

When the Worst Happens: Employee Care and Support During and After Crisis

Crisis can arise at almost any time and impact our communities in countless ways. As local government leaders, we are not only working to manage the crisis itself, but also to help our employees navigate the stress and emotion of the situation. In this session, we'll talk about the reality of crisis, discuss some common stress reactions, and share tips for how to incorporate employee care into a crisis prevention, preparedness, response, and recovery plan.

Rachel Brozenske is the Vice President of Allison Partners, an organizational development consulting practice that helps clients solve problems, strengthen teams, build leadership capability, and navigate the 'messy people stuff' that can happen at work. A former graphic designer, Rachel later worked as a strategy consultant with the Monitor Group and as a senior coach with Play, a creativity and innovation consultancy. She earned an M.B.A. from the Darden School of Business at the University of Virginia, where she now serves on the adjunct faculty. She is a certified Senior Professional in Human Resources (SPHR) and a coauthor of *The Designing for Growth Field Book: A Step-by-Step Project Guide*.

Emily Pelliccia is the Deputy Chief of Administration for the City of Charlottesville Fire Department. In this capacity, her primary responsibilities include financial and personnel management as well as oversight of the Health & Safety section for the department. During her 25+ years of public safety service, she has practical experience in crisis management having served in various operational roles from firefighter/paramedic to shift battalion chief as well as tactical medic for the City's SWAT team. Emily holds a bachelor's degree in Emergency Management and is also a graduate of the Virginia Tech Local Government Management program. Chief Pelliccia has also served for the last six years as Chair of the Board of Directors for the Central Virginia/Shenandoah Chapter of the American Red Cross serving 19 counties and three cities in the Commonwealth of Virginia.