When Bad Things Happen:

Our Commitment to You. Our Expectations of You.

Redwoods exists to create safe communities for all. Yet even in the safest communities, people still get hurt. That's why we are committed to standing by your side and offering our support when a serious incident does occur. You can expect more from us than you would a traditional insurance company.

The exact process will depend on the type of claim and the specific circumstances in which it happened. Know that working through a serious claim is a long process. We will be there with you through every step, and need you to be there too to ensure healing for everyone.

We pledge:

Empathy:

Behind every claim there are human stories. Your community's needs are at the heart of our decision making.

Comprehensive Support:

From media statements to staff counseling, we focus on organization-wide support—not just financial settlements.

Transparency & Involvement:

You know your community best. Wherever possible, we will involve you in decisions about the claim.

We expect more from you, too.

Living your values and mission is critical in times of crisis. Our experience has taught us that leadership-level engagement plays an integral role in the healing process, for individuals, families, and communities.

We expect organization leaders to:

Be There:

Go to the hospital. Show them that you are committed to doing the right thing—regardless of who is at fault. Engage in the tough conversations—especially with family members of those who have been hurt. Be patient. Hurt takes many forms and takes time to heal.

Be Available:

Redwoods needs to have clear channels of communication to both CEO/Executive Director and key staff members involved with the claim.

Represent:

When you are asked to represent your organization in front of local and/ or national media, we ask that you coordinate with Redwoods. We will bring a broader team in this effort—including defense counsel, PR rep, claims adjusters.

Participate:

We need to work together to prevent another incident. That includes on-site investigations and follow-up conversations with your consultant. With leadership-level support, this learning process has the best chance for lasting impact

Check In:

The impacts of a crisis reach beyond the direct victim. From staff to bystanders, it's important to consider who may be experiencing trauma or stress and what you can do to help.

Communicate:

Convene your core leadership. Discuss with your Board. Retrieve and share your media/PR policies with us. In cases of abuse, we may require that you communicate with other families, staff, and other stakeholders to uncover if further incidents have occurred.

