

Can Your Organization Support Distributed Staff During and After a Critical Incident?

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Workshop Overview: How critical incident response impacts administrative staff, both in the moment and long-term, in a distributed work environment. AIARE staff members share key findings from a critical incident in January 2023 based on our utilization of a consensus review process, and how research rooted in organization management, critical response, and stress injury gives us a lens to improve organizational culture and systems while addressing individual staff needs.



View slides

Does your organization have a post-incident analysis framework?
What is it? Why do you use it?

What tool(s) does your organization currently have in place to support *administrative* staff directly after a critical incident? Circle any that apply.

- Regular video check-ins
- Shared drive/documents
- Emergency travel funds
- Emergency child/pet care funds

- Time off policies to support stress injury recovery
- Workers' compensation
- Other – what else?

***Put a star next to any of these you'd like to investigate*

Who are the “dispatchers” in your organization?
Consider: Why are they dispatchers? How does your organization support them?

How does your organization attend to psychological first aid?

What are the next steps to revise your current practices to better support distributed staff members?

References

Howie ("how we got here") Process — developed by Dr. Laura Maguire, Nora Jones, & Vanessa Huerta Granda — drlauramaguire.com

For more, check out "Howie: The Post-Incident Guide" publication

Responder Alliance Stress Continuum
responderalliance.com/stress-continuum



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