional and practical skills.*

*In Brief...*

*It offers you access →*

A screenshot of the NMVVRRC website. The header features the NMVVRRC logo (a heart shape composed of leaves) and the text "Readiness · Response · Resilience". Navigation links include "LEARN", "SURVIVORS", "VSPS & CLINICIANS", and "COMMUNITY LEADERS". A search bar and social media icons (Twitter, Facebook, Instagram) are also present. A red "GET HELP NOW" button is in the top right corner. The main content area shows the URL "https://www.nmvvrc.org/learn/mvi-core-compendium/" and the title "MVI COMPENDIUM". A QR code is located in the top right corner of the page. Below the title, there is a paragraph of text: "The National Mass Violence and Victimization Resource Center has compiled a Compendium of existing and adapted resources for victim service professionals, mental and behavioral health professionals, first responders, emergency management professionals, and community leaders that address Readiness, Response, and Resilience relevant to mass violence incidents." Below this text is a navigation bar with four tabs: "OVERVIEW", "READINESS", "RESPONSE", and "RESILIENCE". The "OVERVIEW" tab is selected. The main content area under the "OVERVIEW" tab contains a paragraph: "The Compendium includes 26 modules that feature written and audiovisual resources, as well as intensive training strategies to increase knowledge and build professional and practical skills. The Compendium can be tailored to be delivered in-person, through virtual platforms, or by a hybrid training delivery process." Below this is another paragraph: "Please note, our intent is not to duplicate existing training resources or entities, such as the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) toolkit or the seven existing Office for Victims of Crime Training and Technical Assistance Center webinars relevant to mass violence incidents. Rather, the aim of the compendium is to:" followed by a bulleted list: 

- Share our compilation of existing resources.
- Offer an array of training opportunities that complement existing content, with a specialty focus on behavioral and mental health.
- Provide information about other training resources as warranted.

# Core Compendium Learning Activity

- **Divide into three small discussion groups:**
  1. *Readiness*
  2. *Response*
  3. *Resilience*
- **With your facilitator's guidance:**
  - › Identify the **three most relevant Compendium topics** for rural hospitals and health care systems
  - › Are there **any critical topics** that are missing?
- **Identify a small group member to briefly report out to the full group:**
  - › **The person whose birthday is closest to today**



### Overview of the Core Compendium

<https://www.nmvrc.org/learn/mvi-core-compendium/>

#### American Hospital Association

“On the Road to Resiliency – An Exploration of Mass Violence Incident Resources for Rural Hospitals, Health Systems and Communities”

The National Mass Violence and Victimization Resource Center (NMVVRC) has compiled a Core Compendium of existing and adapted resources for victim service professionals, mental and behavioral health professionals, first responders, emergency management professionals, and community leaders that address Readiness, Response and Resilience relevant to mass violence incidents.

The Compendium includes **26 training modules** that feature written and audiovisual resources, as well as intensive training strategies to increase knowledge and build professional and practical skills. The Compendium can be tailored to be delivered in-person, through virtual platforms, or by a hybrid training process.

The Compendium begins with an overview of the NMVVRC, followed by three sections focused on Readiness, Response/Recovery, and Resilience. Each section is divided into modules and include the following:

- A brief description of the module topic
- Learning objectives
- Relevant audio/video resources
- Module-specific worksheets and handouts

The NMVVRC will work with requestors to learn about the specific area(s) of interest and the training audience(s); develop learning objectives; and tailor a presentation that fulfills the learning objectives. For training activities conducted by our team, we will tailor content to meet the needs of individuals and communities. This will include specific learning activities, based upon Adult Learning Theory, and evaluation strategies. We will also serve as a liaison to connect requestors to other training resources as warranted.

**The NMVVRC’s ongoing partnership with the American Hospital Association is foundational to the development of training modules that are specific to the needs of rural and Tribal hospitals, health care systems and communities. This session will help identify specific needs in order to tailor resources that can help meet such needs.**

Please contact us to obtain additional information about the Core Compendium or to schedule a consultation meeting via email: [info@nmvrc.org](mailto:info@nmvrc.org).

This project is supported by Award No.2020-V7-GX-K002 awarded by the Office for Victims of Crime, Office of Justice Programs, US Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Department of Justice or the Office for Victims of Crime.

Breaking into three small groups – **readiness, response & resilience** – please discuss for *five minutes* the Core Compendium components that are *most relevant* to rural hospitals, health systems & communities; and *any helpful topics that are missing*. Then, **circle the three most relevant components**, with brief reports-back to the full group.

