

## TIPS FOR LEARNING FROM THE CRISIS ONCE IT'S OVER

- Review all appropriate documentation:
  - Advisories from EHS or Facilities
  - Your department emergency plan and exercise record
  - Log of actions taken during the crisis
  - News reports related to the event
  - Reviews of leaders and staff members
  - Related invoices and other required reports
  - Damage assessment documents
  
- During an 'after event meeting', determine for each phase of crisis planning: preparation, mitigation, response, and recovery, what worked, what didn't work, and what improvements to plans, training, and exercises would help in the future. This is NEVER a blame session, but a chance to learn from the past to be better prepared for the future for your department and your customers.
  
- During the meeting ask questions
  - Were there 'early warning signs' and did we 'read' them?
  - Was the plan and related contingency plans effective?
  - Did we have to improvise for lack of planning for this event?
  - Did we communicate effectively with all audiences?
  - Was leadership highly visible?
  - What were the biggest mistakes and how will we prevent them in the future?
  - If we could 'replay' this, what would we have done differently?