



Trauma Notification Training



Trauma Notification Training

Objectives

- Identify each task in the four-step trauma notification model.
- Prepare for a variety of unique situations in the aftermath of mass violence incidents.
- Review proper trauma notification process through the use of scenarios.

Agenda

- Introductions
 - Pre-test
- History
- Four step process
- Scenario Instructions
- Breakout Groups
- Scenario Review
- Wrap Up
 - Post-test
 - Evaluations

Introductions

Are you ready?



Trauma Notification Training



www.fbi.gov/traumanotification

What does it mean to be trauma-informed?

Six Key Principles

- Safety
- Trustworthiness and Transparency
- Collaboration and Mutuality
- Empowerment, Voice, and Choice
- Cultural, Historical, and Gender Uniqueness
- Peer Support

“They weren’t telling us a lot; they weren’t being truthful the whole time. Later we told them, when something like this happens, we are already in shock so tell us the whole truth. It makes it a whole lot easier.”

- Parents of a murdered child

Facts

According to the National Incident Based Reporting System:
In 2022, the number of murders in the nation reported was 15,047

The FBI indicated the following Active Shooter Incidents

- In 2022, there were 50
- In 2021 there were 61
- In 2020, there were 40
- In 2019, there were 30
- In 2018, there were 30

According to the National Law Enforcement Officers Memorial Fund
there were the following line of duty deaths:

- In 2022, there were 224
- In 2021, there were 586
- In 2020, there were 295
- In 2019, there were 135
- In 2018, there were 158

National Incident Based Reporting System

<https://cde.ucr.cjis.gov/LATEST/webapp/#/pages/explorer/crime/crime-trend>

FBI Active Shooter Resources

<https://www.fbi.gov/resources/active-shooter-safety-resources>

National Law Enforcement Officers Memorial Fund

<https://nleomf.org/>

Four Step Process

- Planning
- Preparation
- Delivery
- Follow Up

Planning

- Victim identification
- Team selection
- Next of Kin (NOK) identification
- Details

Preparation

- Standard operating procedures
- NOK research
- Emotional and physical response preparation

In Person Delivery

- Primary/support roles
- Confirm NOK
- Provide credentials or identification
- Ask to enter home; sit down
- Brief overview of incident
- One-sentence delivery
- Allow for responses and reactions
- Next steps

Helpful Delivery Statements

- I am so sorry to tell you that (name of person) died as a result of his/her injuries.
- This is harder than most people think.
- Most people who have gone through this react similarly to you.
- People can experience many different feelings at the same time.
- This may be one of the most difficult times in your life.

Recognize that silence is okay too

Delivery Pitfall Statements

- The body...
- I know how you feel. (You don't.)
- I understand...
- Time heals all wounds. (It doesn't.)
- You need to be strong. (They don't.)
- You'll get over this someday. (They may not.)
- He was just in the wrong place at the wrong time.
- You must go on with your life.
- You will find closure.
- He didn't know what hit him.
- It's best to remember him the way he was.
- You don't need to know that.
- You don't want to see him.
- Religious phrases
- Think of all of your happy memories.

Remote Notification

- At no time should you make the trauma notification telephonically unless absolutely necessary
- Identify jurisdiction for the Next of Kin location
- Contact jurisdiction to request in person notification with a team of two
- Local jurisdiction follows same delivery process but will have primary agency available by phone to provide additional information and answer questions

Follow Up

- Media
- Autopsy
- Resources
- Personal Effects

Post Notification Recap

- Discuss the Next of Kin's reactions as well as personal reactions
- Stress reduction
- Resources

Mass Violence Incidents

- Each family should have their own team
- Private area
- On-scene convergence
- Manage expectations
- Provisional death/trauma notifications

Key Considerations

- Social media
- Children
- Persons with disabilities
- Older adults
- Language
- International
- Cultural
- Deceased subject

Scenarios

Scenario Guidance

- Split into teams of two
- Each team member picks a role (primary/support)
- Review your scenario
- Discuss each of the four steps
- What is your delivery statement?
- Be prepared to brief the group

EXERCISE

An active shooter incident took place at a hotel, conference center, and casino complex that is hosting an international delegation from various countries. Several local elected officials were attending the dinner with delegate members. At the same hotel, a Bar Mitzvah was taking place with over 100 attendees. In another part of the complex, an American Indian basketball tournament was starting.

There are 51 confirmed deceased and multiple injured. Some of the injured have declined medical attention and some have been taken to area hospitals. The number of injured keeps rising as more information comes into the command post. Two subjects have been neutralized and another one is in custody. The media has already been reporting on the incident but have not identified any victims. All deceased are being taken from the scene to the medical examiner's office.

EXERCISE

Deceased names are Angelica H. P. and Krystal S. H. They are sisters and worked at the conference center. The person answering the door is Sophia S. R. Sophia's father, Juan, lives in Honduras.

EXERCISE

Deceased name is Robert S. He is a county commissioner. Gary G. answers the door and indicates that Robert and he live together. Gary advised that Robert's mother, Martha S. resides in another state.

EXERCISE

Deceased name is Nadia S. Nadia and her husband are part of the international delegation from Russia. She was taken to the local trauma center and died as a result of her injuries. You respond to the hospital where you are greeted by the hospital administrator who informs you that Nadia was able to speak to her husband, Alexander before he went into surgery for his injuries. You meet Alexander in his hospital room. He has not been told anything by the hospital.

EXERCISE

Deceased name is Robert R. You are assigned to the Family Assistance Center (FAC) and a woman checks in as the next of kin of Mr. R. requesting information about him. Her name is Sara R. and states that she is his fiancé. She is escorted to a quiet room awaiting your arrival. On the way to the quiet room, you are advised that another woman checked in as next of kin for Mr. R. and identifies herself as his spouse (Linda M.). She is placed in another quiet room. Unfortunately, she was told by an FAC representative that another person claimed to be Mr. R's next of kin.

EXERCISE

Deceased names are David (11) and Yante J. (9). They were guests at the Bar Mitzva. Their parents are Joseph and Rachel J. They have three brothers and sisters-Mordechay (15), Shimiel (7), and Gennel (4). When you arrive at the home the only person there is Mrs. J. and the two younger children.

EXERCISE

Deceased name is Michella B. Michella was killed as she walked into the hotel lobby. She is known as a leader and member of the local transgender community. Michella was meeting friends in the hotel lobby bar.

EXERCISE

Deceased name is Sophie P. When you arrive at her residence, a man answering the door identifies himself as Thomas P., Sophie's father. There is alcohol on his breath, his eyes are bloodshot, and he is slurring his words. A woman identifying herself as Sophie's mother comes out of a nearby room and Mr. P. shouts at her to get back in the room. Mrs. P. is visibly upset and wants to know what is going on.

EXERCISE

Deceased name is Harold H. As you approach the residence of Harold's parents, a neighbor runs out to meet you. He tells you that Harold's father died in a car accident two years ago. Harold and his mother were the only support for one another after this tragic accident.

EXERCISE

Deceased names are Joe Begay (17) and Mark Old Horn (15). They are brothers walking into the complex for the basketball tournament. They are American Indian and members of the local tribe. As you approach their home you notice a large gathering of people in the back yard.

EXERCISE

Deceased name is Mahogany P. Ms. P. was killed inside the hotel lobby. Once you obtain Ms. P's address, it sounds familiar. You realize that you know Ms. P. and her family.

Are you ready?

- What are the four steps to a successful trauma notification?
- What are some of the unique considerations in mass violence incidents?
- What are some of the key considerations?

Questions?
