

INVISIBLE WOUNDS IN THE AFTERMATH OF A MASS SHOOTING

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BEHAVIORAL HEALTH COORDINATOR
VEGAS STRONG RESILIENCY CENTER







Estimated
22,000+
Concert Attendees



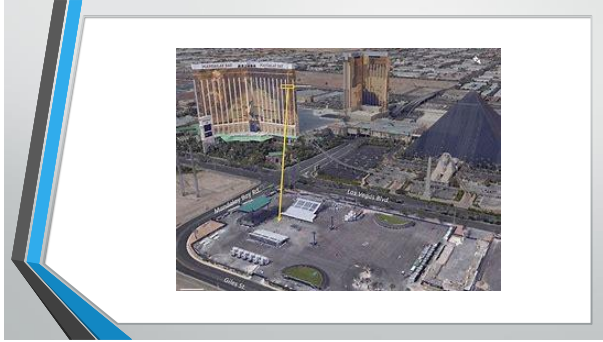




Wikipedia

- On the night of October 1, 2017, (a shooter) opened fire on a crowd of concertgoers at the Route 91 Harvest music festival on the Las Vegas Strip in Nevada. (He) fired more than **1,100 rounds** from his suite on the 32nd floor of the Mandalay Bay hotel, killing **58** people and leaving **851 injured** – over 400 of them by **gunfire** and hundreds more in the **ensuing panic**.







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A University and Community Mental Health Response to 1 October

Sara Hunt, PhD
Assistant Dean of Behavioral Health Sciences
May 4, 2019





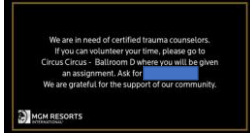
Timeline: October 2nd

- ❑ Midnight = call to Psychology faculty
- ❑ 12:30 a.m. - 4:30 a.m. = faculty providing psychological first aid
 - ❑ Blankets
 - ❑ Cell phone chargers
 - ❑ Rides home/hotel
 - ❑ Reliable updates
- ❑ 9:00 a.m. = PRACTICE staff coordinate crisis response; Mojave Counseling Clinic staff coordinate crisis response



October 2nd continued...

- ❑ **Community-wide response from mental health clinics**
 - ❑ **Free; walk-in sessions**
 - ❑ **Support groups**
- ❑ **MGM Resorts call for mental health professionals**
 - ❑ **Teams of two; day and night shifts**
 - ❑ **70+ individuals responded; local and out of state**
- ❑ **Creation of the Family Assistance Center**



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Two weeks...

PRACTICE:

- ❑ **Created free walk-in schedule**
- ❑ **Doctoral, post-doctoral, and staff outreach in student union**
- ❑ **Constructed letter to parents for CCSD**
- ❑ **Responded to media requests**
- ❑ **Acted as central hub for consolidating information**
- ❑ **\$20,000 donation**

Mojave Counseling Clinic:

- ❑ **Transferred psych holds from UMC**
- ❑ **Coordinated debriefing with CEO, surgery, and ER**
- ❑ **Identified location for free crisis counseling; expanded hours to 7 pm**
- ❑ **Notified community providers; 56,000 shares of Facebook post**
- ❑ **Contacted by FL non-profit; \$10,000 grant**
- ❑ **Responded to media requests**



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1 October Data

First 5 months:

- ❑ **PRACTICE: ~30 hours of free services; 15 individuals**
 - ❑ **One time vs 3-5 sessions**
 - ❑ **Ongoing calls for care for serious/complex response cases**
- ❑ **Mojave Counseling Clinic: 70 individuals**

Today:

- ❑ **PRACTICE: continue to see one client with complex PTSD**
 - ❑ **Media contact (recent Parkland & Sandy Hook suicides)**
 - ❑ **Expanded outreach (resiliency; psych first aid)**
- ❑ **Mojave: continue to receive referrals**
 - ❑ **Plan for long-term services; grant funding**

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Lessons Learned

- ❑ Needed to review EBT for crisis response; lack of plan
- ❑ "Advocate fervently" importance of mental wellness/resilience at individual, community levels
- ❑ Triageing media requests
- ❑ Unexpected outside offers for assistance
- ❑ Financing long-term response
- ❑ Confidentiality concerns for services outside EAP

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Recommendations

- ❑ Identify methods to quickly disseminate information to community providers
- ❑ Identify where victims are likely to be treated; have key mental health staff ready to move psychiatric patients
- ❑ Resource plan for all providers to use with discharge planning; collaboration with community partners
- ❑ Plan for responding to media requests; coping and resources focus
 - ❑ Opportunity to educate public; avoid speculation of perpetrator
- ❑ Reserve "goodwill and motivation" to help down the line
- ❑ Include university training programs in plan development
 - ❑ Valuable resource to campus and community

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State Professional Organization Response

