Crisis Counseling Assistance and Training Program
Trainer’s Toolkit

Handout 7

Organizational Approaches for
Stress Prevention and Management
## Organizational Approaches for Stress Prevention and Management

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Immediate Response</th>
<th>Long-Term Response</th>
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| **Effective Management Structure and Leadership** | – Clear chain of command and reporting relationships  
– Available and accessible clinical supervisor  
– Shifts no longer than 12 hours, with 12 hours off  
– Briefings provided at beginning of shifts as workers exit and enter the operation  
– Necessary supplies available (e.g., paper, forms, pens, educational materials)  
– Communication tools available (e.g., mobile phones, radios) | – Full-time, disaster-trained supervisors and program director with demonstrated management and supervisory skills  
– Clear and functional organizational structure  
– Program direction and accomplishments reviewed and modified, as needed |
| **Clear Purpose and Goals** | – Clearly defined intervention goals and strategies appropriate to assignment setting (e.g., crisis intervention, debriefing) | – Community needs, focus, and scope of program defined  
– Periodic assessment of organizational health and service targets and strategies  
– *Crisis Counseling Assistance and Training Program Guidance* integrated into service priorities  
– Staff trained and supervised to define limits and make referrals  
– Staff provided feedback on number of contacts, program accomplishments, etc. |
| **Functionally Defined Roles** | – Staff oriented and trained with written role descriptions for each assignment setting  
– If another agency (e.g., Red Cross, Federal Emergency Management Agency) has authority over the setting, staff are informed of their roles, contacts, and expectations | – Job descriptions and expectations for all positions  
– Participating disaster recovery agencies’ roles understood, and working relationships with key agency contacts maintained |
| **Team Support** | – Buddy system for support and monitoring stress reactions  
– Positive atmosphere of support and tolerance with “good job” said often | – Team approach avoids program design with isolated workers from separate agencies  
– Informal case consultation, problem solving, and resource sharing  
– Regular, effective meetings with productive agendas, personal sharing, and creative program development  
– Clinical consultation and supervision  
– In-service training appropriate to current recovery issues provided |