

## ADVICE FROM COLLEAGUES ON RESPONDING TO CRISES

Family funders interviewed for this *Passages* issue paper were asked what lessons they had learned from responding to crises. Talking over each of these points can help your family shape how it responds to crises.

- Pause before acting. Set aside time to talk with your board about how your foundation can be most helpful.
- Support experts in disaster relief.
- Be diligent in doing research: find out what services are being provided, what more is needed, who is likely to be overlooked, when help should be given, and for how long?
- Don't rely solely on community leaders or government organizations for information. Talk with people in the community affected directly and indirectly by the crisis.
- Don't put narrow restrictions on grants, such as naming a specific population as recipients. It's easy to be swept up in stories of heroes and overlook the invisible victims.
- Share what you did and what you learned with foundation colleagues.
- Think long-term.
- Make grants that address systemic or root causes of the crisis.
- Engage people who live and work in the community in planning and implementing responses to the crisis.
- Learn from past mistakes.
- Be patient; change takes a long time.