

## Crisis Response Team

Supporting Communities Impacted by Incidents of  
Mass Violence, Natural Disaster, and Trauma

### PROGRAM OVERVIEW

#### PURPOSE

**NOVA's Crisis Response Team (CRT)** provides immediate and short-term emotional support, coordination, and stabilization to individuals and communities impacted by mass violence, disasters, or other traumatic events. Our goal is to restore a sense of safety, connection, and hope while linking survivors to long-term recovery resources through **direct services, planning and training**.

#### Who We Serve

- Survivors and families of victims
- First responders and service providers
- Schools, workplaces, and communities affected by crisis
- Local governments and organizations requesting assistance

#### Our Approach

- Trauma-informed and culturally responsive
- Collaboration with local leadership, state and national partners
- Evidence-informed crisis intervention principles
- Emphasis on resilience, recovery, and community connection

#### Request Assistance

NOVA deploys teams **by invitation only** from authorized officials including:

- Mayors, school principals, or agency directors
- Law enforcement, fire, or emergency management leaders
- For consultation about assistance or deployment requests contact:

RogerRoberts@trynova.org

KellyMuklevicz@trynova.org

**Contact Us: [CRT@trynova.org](mailto:CRT@trynova.org)**

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### DIRECT SERVICES

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#### Immediate Response (0-72 hours)

##### Virtual or In-Person

- Coordinate with local, state, and federal partners
- Assist with Family Assistance Centers (FACs)-development & staffing
- Deploy trained Crisis Responders
- Establish safety and emotional security
- Provide on-site emotional support and crisis intervention
- Conduct needs assessments for victims, families, and responders

#### Short-Term Recovery (3 days-2 weeks)

##### Virtual or In-Person

- Offer group and individual crisis intervention
- Facilitate community education on common crisis reactions
- Support memorial planning and community healing events
- Provide ongoing communication and resource coordination
- Transition survivors to local service providers for continued care

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### Requesting Assistance

**NOVA** deploys teams **by invitation only** from authorized officials including:

- Elected Officials, School Administrators, or Agency Directors
- Law Enforcement, Fire, or Emergency Management Leaders
- For deployment requests or assistance (consultation):

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## PLANNING

### PURPOSE

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### Consultation & Support

- Assess local readiness for responding to MVIs
- Develop or enhance Crisis Response Protocols
- Define roles and responsibilities for victim assistance, communication, and coordination
- Facilitate multi-agency planning meetings and tabletop exercises

### Training & Capacity Building

- Deliver Mass Violence Incident Response Training for community partners
- Provide specialized Crisis Responder and Team Leader training
- Offer training for leadership, including law enforcement, emergency management, schools, and nonprofits
- Build local Crisis Response Teams aligned with NOVA standards

## Partnership Development

- Strengthen collaboration between law enforcement, victim services, behavioral health, and emergency management
- Support the creation of Memoranda of Understanding (MOUs) for coordinated deployment
- Connect communities with federal and national partners (FBI, OVC/NMVC, NTSB, FEMA, SAMHSA, Red Cross)

## Recovery Planning

- Assist in developing post-incident recovery frameworks
- Integrate Family Assistance Center (FAC) and Resiliency Center models
- Emphasize survivor and community healing processes

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## TRAINING

### PURPOSE

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### Training

**NOVA's CRT BASIC and ADVANCED** training programs prepare professionals to deliver immediate and short-term crisis intervention to victims, survivors, and communities affected by mass violence incidents (MVIs), natural/manmade disasters, or traumatic events. The training emphasizes psychological first aid, trauma-informed principles, and community recovery strategies. Training can be facilitated in person or virtually.

### BASIC CRT 24-hour training

This training is ideal for professionals and volunteers seeking to **DEVELOP** their crisis response capabilities within organizations, schools, or communities. Participants will gain foundational knowledge and practical skills in crisis intervention, with training modules to include:

- Internal and External Dimensions of Traumatic Experiences
- Group Crisis Intervention: Explanation and Implementation
- Understanding Death, Loss, and Grief
- Death Notification Best Practices
- Long-Term Stress Reactions and Trauma Response
- Post-Trauma Resources and Referrals
- Spiritual Dimensions in Crisis Response
- Stress for the Caregiver

### ADVANCED CRT 24-hour training

This training is ideal for professionals and volunteers seeking to **ENHANCE** their crisis response capabilities within organizations, schools, or communities. Training modules to include:

- Coordinating a Community Crisis Response Team
- Cultural Humility in Crisis Intervention
- In-Depth Group Crisis Intervention Techniques
- Special Considerations with Trauma (Youth, Elderly, Spirituality, etc.)
- Individual Crisis Intervention: Simulated Exercise
- Self-Care Planning - Pre and Post Crisis Intervention

### Who We Train

- Victim Advocates
- Mental Health Professionals
- First Responders
- Emergency Management/Public Safety
- Educators/School Personnel

- School Counsellors
- Faith & Community Leaders
- Medical & Health Professionals
- Volunteers/Community Members
- Corporate & Workplace Responders
- And many more

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