

Recovery and Resiliency – Post Robberies

Vancity's approach to managing through crisis to recovery – or from Good to Great

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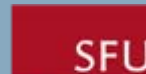
Key facts about Vancity

- 60 years old
- Canada's largest credit union with \$11.8 billion in assets
- 340,000 members and growing
- 30% of annual profits go back into the community



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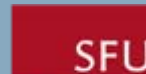
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Situation

- Robberies are an unfortunate reality in the banking industry
- 237 branches of the financial institutions in Vancouver will be robbed in a given year
- We don't know what other financial institution figures are but robbery related claims that have gone to WCB between 2002 – 2006 average 62 days per claim. In Vancity, 17 of 19 robberies in 2005 had no days absence due to robbery – 2 had an average absence of 2 days.
- Vancity suffers this crime in the same degree as other banks



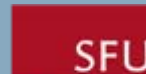
Situation

- Part of the problem is that this is often seen as a “victimless crime” ...against a “faceless bank”
- It is not. It is deeply personal crime against individuals who are employed by the banks.



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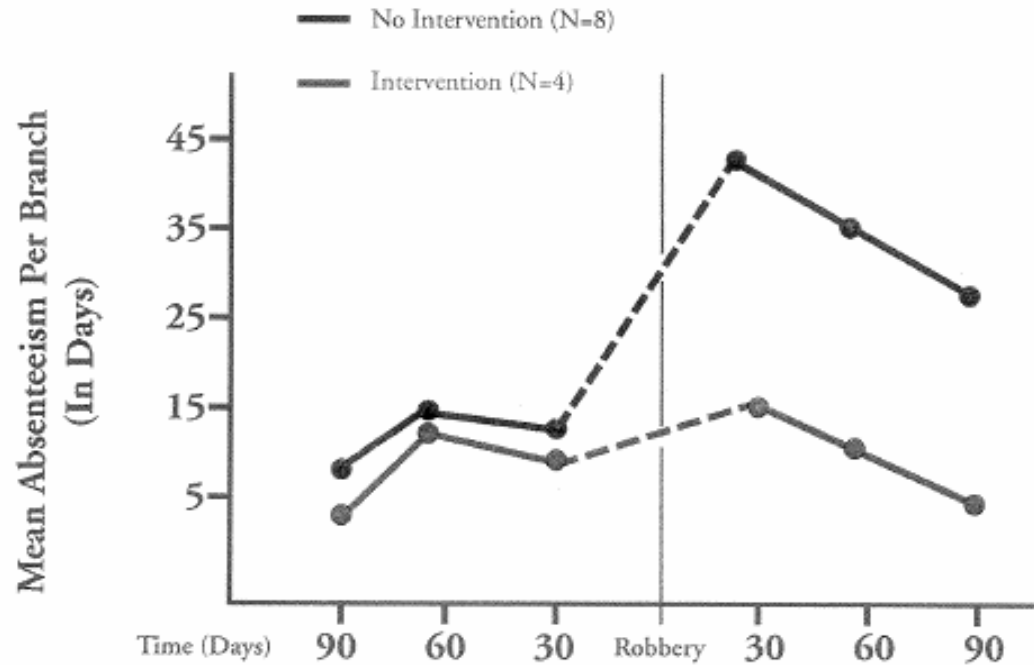


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Effects of Trauma Counseling on Post Robbery Absenteeism (1987)



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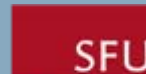
Robbery Types: Distinctive Staff Responses

1. One-on-One
2. Take over
3. Siege
4. Witnessed
5. Vicarious
6. Retro-jolt
7. Multiple
8. Cluster



Intervention Structure & Function (Purpose: Stabilization)

- Self-selection
- Informal groups; 30 – 60 + minutes
- Event narrative (sense-making)
- Group cohesion
- Possibilities for coping
- Trauma education concepts & resources
- 24 hour availability



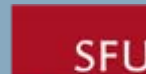
Employee Engagement

- We believe that actively engaged employees bring about a positive proactive and innovative approach to our members
- Proactive engaged employees are the source of our success
- Unengaged employees could provide poor service, makes errors , or worse yet, leave our organization leading to retention and recruitment issues



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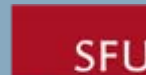
Solution

Our solution to minimize risk post-robbery is practical and integrated with our Employee Programs



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Why does this work?