MOD. #	READINESS	RESPONSE	RESILIENCE
1	Community Awareness	Community Awareness in Response	Transition from Response to Resilience
2	Establish Collaborations & Partnerships, Identify Roles & Responsibilities	Establish an Initial Response Center: Interagency Roles & Collaboration in Response to a MVI	Community Awareness
3	Develop a Community Response/Emergency Management Plan	Establish a Family Assistance Center	Set up a Resiliency Center
4	Overview of Trauma & Impact	Financial Issues	Bolster Community Resiliency
5	Effective Interventions for MVI Victims	First Responder Support	Establish Victim/Survivor Coordinating Council
6	Financial Issues	Challenges in the Immediate Response	Financial Issues
7		Victim & Death Notification	Identify & Address Mental Health & Behavioral Health Needs of Victims & Community
8		Identify & Address the Mental Health & Behavioral Health Needs of Victims & Community	Increase Access to Services
9		Manage Victims’ Personal Effects & Return of Property	Victim-centered Criminal Justice Investigation
10		Volunteer Management	Self-Care for Victim Professionals
11			After-Action Report Guidelines

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# *Leadership Checklist – Draft*

*Readiness*



*Response*



*Resilience & Long-Term Recovery*





# Leadership Checklist – Draft



## 1. Readiness

- ✓ Is the HHCS connected to the major stakeholders in MVI planning – including local, state, Federal and Tribal law enforcement, first responders, coroners, victim service professionals, mental/behavioral health professionals, civic leaders, and faith community leaders – with a collaborative communications strategy in place to be able to *immediately* connect with each other when a MVI occurs?
  - Other HHCS within a jurisdiction
  - State, regional and/or local hospital associations
  - Local, state, Tribal and Federal law enforcement agencies
  - Emergency medical service providers, including first responders
  - Local/state hospital associations
  - Mental and behavioral health providers, including child specialists with expertise in trauma response
  - System- and community-based victim service professionals
  - Social workers
  - Multi-faith-based community leaders
  - Schools
  - Civic and community leaders
  - Community-based NGOs involved in the immediate-, short- and long-term response to a MVI
  - Professionals who provide accommodations such as oral and ASL language interpreters
  - HHCS in-house victim and trauma survivor-related providers (e.g., Sexual Assault Nurse Examiner [SANE], domestic violence hospital-based services, gun violence initiatives, trauma survivors network)
- ✓ Has the HHCS been involved in any MVI planning activities sponsored at the state or local levels, including real-life, in-time collaborative simulation exercises?
- ✓ Are there memoranda of understanding that clarify the specific roles and responsibilities of major stakeholders, including HHCS?
- ✓ Is the HHCS aware of the role of victim service professionals in MVI readiness, response and resilience that can augment its victim/survivor support and services (see [NMVVRC At-a-Glance Overview?](#))?
- ✓ Is there a plan for the HHCS to be *immediately and directly* linked – via secure communications channels – to the Joint Operations Center and Joint Information Center, both established immediately and after a MVI occurs?
  - Establish local points of contact (community, civic and law enforcement) that are identified with 24/7 contact information; alternate contacts; and a process for regularly updating contact information (twice-a-year updates are recommended).



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***Closing thoughts...***

***Empower Survivors and  
Providers to***

- ✓ Develop Solutions***
- ✓ Improve Care,***
- ✓ Save Lives.***







American Hospital  
Association™

*Advancing Health in America*

*7 February 2022*

*3:30 – 4:45 PM*

*Thank you, AHA  
Members and the  
AHA!*



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*ON THE ROAD TO RESILIENCY – AN EXPLORATION OF RESOURCES TO  
ADDRESS CHALLENGES RELEVANT TO MASS VIOLENCE INCIDENTS FOR  
RURAL HOSPITALS, HEALTH CARE SYSTEMS AND COMMUNITIES -*



# OMT— Anticipating your needs -Tip Sheets -1



## Vicarious Trauma and Compassion Fatigue Suggested Reading List

A reading list for first responders, victim service providers, and professionals who serve first responders.

[Read This](#)



## Grief and Bereavement Suggested Reading List for Providers

A reading list for providers who offer counseling or grief-related services to the bereaved.

[Read This](#)



## Grief and Loss Suggested Reading List

A reading list of self-help books that may provide comfort. This list is not comprehensive.

