



Maybe the Purpose of your Life is to Serve as a Warning to Others

Presented by: **Toni Hauser, MA, CEM, Supervisor, Emergency Preparedness and Response, City of Minneapolis – Health Department**

Presentation Abstract: How do we take care of our staff and colleagues? Do we know when they're overwhelmed? Do we praise them for being resilient and then ask them to do more work? What does burnout look like in others? What does burnout look like when you're in the midst of it? Toni hopes that sharing her personal journey through burnout will help others learn from her mistakes. We can't accept that burnout is a normal part of our work. We have a responsibility to take care of ourselves and each other.

Speaker Bio: Toni has 14-ish years of experience in emergency management in the public and private sectors. She started her career during the H1N1 pandemic as an emergency preparedness specialist with the Minneapolis Health Department, and was in that role for nine years. In 2018, Toni joined the crisis management program at Xcel Energy, where she was part of the team that launched the Enterprise Command Center. She returned to the Minneapolis Health Department in 2020 to assist with the COVID-19 pandemic response, and now leads the department's emergency preparedness and response program. Toni also served in the Minnesota Army National Guard from 2009-2015, during which time she conducted biological agent monitoring with the 434th Chemical Company and was the CBRN Noncommissioned Officer for the 682nd Engineer Battalion. Toni received her Master of Arts in Emergency and Disaster

Management in 2014, and the designation of Certified Emergency Manager in 2017. She is very proud to be the unofficial president of the unofficial Carolyn Harshman fan club.