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?