- ❑ Nevada Psychological Association (NPA)
 - ❑ "Ways to get help and ways to give help."
 - ❑ APA Communications team reached out morning of October 2nd
 - ❑ Connected with Disaster Response Network Coordinator
 - ❑ NPA creates Disaster Response web page: <https://www.nvpsychology.org/public/disaster-response/>
 - ❑ Provided outreach to local media; psychological first aid
 - ❑ Partnered with Red Cross; structure for referrals
 - ❑ RC provided Disaster Mental Health Volunteer training
 - ❑ Contact Clark County School District, private schools, charter schools
 - ❑ Vetted and coordinated outside requests and offers for services and training

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State Professional Organization Response

Lessons learned:

- ☐ Identify organization's response goals and scope
- ☐ Create Disaster Response Network Coordinator
 - ☐ Members trained as Red Cross Disaster Mental Health Volunteer
- ☐ Establish clear policies:
 - ☐ Designated roles of board members
 - ☐ How to disseminate information
 - ☐ Activate trauma-trained local clinicians
- ☐ Clear and concise dissemination of info to members through listserv and social media

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Final Thoughts

Post traumatic growth: "My life change" – Karessa Royce

<https://youtu.be/VfsCI17sug4>

Deryk Engelland speech:

<https://youtu.be/Io4Q56G95cY>



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Acknowledgments

- Dr. Alison Netski (Department of Psychiatry and Behavioral Health)
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- UNLV Magazine (Fall 2017)

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58 Lives

851 Injured





IMMEDIATE NEEDS



IMMEDIATE NEEDS

FAMILY ASSISTANCE CENTER & CALL CENTER

- Support and Comfort
- Identifying Victims
- Finding Family Members
- Identification documents



Outpouring of Support



IMMEDIATE NEEDS

FAMILY ASSISTANCE CENTER & CALL CENTER

- Lodging
- Medical
- Travel
- Childcare
- Health Insurance
- Police reports



IMMEDIATE NEEDS

FAMILY ASSISTANCE CENTER & CALL CENTER

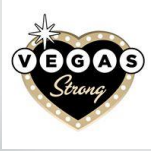
- Crime Victim Benefits / Compensation
- Counseling/Spiritual Care
- Legal services
- Finding personal belongings
- Advocacy
- Consulate services





VEGAS STRONG RESILIENCY CENTER

Transitioning to a more permanent service model



Help people connect with services they may need over time to help them build resilience and strength in the aftermath







MULTI-AGENCY COLLABORATIVE

LEGAL AID CENTER
of Southern Nevada



Clark County
Social Services

Nevada Victims
of Crime
Program

Nevada Division
of Child and
Family Services

Southern Nevada
Adult Mental
Health Services

LVMPD Victim
Services

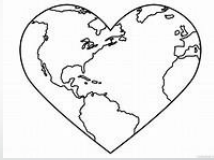
Legal Aid of
Southern Nevada

SERVICES

- Victim Advocacy and Support
- Grief Counseling and Spiritual Care Referrals
- Technical Assistance Accessing Online Resources
- Referral and Resource Hub
- Website
 - Resources
 - Coping Tips
 - Contact Information
 - News Releases

IMPACT*

- 46 States
 - California
 - Nevada
 - Arizona
 - Washington
- 5 Countries (160 people)



*Registered with VSRC February 2019



22,000+
Concert Attendees

58 Angels
58 Empty Bar Stools

851 Injured

<https://youtu.be/CRsA65ROMPQ>



Who are the "Survivors?"

Who are the "Survivors?"

- Concert Goers
 - Family
 - Friends
 - Neighbors
 - Co-Workers



Who are the "Survivors?"

- Concert Employees
 - Food Trucks
 - Entertainers & Crews
 - Stage Hands
 - Security
 - Wait Staff



Who are the "Survivors?"

- Resort Community
 - Airport
 - Students
 - Visitors



Who are the "First Responders?"



Who are the "First Responders?"



- Police
- Fire
- Ambulance
- Dispatchers

Who are the "First Responders?"

- NDOT
- Command Center
- Hospital Staff

Las Vegas Area Hospitals

- 13 area hospitals received multiple victims.
- 27 victims later died at local area hospitals:
 - 4 - Desert Springs Hospital
 - 3 - Spring Valley Hospital
 - 1 - Valley Hospital
 - 16 - Sunrise Hospital
 - 3 - University Medical Center (UMC)



Who are the
"Last
Responders?"

