

Tips for Building Effective Crisis Plans

Build crisis plans early in the life of the team so they are in place when crisis occurs.

Build roles for family members and natural support persons as they are likely to be most responsive during a crisis.

Build crisis plans for 24 hour response. Crisis seldom occurs when it is convenient.

Establish a rule that no major decisions can be made until at least 72 hours after the crisis has passed. This can keep a team from overreacting to an event.

Create time for the team to assess their management of a crisis within two weeks of the crisis.

Be sure to ask the client and family what can go wrong with the whole plan as the first step in building the crisis plan. They know best what can go wrong and can confirm that they understand the need for the plan.

Clearly define roles for team members. Plan these roles up front and it will help the team keep to the mission of the overall plan during a crisis.

Always build plans that “triage” for differing levels of intensity and severity of crisis events. (Small crises may not require the same response as big crises so the team will need to decide the level of crisis with the family’s direction.)