- We combine our process for recovery within the standard and norms of caring into our culture to support the individual
- Trust is built into our programs in the good times to help us through the rough times
- Our programs are interconnected, consistent and integrated
- Creates a certainty around our true commitment to our employees
- No “Lone Rangers” need apply



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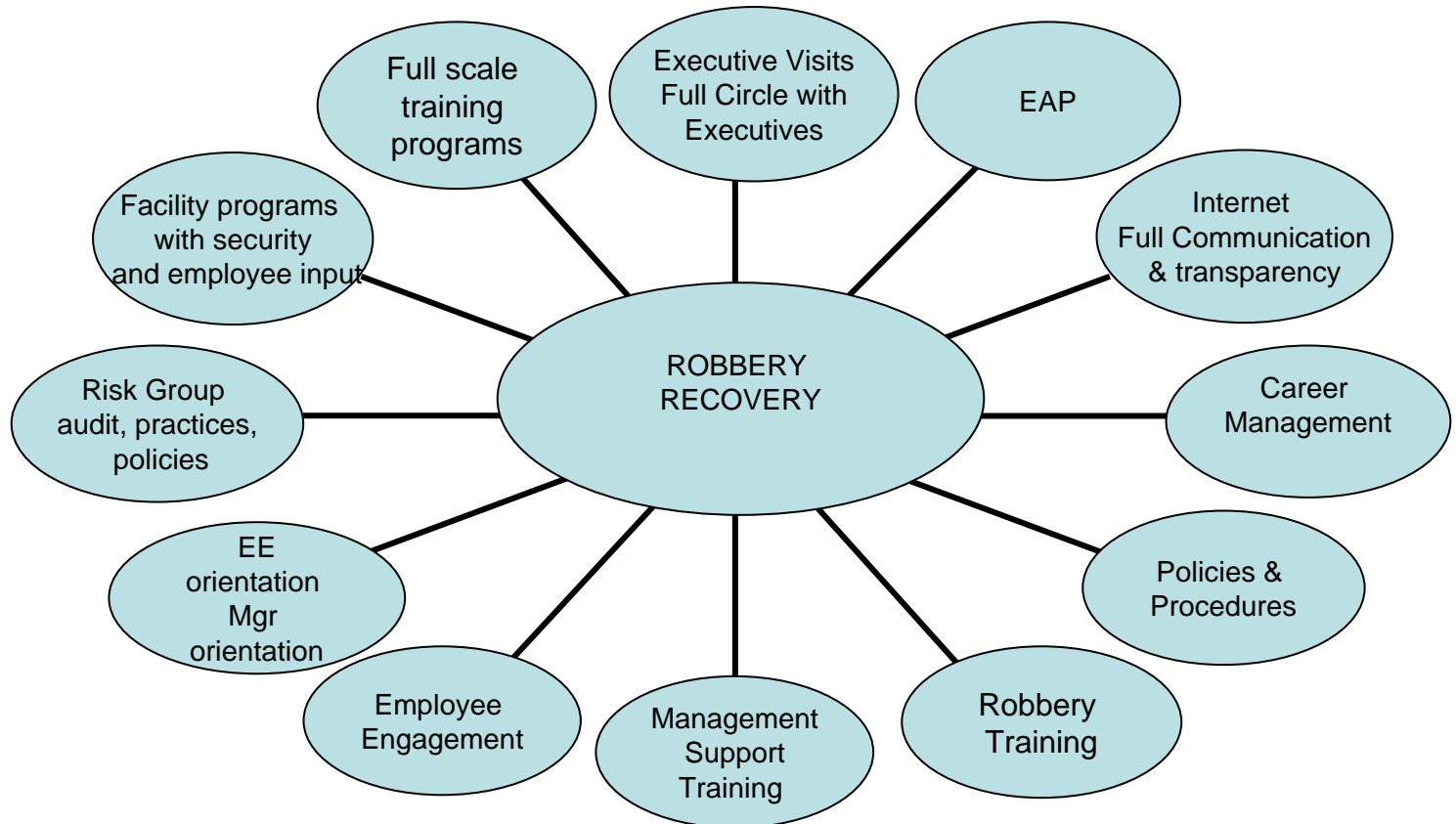


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Moving from Good to Great

- It would be very easy and straight forward to transfer our robbery intervention program to another company
- This would provide a Good program
- To move from Good to Great... A full review of all the programs that support employees needs to be preformed to ensure consistency of words, actions, and history
- If you want to support your employees through crisis – you need to be there for them in the good times

