



Preparing For Questions That Might Arise In Your Team

As leaders in the recovery post evacuation process, one of the most challenging moments may be those of uncertainty and unpreparedness for the types of questions your clients and staff may have. In this challenge lies opportunity.

Here are a few ways to deal with this particular challenge and turn it into an opportunity:

- 1) Have the Board of Directors and leadership brainstorm and anticipate the types of questions that the clients, community and media may have. Then, script short answers (bullet points or sound bites) in the form of an **FAQ (Frequently Asked Questions) document**. Share this document at a meeting with staff and by giving them a copy. This ensures your key messages are consistent, and, that accurate information is shared.
- 2) Keep a running list of questions that come to leadership. This will help you share the information with staff and help them feel better prepared by having answers. It will also identify trends, and where there may be opportunity for leadership to provide training, support or resources to the team.
- 3) Where appropriate share the Questions and Answers in your organization's social media posts. For example in a Facebook post you may post the question that came into staff by clients "my child is having nightmares, what do I do?" Then post a short answer such as 1) reassure your child he/she is safe. 2) encourage your child to talk about it 3) 3 great resources (post link) . You can post the question on a meme (pictures grab attention) and the answers in the post. Tag other agencies and people so the post gets more engagement and is seen by more people. And in the answer ask people to share with others they know who would want this information.
- 4) Have a **Communications Binder** where fire and recovery related resources and information is stored.