[Read This](#)



## How to Identify an Experienced Trauma-Focused Therapist

In the aftermath of a mass violence incident, communities are often inundated with offers of help and support. This will include individuals who define themselves as trauma "experts" in delivering therapy or counseling to MVI victims. This Tip Sheet offers specific questions victims/ survivors can ask to help determine whether a mental health provider has the requisite knowledge and skills to deliver trauma-focused mental health interventions.

[Read This](#)



## Coping With The Holidays After The Death Of A Loved One

These suggestions were provided by Janice Harris Lord, a licensed clinical social worker (LCSW-ACSW) and professional counselor (LPC) in Texas. Lord's guidance is for those who have experienced profound loss enter the holiday season.

[Read This](#)



## Trauma Cues Related to Mass Violence Incidents

This Tip Sheet explains trauma cues and how they impact victims or survivors of mass violence. Trauma cues can be obvious or hidden, and often are all around you.

[Read This](#)



## Trauma Sensitive Mindfulness and Meditation

When there has been a life changing event like a mass violence crime, it is common to relive conversations or experiences in the past and to worry about the future. Being able to find mental and physical calm is an important part of resilience.

[Read This](#)



## Twelve Self-Help Tips For Coping in the Aftermath of Mass Violence Incidents

This tip sheet offers practical things that can be done to help reduce the distress created by MVIs as well as some self-help resources you may find useful.

[Read This](#)



## Mindfulness and Meditation

This guide dives into meditation and how to incorporate the practice into daily routines.

[Read This](#)



## Tip Sheet Unexpected Challenges for Communities in Recovery Phase

While most obstacles that appear after MVI can be expected, there are instances where communities can be overwhelmed. This tip sheet goes into detail on some of the unexpected issues that can occur during the recovery phase of a MVI.

[Read This](#)



## Role of VSPs Readiness, Response, Recovery and Resilience Matrix

This tip sheet includes a matrix outlining how Victim Service Providers can provide assistance when preparing for a mass violence incident, as well as responding to and recovering from one.

[Read This](#)



## Managing Distress: Grounding Tips for Crime Victims, Survivors and Family Members of Mass Violence Incidents (MVIs)

This Tip Sheet features skills that allow you to stay in the present moment while you are being reminded of the past by focusing on grounding techniques and practices.

[Read This](#)



## Helping Victims And Survivors Maintain Emotional and Physical Well-Being Throughout Court Proceedings

This tip sheet is designed for victim service professionals or victim advocates (VSPs) to help victims and survivors of mass violence incidents or terrorist attacks (MVIs) throughout trial proceedings relevant to their cases.

[Read This](#)



## Coping Tips To Help You Through Court Proceedings

This tip sheet can help victims/survivors create a personalized self-care plan to strengthen your feelings of control over your participation in court processes.

[Read This](#)



## Tips for Community Leaders: Funding Victim Compensation

Provides suggestions and resources for community leaders tasked with managing victims compensation following a mass violence incident.

[Read This](#)



## Tips for Donors Follow

Tips for community member money or time in the wake of

[Read This](#)



## Tips for Community Leaders

Helpful tips for community leaders mass violence incident. Provide appropriately.

[Read This](#)



## Tips for Community Leaders

A guide for community leaders items that are donated in the

[Read This](#)



## Victim Liaison Models

Victim assistance professionals and other victim service providers play an essential role in aftermath of a mass violence incident. Offering victim assistance professionals to victims and family members helps to minimize the trauma that can be associated with the overwhelming onslaught of resources and demands. This tip sheet provides examples of program models that address this.

[Read This](#)



## What Community Leaders can do to Support Victims and Survivors

Provides a high-level overview of services and support that community leaders can provide to victims and survivors of a mass violence event, and emphasizes the importance of mobilizing trained victim assistance professionals and establishing a full-service family assistance center.

[Read This](#)



## Tips for Community Leaders: Establishing a Family Assistance Center

Family assistance centers streamline the process of family reunification and death notifications, and provide access to other immediate services that are crucial in the recovery process. This tip sheet is a comprehensive guide for community leaders and law enforcement officials who are tasked with organizing a family assistance center following a mass violence incident.

[Read This](#)



## Suggestions for Parents - Mass Violence Incidents

Provides suggestions for parents whose child has been exposed to the news of a mass violence incident.

[Read This](#)



<https://www.nmvvrc.org/media/nmvvrc-tip-sheets/>

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**NMVVRC**  
Readiness · Response · Resilience

# - Anticipating your needs -

## Vicarious Trauma and Compassion Fatigue Suggested Reading List

### For First Responders

The following is a reading/resource list for first responders related to trauma, vicarious trauma and compassion fatigue.

