

# BASIC COMMUNITY CRISIS RESPONSE TEAM TRAINING

## Who should attend?

Mental health professionals, school counsellors, police, emergency response personnel, human resource professionals, business continuity employee, humanitarian workers, clergy/ministers...

**Time:** 9 a.m. - 6 p.m. daily  
(24 contact hours)

**Venue:** American Club, 10  
Claymore Hill S(229573)

**Fee:** Early Bird - **\$1,075 SGD**  
After 15 Feb - **\$1,275 SGD**

**Closing Date:** 15 March '24

### To register:

Email interest to [DrAnderson@RCCounseling.com](mailto:DrAnderson@RCCounseling.com) with:

- 1) Name(s) of participant(s)
- 2) Contact phone number
- 3) Mailing address

### Payment:

Upon invoicing; payment may be made by PayNow, UEN, wire transfer or credit card.

### Terms:

- 1) Registration will be confirmed upon bank receipt of payment.
- 2) Training spaces will be allocated based on receipt of full payment. A minimum of 12 pax are required to run the program.
- 3) Full payment must be made before closing date.
- 4) If you are unable to attend the course after registration, no refund/cancellations will be made. Substitutions are permitted.
- 5) We reserve the right to cancel the program.
- 6) Attendance by reservation only.

(Mon - Wed) **15 - 17 April 2024**

## Introduction

School crisis, transportation accidents, suicide, earthquakes, tsunamis can happen anytime to anyone. When crisis occurs, individuals and the communities in which they live are changed forever. This training will prepare participants and their organisations to respond to the emotional aftermath of crisis, whether few or many are involved.



"UK Search and Rescue teams reach Chautara, Nepal" by DFID - UK Department for International Development is licensed under CC BY 2.0

## Learning Objectives

To gain an understanding of the nature of crisis and trauma from the perspective of the type of incident as well as the immediate and long-term impacts on the individual and community.

- ✦ To explore the issues of loss in death and dying as it relates to trauma.
- ✦ To gain an understanding of issues of age, culture and spirituality in responding to trauma.
- ✦ To learn crisis intervention, death notification, post-trauma counselling, group crisis intervention and crisis response coordination processes and skills.
- ✦ To practice individual and group crisis intervention and community response coordination skills.
- ✦ To learn about the impact of responding to crisis on the caregiver.

## Certificate of Completion

Upon successful completion, a certificate of completion will be issued by National Organization for Victim Assistance (NOVA), USA. To obtain the certificate by NOVA, each participant has to complete 100% attendance of the three-day training. Absence from attendance due to reasons like illness, work, family obligations, and other valid reasons will still be considered as being absent and will count towards the total time absent.

## Workshop Content

- ◆ Effect of trauma on the individual
- ◆ Effect of trauma on the community
- ◆ Long-term stress reactions
- ◆ Death & dying
- ◆ Crisis intervention & death notification
- ◆ Crisis: The continuum of age
- ◆ Cultural perspectives in trauma
- ◆ Post trauma counselling
- ◆ Coordinating a crisis response team
- ◆ Stress reactions of caregivers
- ◆ Spiritual dimensions in crisis
- ◆ Group crisis intervention

## Certified Crisis Responder

The Basic and Advanced Community Crisis Response Team trainings are the core trainings required to apply for recognition as a Certified Crisis Responder through the National Crisis Responder Credentialing Program Coordinated by NOVA.

For more information about the credentialing program, visit <http://www.trynova.org>.



**Restorative  
Community  
Concepts PL**

### For enquiries contact:

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(WhatsApp msg preferred)  
DrAnderson@RCCounselling.com  
UEN #202038175M

## About NOVA

The National Organization for Victim Assistance® (NOVA) sent its first Crisis Response Team to Edmond, Oklahoma, in 1986. Since that time, NOVA has trained and deployed thousands of responders to disasters small and large, natural and man-made, primarily all over the United States but also in other parts of the world. Founded in 1975, NOVA is the oldest national group of its kind in the worldwide victims' movement. NOVA's mission is to promote rights and services for victims of crime and crisis everywhere.



"North Dakota flood relief" by DVIDSHUB is licensed under CC BY 2.0

## Training Feedback

"The information given was practical, useful, and easy to understand. It contained easily digestible frameworks that can be immediately put to use in my work should crisis opportunities arise."

"It has been great. I especially appreciate how Suzanne has learned within and [worked] within the Singaporean context. It gives her great credibility in a cross-cultural context & is admirable—also shows humility."

"The 3 day training was the best professional development that I have had. Ever. I have shared that with my administration and the other counsellors. It was clearly well presented, but also relevant, important, stretched me and reminded me that we have to care for ourselves too. Thank you for 3 really wonderful - and exhausting! - days."

*Participants will be asked to reflect on their own personal experiences for course activities. To optimise the success of the training participants are requested to clear their schedules for the dates of the training and plan to participate without interruption. Thank you.*

## Trainer's Profile

Dr. Suzanne Anderson is a certified crisis responder and trainer with the National Organization for Victim Assistance. Suzanne has trained crisis intervenors in the United States, Canada, Yugoslavia, Singapore, India, Thailand, Indonesia, China, Vietnam, Nepal and Myanmar. She has responded onsite or assisted in response to industrial accidents, a hurricane, tornado, earthquake, cyclone, tidal surge, tsunami, terrorist attack, drowning, school crises, plane crash, suicides, and worked with war refugees.

From the USA, Suzanne is a Registered Social Worker in Singapore, in clinical practice at Restorative Community Counselling (a service of Restorative Community Concepts). She completed her Master of Social Work at the National University of Singapore and Doctorate through the University of Southern Queensland studying human trafficking.