- Coroner's Office
- Crime Scene Specialists
- Crime Scene Clean Up
- Medical Staff
- Hospital Staff

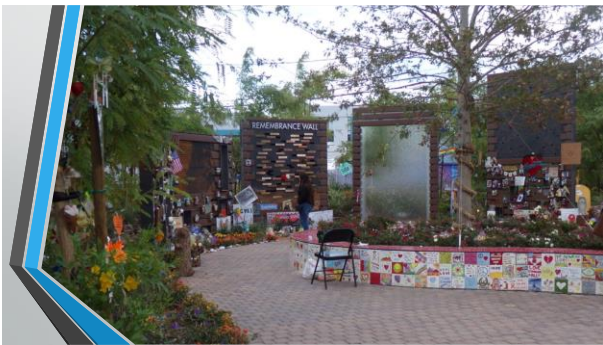
Behavioral Health – Ongoing

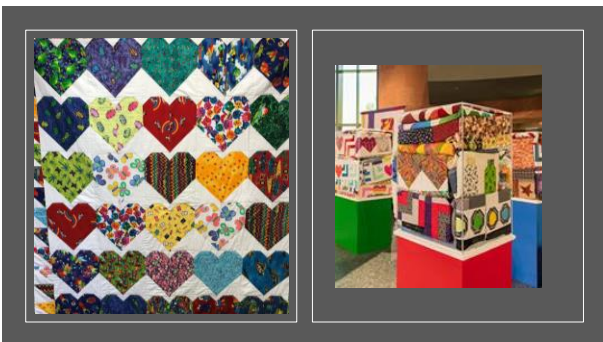
SURVIVORS

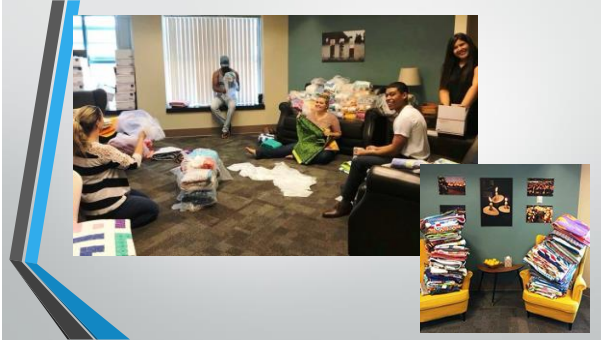
- Event & Memorial Support

*In Development



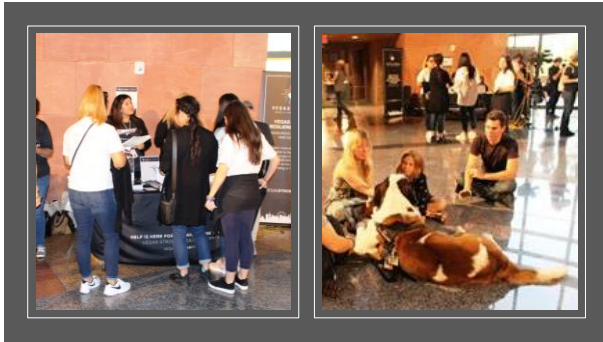


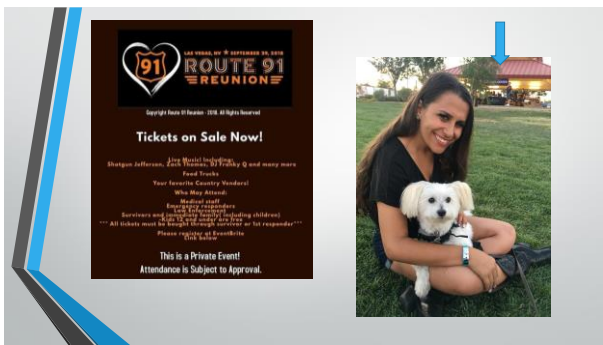


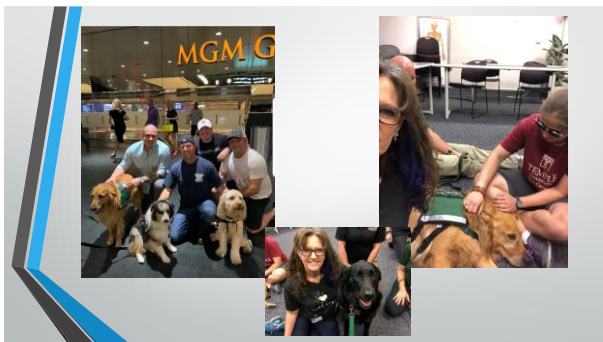














Behavioral Health – Ongoing

- Provider Vetting
- Social Media & Website
- Information & Education
 - Information Sessions

Behavioral Health – Ongoing

- Referrals
- Crisis Intervention
- Survivor Groups*
- Peer Support*

Behavioral Health – Ongoing

FIRST RESPONDERS

- Provider Vetting
- Peer Support Gatherings
 - Education
 - Information Sharing
 - Networking
- Collaboration

Behavioral Health – Lessons Learned

**DEBRIEF THE
DEBRIEFERS!**

Behavioral Health – Lessons Learned

- Coordination of Providers
- Trained in Critical Incident Response

Behavioral Health – Lessons Learned

LISTEN

“22,000 Ways”

Behavioral Health – Lessons Learned



LISTEN



Behavioral Health – Lessons Learned

LISTEN



"You don't get past it, but you
do get through it."

Survivor

Behavioral Health – Lessons Learned RESPOND



Behavioral Health – Lessons Learned RESPOND



Behavioral Health – Lessons Learned

EXPLORE



"My scars aren't on the outside
where others can see them.

Sometimes I wish they were."



Survivor
over 18 months later

