

Designating a Central “Point Person” for Communications

Part of being in crisis is that the normal rules change.

Right now, you need to focus on your immediate safety and stabilization needs.

Designate someone you trust - who is not in crisis, and has strong organizational and communication skills - to field responses from concerned family and friends.

The role of your point person is:

- To field all communications
- Ensure your friends and family that you're safe and
- Ask for whatever help is needed in a centralized way.

It will take time to figure out what you need. Let your point person know what you need as the situation evolves.

You can check in with your point person as often as needed - and discuss what should be shared with which people in your network, based on who reaches out.

In describing your needs, don't hold back from being specific, as in:

I need:

- Temporary housing in the Los Angeles area
- I need to get away from the LA area for a few days
- I need someone to organize a meal train
- I need someone to pick up these household items
- I need an attorney to advise us on insurance related negotiations
- I need someone to fold our kids into their lives for the next couple weeks while we explore housing options.

- I need to borrow a car for a few months.
- I need access to someone's home office to file our insurance claims.
- I need someone to drive our kids back and forth to school and other activities for a few weeks.

In addition to directing people to your point person via your VM and email auto-reply functions, iPhone allows you to create an auto-reply to text messages which you can use to direct concerned family and friends to your designated point person.

Follow the steps discussed below to re-direct people to a central point of contact.

Setting an Auto-reply on your iPhone ([Source](#))

- 1) Launch the Settings app on your iPhone.
- 2) Choose "Focus."
- 3) Tap the (+) icon from the top-right corner.
- 4) Select the Driving mode.
- 5) Hit "Customize Focus" when prompted.
- 6) Select the Auto-Reply option.
- 7) Direct the AUTO-REPLY TO:
 - a) Certain people
 - b) Favorites
 - c) All Contacts
- 8) Write an auto-reply message as you desire. For example:

Thank you for checking in with us. We are safe and currently focused on figuring out next steps. If you are a family member or friend who wants to support us, please reach out to Liz Handler at (insert email).

NOTE: You can use Driving Focus mode any time you are busy or want to concentrate.

To activate this function, access Control Center → Focus → Driving.

Once the purpose is over, disable it the same way.