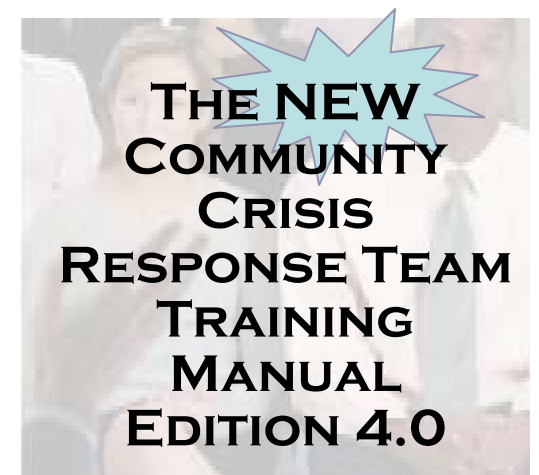
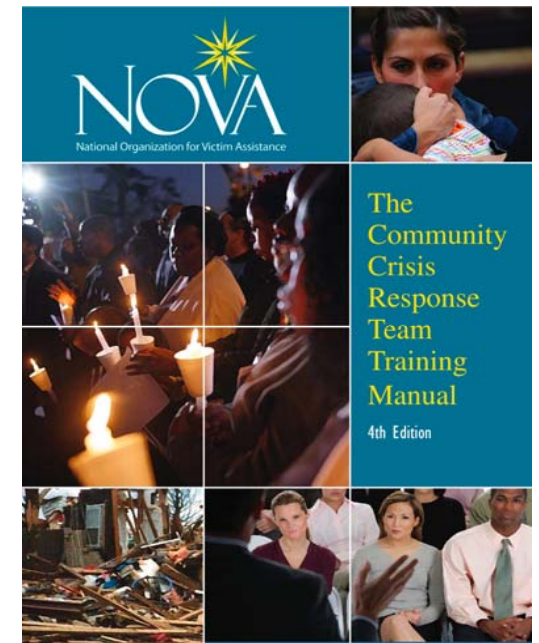
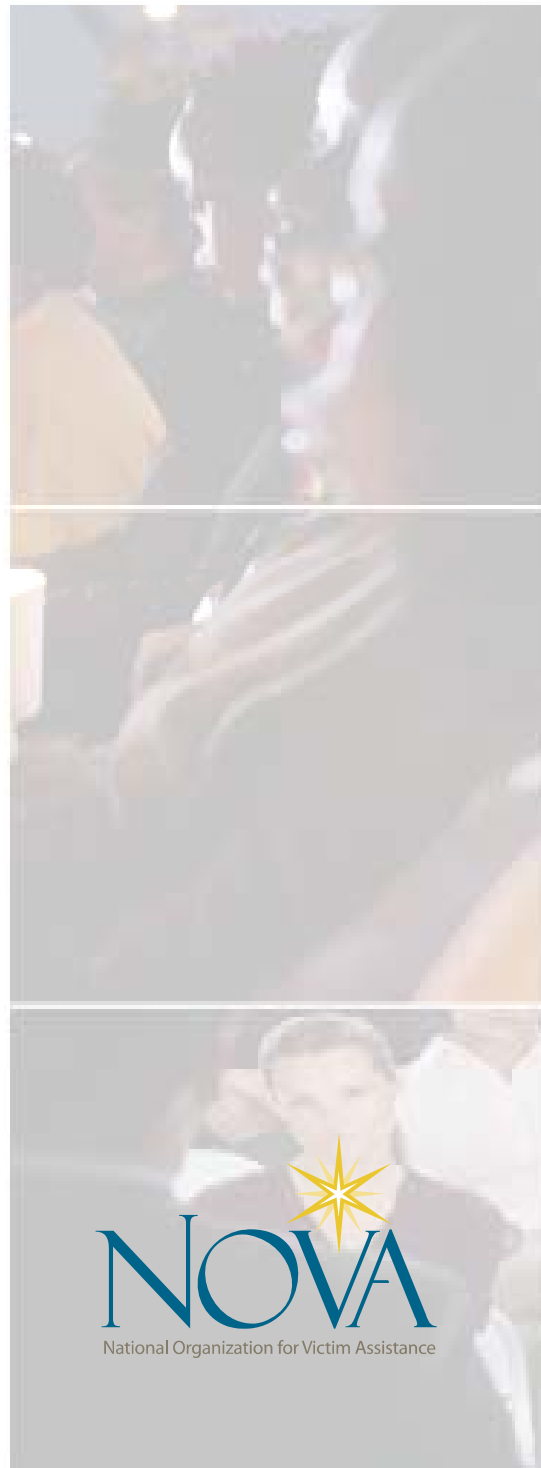


ABOUT NOVA

The National Organization for Victim Assistance is a private, non-profit, 501(c)(3) organization of victim and witness assistance programs and practitioners, criminal justice agencies and professionals, mental health professionals, researchers, former victims and survivors, and others committed to the recognition and implementation of victim rights and services.

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.

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BACKGROUND TO EDITION 4.0

The National Organization for Victim Assistance (NOVA) first published a crisis response manual in 1987 in the aftermath of a team that was sent to Oklahoma after a mass casualty murder. That team's observations and knowledge were translated into the first training curriculum for community crisis response.

In 1994, NOVA published its second manual on "Responding to Communities in Crisis" to accompany NOVA's National Crisis Response Team (CRT) Training Institute, which had served as the training center for our Crisis Response Team volunteers. In 1998, NOVA published major revisions of that manual.

Teams deployed in the aftermath of 9/11 provided the next substantial updating of the manual, particularly in the area of Family Assistance Centers and Companionship.

Since the inception of NOVA CRT training, and the commensurate teams that emerged, NOVA has presented

hundreds of CRT training seminars and deployed literally thousands of individuals in teams to various communities in crisis in the aftermath of mass murders, serial murders, hostage-takings, floods, earthquakes, hurricanes, tornados, airplane and train crashes, and so forth.

The CRT Manual was originally written as a training guide for individuals and communities interested in responding to crisis. This edition preserves the core content in the NOVA processes and protocols while representing input from many generous experts regularly applying these principles in the field.

While the original crisis intervention protocols remain, this Fourth Edition represents the next evolution of best practices and also of functionality in the field of Crisis Intervention.

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