

TIPS FOR RECOGNIZING IMPENDING CRISES

Not every event will result in a crisis and you handle the 'day to day emergencies' routinely. But history shows that 'ignoring the signs' can have deadly results, so here are some tips and ideas to help.

- Pay attention when your instincts tell you there's something wrong!
- Confront disturbing facts and situations as you find them. Don't ignore them, rationalize them, or minimize their importance. Instead, INVESTIGATE or report to a supervisor.
- Consider impacts and consequences for the department or unit if these facts are found to be true.
- Ask Questions: is this the tip of a big, dangerous iceberg or not? What are the dimensions of the problem right now? Could it grow larger and more dangerous?
- Seek the counsel of others, especially those close to the situation, discreetly if needed.
- Let your values guide you. What is important and what is the right thing to do? CONFRONT the situation, don't ignore it.