Title	Author(s)	Publisher	Publication Year
Mindfulness for warriors: Empowering first responders to reduce stress and build resilience	Kim Colegrove	Mango Publishing	2020
Increasing resilience in police and emergency personnel: Strengthening your mental armor	Stephanie M. Conn	Routledge	2018
Bulletproof spirit, revised edition: the first responder's essential resource for protecting and healing mind and heart	Dan Willis	New World Library	2019

### Informational Videos, Webinars, and Testimonials

Title	Author(s)	Publisher, Publication Date	Link
Compassion Fatigue: When Caring Hurts (basic information and hotline for assistance)	International Association of Fire Fighters	International Association of Fire Fighters, 2021	Accessible at no cost: <a href="#">Click here</a>
The Vicarious Trauma Toolkit: Compendium of Resources	Office for Victims of Crime	Office for Victims of Crime, 2020	Accessible at no cost: <a href="#">Click here</a>
Understanding Compassion Fatigue: Tips for Disaster Responders	Substance Abuse and Mental Health Services Administration	Substance Abuse and Mental Health Services Administration, 2014	Accessible at no cost: <a href="#">Click here</a>
Surviving the Job: Emotional Self-Care During COVID-19 for First Responders	International Association of Fire Chiefs	International Association of Fire Chiefs, 2020	<a href="#">Click here</a>
First Responder PTSD: What to look out for and how to get help	Lt. Gerald Richmond (RT)	2019	<a href="#">Click here</a>
911 Dispatcher Discusses Vicarious Trauma and Burnout		2019	<a href="#">Click here</a>

### For Victim Service Providers

The following is a reading/resource list for victim advocates and practitioners related to vicarious trauma and compassion fatigue.

Title	Author(s)	Publisher	Publication Year
Vicarious trauma and its impacts on advocates, therapists and friends	Janet Anderson	Research and Advocacy Digest, 12, 1-16	2004

Vicarious trauma and resilience	S. Megan Bertho
Compassion fatigue: Coping with secondary traumatic stress disorder in those who treat the traumatized	Charles R. Figley
Trauma stewardship: An everyday guide to caring for self while caring for others	Laura van Dernoot Connie Burk
The compassion fatigue workbook: Creative tools for transforming compassion fatigue and vicarious traumatization	Françoise Mathie
Professional burnout, vicarious trauma, secondary traumatic stress, and compassion fatigue	Jason M. Newell MacNeil
Victim Advocate's Guide to Wellness: Six Dimensions of Vicarious Trauma-free Life	Olga Phoenix
Vicarious trauma in clinicians: Fostering resilience and preventing burnout	Gertie Quitangor
Help for the Helper: The Psychophysiology of Compassion Fatigue and Vicarious Trauma	Babette Rothschi
Compassion satisfaction, compassion fatigue, and burnout: A replication study with victim advocates	Jonathan Singer, Cummings, Danit Boekankamp, Ryan Lorraine T. Benuto

First responder resilience: caring for public servants	Tania Glenn	Rising Phoenix Press. ISBN: 928-1-946329-56-1	2017
Secondary traumatization in first responders: A systematic review	Anja Greinacher, Cassandra Derezza-Greeven, Wolfgang Herzog, & Christoph Nikendei	European journal of psychotraumatology, 10(1), 1562840.	2019
Treating posttraumatic stress disorder in first responders: A systematic review	Peter T. Haugen, Mark Evces, & Daniel S. Weiss	Clinical psychology review, 32(5), 370-380	2012
First responders: Compassion Fatigue; Burnout; PTSD	George L. Lindenfield	Designs and Patent Act of 1988. ISBN: 978-1986143721	2018
The role of moral suffering (moral distress and moral injury) in police compassion fatigue and PTSD: an unexplored topic	Konstantinos Papazoglou & Brian Chopko	Frontiers in psychology, 8, 1999	2017
The Vicarious Trauma Toolkit: Compendium of Resources	Office for Victims of Crime	Office for Victims of Crime	2020, Available at no cost: <a href="#">Click here</a>

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### Informational Videos, Webinars, and Testimonials

Title	Link
Beyond the Cliff: TedX Talk with Laura van Dernoot Lipsky	<a href="#">Click here</a>
Drowning in Empathy (Compassion Fatigue): The Cost of Vicarious Trauma with Amy Cunningham	<a href="#">Click here</a>

### For Professionals Who Serve First Responders

The following is a reading/resource list for providers who serve first responders related to trauma, vicarious trauma and compassion fatigue.

