The Role of Human Resources in Times of Tragedy

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Tragedies Across the Country
Our Story

https://abcnews.go.com/WNT/video/deadliest-mass-shooting-us-history-50241954
Human Resources Response on October 1, 2017 from Henderson

- Immediate response – Early Morning
- Resources Used
- What Worked
- What would could have been done better
October 1 and HR’s Response

- Logistical
  - Emergency Operations Center (EOC) Opened
  - Key members of the EOC Contacted
  - Ongoing communication during and after incident
  - After incident review

- Cultural
  - Immediate support needs
  - Provide a context for meaning
    - Environment in which you can discuss how you feel
      - Make sense of grief
      - Seek or provide comfort
  - Provide a context for action
    - Environment that allows you to find ways to alleviate suffering
Logistical Role

- Operating as a part of the Emergency Operations Center/Team in your Organization
  - Who will be your point of contacts from HR
  - Knowing the Incident Command System or who is in the EOC
  - Training all Dept employees appropriate training
  - Plan of succession for key contacts in HR
  - Authority outlined
  - Critical computer software access

Be Prepared for Your Role

- Labor agreement suspensions if needed
- Locate team members – database?
- Resources for emotional support
- Payroll
- Employee contact information
- Communicate with leadership/all levels
- Workers’ compensation claims
- Coordinating through the incident from onset thru recovery
Logistical Role: FEMA Training

All employees should be familiar with how emergencies are managed

- National Incident Management System Training
- The Basics
  - ICS 100 – Introduction to the Incident Command System
  - ICS 700 – An Introduction (Independent Study on the NIMS Concept)
- Advances Courses
  - ICS 300 – Intermediate ICS for Expanding Incidents
  - ICS 400 – Advanced ICS
Cultural Role

- Context for meaning and action
  - What YOU can do Personally/Professionally
  - What you need EAP Professionals to Provide
  - What your organization as a whole can do (this is driven by top leadership)
How Prepared are You for the Responsibility in an Emergency

- Are you working with Emergency Management?
- Have you read your emergency plan?
- Are you clear on your role in the emergency plan?
- Have you participated in tabletop (practice) exercises?
- Do you have access to critical information at work and at home?
- Are you prepared? If not, when will you prepare?
Remember, when disaster strikes, the time to prepare has passed.

Steven Cyros

It wasn’t raining when Noah built the ark.

Howard Ruff

Emergency preparedness is a team sport.

Eric Whitaker
Group Discussion

- How many of you have had to handle emergencies in the workplace?
- What happened/what message do you have for others to prepare?
- Best Practices
QUESTIONS?