



Crisis Management Plan. Palestine Trauma Centre (UK)

REPUTATION

1. Mitigation and Prevention.

The main hazard is reputational damage that will affect donors and their perception of PTC(UK). All those who first see PTC(UK) through its website will be immediately aware of its humanitarian purpose and non-political nature. All those who work in PTC(UK) therapy teams will know of our ethical expectations. PTC(UK) is able to withdraw support for partners or teams inside Gaza at any time. Any member of the work team knows that they will not continue to be part of PTC(UK) if they have done anything which could bring PTC(UK) into disrepute. Obvious political affiliations by team members or partners will mean that their connections to PTC(UK) will cease.

2. Preparedness.

All “Friends” of PTC(UK) – regular donors, patrons and partners- receive an annual report of activities, with photographic and statistical evidence. They also have the opportunity to attend an annual public meeting to ask questions and hear about the therapy work in more detail. These routines build personal relationships and enhance confidence in our openness and competence so that if a crisis occurs, it will be assumed that stakeholders have ready access to the Chair of trustees and the Projects supervisor to make enquiries and be kept informed.

A Social Media Policy, agreed with trustees, therapy teams and partners exists to make prevention practices clear.

The policies of PTC(UK) are clear on its website, so that ethical standards can be clearly found and any breaches immediately identified.

All social media platforms of PTC(UK) are supervised by the Chair of trustees, the Data Protection Officer and the Projects Supervisor (so that Arabic content can be checked).

3. Response.

In the event of published material detrimental to PTC(UK)’s reputation appearing on the Facebook pages, websites or other social media platforms of staff or partners, the matter is immediately raised with the person concerned by the chair of trustees and/or projects supervisor. That person may be warned, disciplined or asked to leave PTC(UK)’s team.

DELIVERY OF PROJECTS

1. Mitigation and Prevention

All project workers are contracted and there is regular communication between the project supervisor, chair of trustees and a UK team of therapists with the teams in Gaza. Ongoing monitoring is essential to deal with everyday problems that may arise and to guide or warn team members when necessary.

2. Preparedness

The Memorandum of Understanding can be withdrawn at any time if problems with the delivery partner become too great to solve through negotiation. PTC(UK) has no assets or legal responsibilities inside Gaza and so is not vulnerable to risk from prosecution or accident claims from there. If projects stop being delivered for any reason, PTC(UK) trustees are not obliged to set them up again but will inevitably try to do so for the sake of the teams in Gaza they support and the children and families who receive the mental health support.

3. Response

In an extreme case, all contact with people in Gaza could cease. Recent experience has shown how easy it is for PTC(UK) to protect its finances and therapy teams from the malign activities of a delivery partner on the ground.

The bank used in the Palestinian Territories is officially recognised and is not linked to unofficial or dangerous organisations. It can freeze money that is likely to be used inappropriately. The process of unfreezing can only take place through officially recognised channels.

FINANCIAL SECURITY

PTC(UK) uses conventional banking systems and has accounts professionally audited each year. The same applies to the delivery team and partner in Gaza. See above for banking. PTC(UK) has no assets or employees and therefore no debts. The team in Gaza have no large overheads and rent space and transport. Therefore they will not accrue debt. All receipts are kept.