Title	Author(s)	Publisher	Publication Year
First responders: behavioral health concerns, emergency response, and trauma	Substance Abuse, Mental Health Services Administration	Disaster Technical Assistance Center Supplemental Research Bulletin	2018



<https://www.nmvvrc.org/media/nmvvrc-tip-sheets/>



# OMT— Anticipating your needs -Tip Sheets - 2



## Talking to Children about Hate Crimes

Discussing MVI with children provides a different set of challenges. Aside from the general issues, discussing MVI involving hate crimes is its own unique challenge.

[Read This](#)



## Resilience Following Hate Crimes

Provides strategies on how to cope with and respond to MVI involving hate crimes.

[Read This](#)



## Remembering Tragic Events: Creating a Permanent Memorial

Offers things to consider when creating a memorial for an event and the purpose it should serve.

[Read This](#)



## Community & Faith Leaders Commemorating the Anniversary of MVI

For community and faith leaders in an area where an MVI occurred, anniversaries present challenging emotions. This tip sheet details ways leaders can observe anniversaries.

[Read This](#)



## Tips for Civic leaders: Supporting your Communities Remembering of MVI

Highlights what leaders in the community should be doing following a mass violence event.

[Read This](#)



## Response: Victim Assistance Agency “Go Kit”

Serves as a checklist for agencies following an MVI.

[Read This](#)



## Role of Victim Assistance Professionals in Preparing for MVI

Highlights some tactics Victim Assistance Professionals use during the readiness phase.

[Read This](#)



## After Death Notification

Following a death notification, Victim Assistance Professionals have many important details to discuss with survivors and family members.

[Read This](#)



## The Role of Victim Assistance Professionals in Building Resilience After MVI

Provides a guide to the crucial role of Victim Assistance Professionals in the resilience phase after Mass Violence Incidents.

[Read This](#)



## After MVI: Helpful Websites and Social Media

Provides a list of websites and social media accounts that can be helpful following mass violence.

[Read This](#)



## MVI and Social Media: Guide to Hashtags

When an MVI occurs, social media becomes flooded with hashtags. This tip sheet details things to look for when trying to find information in the aftermath of the incident.

[Read This](#)



## Providing Sensitive Death Notification

Provides information on sensitive death notification and links to an online training course curated by the FBI and Penn State University.

[Read This](#)



## Guide to Agencies Responding to MVI

Explains the key roles that federal, state, and local agencies have in responding to MVI.

[Read This](#)



## Role of VAPs in Responding to MVI

Victim Assistance Professionals play a crucial role in the response phase to MVI. This tip sheet goes into detail on what is expected of them during this phase.

[Read This](#)



## Responding to Mass Violence: Developing Personal “Go Kit”

Suggests items that victim assistance professionals should have prepared to minimize the use of onsite resources.

[Read This](#)



## Unexpected Challenges for Communities during the Immediate Response of a Mass Violence Incident

While most obstacles that appear after MVI can be expected, there are instances where communities can be overwhelmed. This tip sheet goes into detail on some of the unexpected issues that can occur.

[Read This](#)



## Using Technology to Connect with Victims of Mass Violence Incidents AND Help Victims Stay Connected with Others

This tip sheet provides some examples on how those in victims services can help victims stay connected with others.

[Read This](#)



## How to Juggle Priorities a Pandemic

Managing priorities and responses be extremely difficult. This tip sheet provides information on how to manage victims during a public crisis.

[Read This](#)



## Navigating Community Resources

Finding community resources can be challenging. This tip sheet provides information on how to find resources.

[Read This](#)



## Helping Victims of Mass Violence

The COVID-19 pandemic has brought new challenges. This tip sheet serves as a guide for victims and their families.

[Read This](#)



## Communities: Guidelines for Facilitating Victims, Survivors, and Family Members in Sharing their Stories

This resource is designed to explain how communities and community agencies can provide a safe and adequate environment for victims and survivors to share their experiences.

[Read This](#)



## Strategic Story Telling: Guidelines for Victims, Survivors and Family Members of Mass Violence Incidents (MVIs)

This tip sheet provides an outline on how victims and survivors of mass violence, and their family members, can safely share their experience with others.

[Read This](#)



## What to Wear for a Broadcast Interview

Follow these guidelines to help decide what to wear when going on camera.

