

Eleanor M. Ross, Trauma Counselor
President & Founder

Eleanor M. Ross & Associates, Inc., Workplace Violence & Crisis Management Specialists

◆ **Credentials**

Board Certified Expert in Traumatic Stress
Diplomate, American Academy of Experts in Traumatic Stress
Registered Traumatologist
Certified Disability Management Specialist - # 03928
Certified Case Manager - # 01951
Listed in the National Registry of Experts in Traumatic Stress

◆ **Professional Memberships**

American Academy of Experts in Traumatic Stress
American Psychological Association - Associate # 8115-0880
International Society of Traumatic Stress Studies - # 2549
International Critical Incident Stress Foundation - # 5786
Georgia Psychological Association - Associate
Registered Traumatologist - Green Cross Projects

◆ **Other Memberships**

International Association Of Industrial Accidents, Boards & Commissions Chair, Rehab Committee 10 yrs.
Southern Association of Workers' Compensation Administrators Chair of Rehab Committee for 5 years
National Restaurant Association

◆ **Education**

M.Ed., Human Development & Learning, Counseling

University of North Carolina at Charlotte

B.A., Psychology & Sociology

North Carolina State University

Post Graduate Studies

N.C. State University, U.N.C. - Chapel Hill; University of Maine; Duke University;
Arizona State University; University of Maryland

◆ **Experience in Crisis Management**

Coordinates the crisis response teams for companies throughout the United States; Workplace violence is the number one crisis handled daily; Other crises handled include: Armed robberies, shootings, assaults, rapes, murders; hostage situations;
Lead Trauma Counselor and Crisis Coordinator, World Trade Center bombing
E.Coli outbreak for national restaurant chain in the Pacific Northwest
Carbon Monoxide Poisoning of employees and customers
San Francisco and Los Angeles earthquakes
Oklahoma City Federal Building bombing; Commercial airline crashes
Traumatic and sudden deaths of managers and co-workers
Food borne illnesses and infectious diseases of food service workers
Closing of up to 100 stores nationwide at the same time