

7

STEPS

OF DEALING WITH A CRISIS

Source: Pastor Rick Warren, Saddleback Church, 3/29/2020 Sermon

STAGE 01

DENIAL

STAGE 02

DISMISSAL

STAGE 03

DEFIANCE

STAGE 04

DELAYED
ACCEPTANCE

STAGE 05

DISRUPTION

STAGE 06

DISTRESS

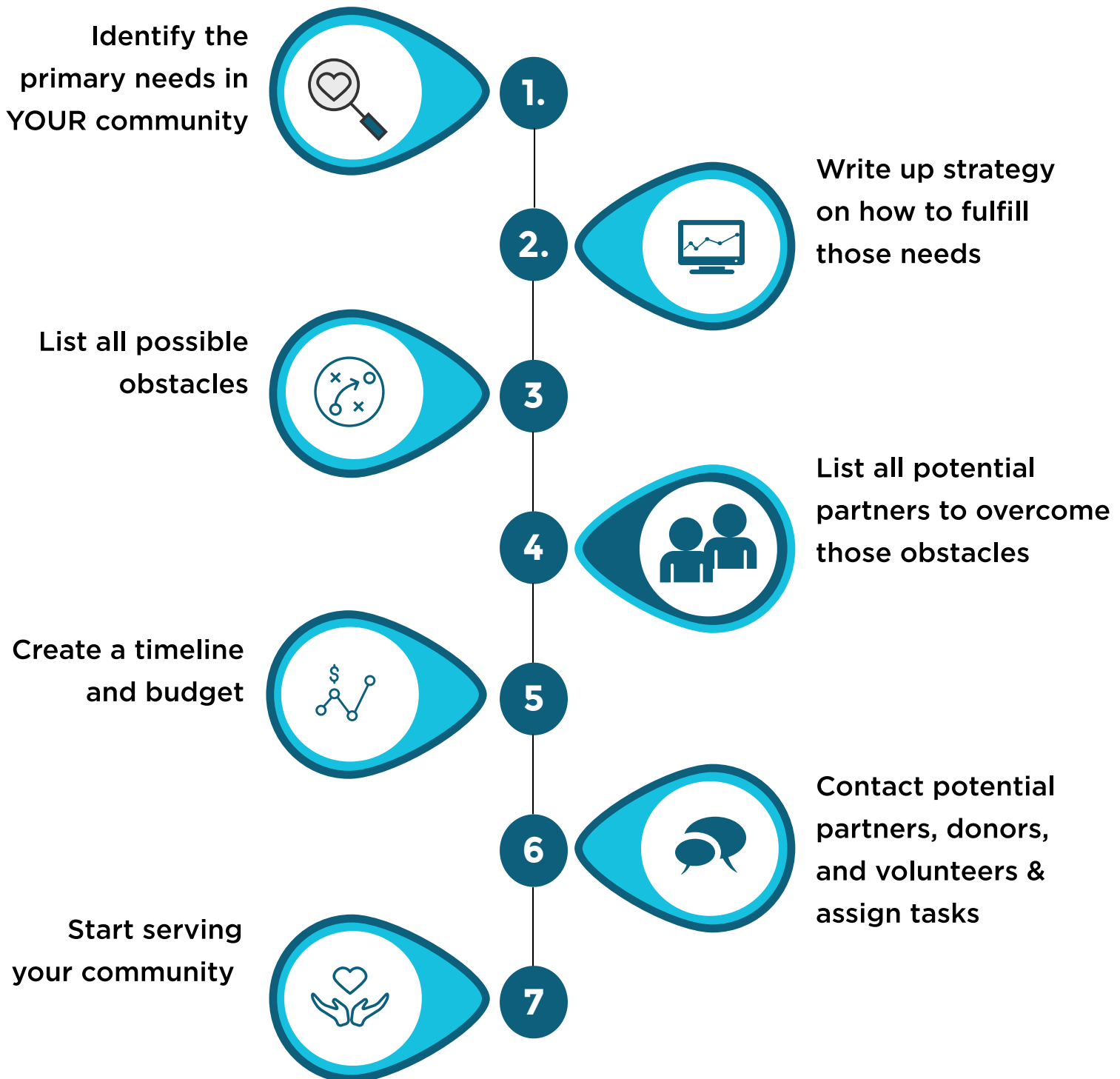
STAGE 07

DETERMINATION

For more information on how we can help your pregnancy resource center, please email us at questions@savethestorks.com



7 STEPS FOR A PRC TO SERVE YOUR COMMUNITY DURING THE COVID-19 CRISIS



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8 ESSENTIAL STEPS DURING CRISIS

8 STEPS

1

Control your worries.

You want to react, but not overreact. Don't let your imagination carry you into unrealistic fears.

2

Consult and coordinate.

Bring in help, in terms of both resources and perspective. Make sure that those who need to know are consulted.

3

Don't act in haste.

"Haste" is relative to the severity and potential severity of the threat. To the greatest degree possible, you don't want the speed of your response to detract from its effectiveness.

4

Establish a core team to handle the matter.

You don't want a crisis to consume the attention and energy of the entire organization.

5

Have a central contact person or group for information.

This can reduce rumors while producing a coherent view of what is transpiring.

6

Pay attention to fatigue.

If you keep the same team in place for a long period, its members will become less effective. Have a relief team.

7

Overcommunicate.

Ensure calming, informative, frequent communication with PRC staff so they are clearly aware of all plans and protocols in place.

8

Pay attention to your core values.

Stress may lead you astray. Keep your values in mind and beware of any short-term wins that may cause long-term anguish.

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CRISIS CHECKLIST

- Go through 7 Stages of Dealing with a Crisis with goal to get to #7: Determination
- Establish a team of prayer partners to find and guide the right task force
- Determine who will be your “Crisis Committee Task Force” from key staff, volunteers &/or board
- Set up call with your Task Force to review 7 Steps for a PRC to Serve Your Community during the coronavirus crisis
- Assign specific tasks to your “Crisis Committee Task Force” with key target dates
- Set up daily check-in calls during the crisis to ensure your task force is focused
- Develop a communications plan to notify media and community leaders when important milestones are reached (details provided at week 2 Town Hall Meeting)

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