

Preparing for a Mass Violence Incident: Things to Know When Establishing a Resiliency Center

When establishing a resiliency center, it is important to publicize its availability, the range of services offered, and who may be eligible for those services.

A robust public awareness campaign is recommended, which may include public service announcements, a toll-free information line, social media accounts and a website.

Community and victim/survivor needs that can be met by a Resiliency Center include:

- Guidance in normalizing responses to mass violence incidents
- Mental health/emotional support services
- Case management and assistance in navigating support systems and other relevant agencies, and obtaining basic needs.
- Education about traumatic grief and loss
- Tips on how to help children and other vulnerable populations in the immediate-, short- and long-term
- Specific messaging and resources for schools and employers – “How to support students and employees following a mass violence incident.”
- Tips and services for coping with vicarious trauma, e.g., first responders, service providers, longer-term responders
- Connect victims with a variety of social services
- Develop and offer resiliency building programs and events
- Assist victims in preparing for any potential court hearings and proceedings