

## **CRISIS RESPONSE**

### *Who is NOVA CRT?*

The National Organization for Victim Advocacy (NOVA) Community Crisis Response program™ has over 40 years of experience responding to communities who have experienced traumatic crisis situations such as mass violence, natural and man-made disasters. Incidents where NOVA's CRT responded include the Oklahoma City federal building bombing, the 9-11 terrorist attacks and many other school shootings and incidents of mass violence. Most recently NOVA affiliated teams/individuals have assisted victims from The *1 October Tragedy* (Las Vegas, NV), The Virginia Beach Mass Shooting (Virginia Beach, VA), Marjorie Stoneman Douglas High School shooting (Parkland, FL), the Oregon District Shooting (Dayton, OH), the Tops Grocery Store Shooting (Buffalo, NY), the Robb Elementary School Shooting (Uvalde, TX) and the 2023 Lewiston Shootings (Lewiston, ME).

### *Who are NOVA Crisis Response Team members?*

NOVA's Crisis Response Team (CRT) includes experienced multidisciplinary crisis responders who stand ready to provide support to all individuals within your community or organization. Crisis Response Team members are from diverse professional disciplines who have completed a specialized training program in crisis response. Members include, but are not limited to: clergy, mental health, private citizens, public health, school counselors, teachers, social workers, victim advocates and law enforcement. Members' backgrounds and skills are matched with the specific crisis in order to maximize experience and ability to respond appropriately.

### *What is a community crisis?*

Like individuals, entire communities, may experience trauma in the aftermath of disasters or traumatic situations. The whole community may suffer from collective shock. Individual reactions may differ, and a wide array of emotions may be expressed, such as sadness, helplessness, anger, rage, fear and numbness.

Some examples of crisis events that affect the safety and security of the community are:

- Criminal incidents such as homicide or robbery
- Missing children
- Suicide
- Multiple deaths
- Hate crimes
- Terrorist Attacks/Mass Violence Events
- Serious automobile accidents
- Industrial accidents
- School crisis
- Natural or manmade disasters like floods, violent storms, plane crashes, or fires

## ***How can a Crisis Response Team help?***

The first tier of response to a crisis might be the police, fire department, EMS, or other first responders. Once the primary crisis subsides, the emotional effects may begin to take their toll. Response by a specifically trained team to offer intervention strategies, information and support, helps ease the trauma of a disaster or crisis event. The Crisis Response Team can:

- Identify groups or individuals at risk of experiencing traumatic reactions.
- Explain typical responses or reactions to traumatic events.
- Partner with law enforcement and/or emergency response agencies to coordinate the most effective way to deliver services to people affected by the crisis.
- Work directly with community members coping with trauma individually or in groups to help them cope as adaptively as possible.
- Assist in death notification.

## ***When does the Crisis Response Team respond?***

- The Crisis Response Team will assist, upon request, to any area where a crisis event has taken place.
- There is no charge for these services. Donations are welcomed but not required.
- Team members are available 24 hours, 7 days a week and may respond within 24 to 72 hours depending on the size of the needed response.
- Typical requests would come from:
  - Elected Officials
  - Building Administrators, Principals
  - Human Resource Personnel
  - Organization Directors/CEO's
  - Sheriff, Police, EMS, or Fire Chief



## ***How do I access a NOVA Crisis Response Team?***

*You can access a NOVA Team by calling  
(703) 270-0617 (9-5 EST) or (614) 581-3236 (after hours)*

*You can also email a request to [rogerroberts@trynova.org](mailto:rogerroberts@trynova.org)*

You can find out more about NOVA CRT by visiting [www.trynova.org](http://www.trynova.org)