[Read This](#)



## Additional Tips to Prepare for Media Interviews

This tip sheet outlines how Victims Service Providers can better help MVI victims prepare for the media.

[Read This](#)



## Media Guidelines for Homicide Family Survivors

This tip sheet provides information on how loved ones of a MVI victim should handle the impending news media coverage.

[Read This](#)



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# OMT— Anticipating your needs -Tip Sheets -3



## Preparing for News Media Interviews

This tip sheet gives guidelines on how victims can better prepare for interviews and some of the resources available that they can use to their advantage.

[Read This](#)



## Tips for Crime Victims and Survivors: Guidelines for Media Interviews

These guidelines can serve as a planning tool to use when speaking to the media.

[Read This](#)



## News Media Engagement: Victim Autonomy and Choice

Victims must remember it is always their choice when deciding on whether or not to speak with the media. This serves as a guide to potential positive and negative consequences of giving an interview.

[Read This](#)



## In the Aftermath of MVI: Crime Victims and the News Media

This tip sheet serves as a guideline for how media members should approach victims of an MVI on the scene of the incident.

[Read This](#)



## Timeline of Activities to Promote Mental Health Recovery

This Tip sheet was created for Victim Service Providers (VSPs), Mental Health professionals (MHPs), emergency management planners, and others who serve victims impacted by a mass violence incident. It provides recommendations on the many different ways to improve mental health recovery for victims and family members.

[Read This](#)



## Twelve Self-Help Tips for Coping in the Aftermath of the Attack on the US Capitol

This tip sheet contains practical coping suggestions for those experiencing distress after the recent events in Washington, DC.


[Read This](#)



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<https://apps.apple.com/us/app/transcend-nmvc/id1504741131>  
<https://play.google.com/store/apps/details?id=edu.musc.dhs.transcend>

## Frequently Asked Questions About The Transcend NMVC Mobile App

**What is the Transcend NMVC Mobile App?** This free app was developed by the National Mass Violence Victimization Resource Center to help those who have been affected by mass violence. Designed to help reduce the risk of developing problems and enhance recovery if you already have problems, *Transcend NMVC*:

- Provides information about common reactions to mass violence, crime, and other highly stressful events.
- Guides you through state-of-the-art self-help strategies to reduce the risk of stress-related behavioral health problems and promote recovery if you already have problems.
- Connects you with access to victim/survivor services, financial, legal, and mental health resources.

**Is the Transcend NMVC app just for survivors of mass violence?** The app was designed for those directly affected by mass violence and their families and friends, but it may also be useful for:

- Victim service providers, law enforcement officials, other first responders and health care professionals who respond to mass violence incidents, mass casualty incidents, or other violent crimes
- Others in communities that have experienced mass violence
- Violent crime victims and their family or friends
- Anyone who had an extremely stressful experience with which they are having trouble coping

**What topics are covered?** Transcend offers written explanations, active exercises, and animated videos that highlight strategies to help reduce stress and mental health difficulties for mass violence survivors. Topics include:

- **About** - An overview of common reactions to mass violence and paths to recovery.
- **Calm Your Body** - Highlights the impact of mass violence on your body and provides ways to promote relaxation, sleep and physical well-being.
- **Ease Your Mind** - Explains how mass violence can affect the way you think and strategies to ease your stressed mind.
- **Get Up and Move** - Explains the importance of remaining active and involved with others, while also helping to generate ideas for re-engaging with people and the world around you.
- **Cope with Loss** - Provides coping strategies and activities to help those who are grieving a loss.
- **Reach Out** - Highlights the role of social support in recovery and walks through personal strategies you can use to increase your social support network as you recover.
- **Help Others** - Provides information and strategies about how to help survivors of mass violence.
- **Get Help Now** - Provides information about accessing victim, financial, and legal assistance. This section can also help you get immediate help or connect you with a therapist in your area.

**How can I find the app?** From a smart phone or tablet, download the Transcend app from the [Google Play Store](#) or [Apple App Store](#). As mentioned, it is free.

**How do I get started?** Once you create your account, you can get started in one of two ways:

- The "Personalized Recovery Plan" option: If you select the "Personalized Recovery" plan option, you will be asked to complete a brief assessment. You can complete this assessment immediately, come back to it later, or skip it altogether. When you complete the assessment, the app generates a recovery plan that addresses your specific needs. Then, just follow the plan that is recommended for you.
- The "Explore on Your Own" Option: You can also choose to navigate the app on your own. If you opt out of the assessment, you will go to the main dashboard to explore what's most interesting to you.

