

STRESS MANAGEMENT

Typical stressors:

- Repeatedly hearing survivors' stories
- Approaching survivors who may reject help
- Feeling overwhelmed by the sadness of others
- Feeling helpless to alleviate the pain of others
- Working long hours
- Personal experience with the disaster

Warning signs of excessive stress:

- You cannot shake distressing images from your mind.
- You experience increased substance use or abuse.
- You are excessively irritable and impatient.
- You exhibit other serious or severe reactions.

Manage stress through:

- Self-awareness.
- Managing workload.
- Balanced lifestyle.
- Stress-reduction techniques.
- Feeling competent and confident about work.
- Talking with your supervisor or team leader.

QUESTIONS?

If you would like to know more about the CCP, its eligibility criteria, and its application requirements, please contact the SAMHSA Disaster Technical Assistance Center (DTAC).

SAMHSA DTAC

4350 East West Highway
Suite 1100
Bethesda, MD 20814

Toll-Free: 1-800-308-3515

Fax: 240-744-7005

E-Mail: dtac@samhsa.hhs.gov

<http://www.samhsa.gov/dtac>

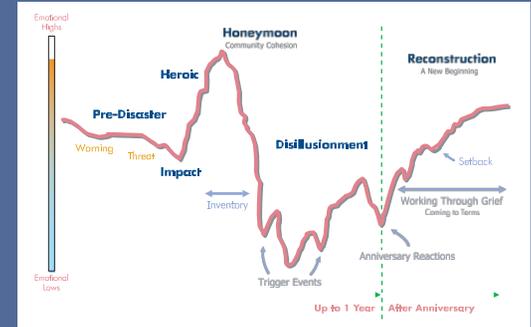
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OUTREACH STRATEGIES

Ask yourself the following:

- Who is the gatekeeper for this specific community? (There could be several.)
- What are the target populations? (Locate special populations.)
- Where are people in the community gathering? (Be practical—grocery stores, local “hot spots.”)
- How will natural support systems be contacted? (e.g., schools, faith-based organizations)
- What other organizations are doing outreach? (Collaborate; do not reinvent the wheel.)

CRISIS COUNSELING SKILLS

Working with individuals

Phase of Visit	Interventions and Skills	Tools for Survivors
Opening	Engagement Introductions Opening Skills Calming Screening Information Gathering	Identification of Needs Self-Calming
Middle	Emotional Support Education Nonverbal Attending Normalizing Reactions Empathy Reflecting Feelings Reframing/Helpful Thinking Paraphrasing Practical Assistance	Prioritizing Needs Goal Setting Social Support Coping Skills Relaxation Techniques Stress Management Positive Activity Scheduling
Closing	Screening Referral (if needed) Followup (if needed)	Homework and Next Steps

Working with groups:

- Ensure individuals are ready for the group process.
- Facilitate the exchange of information.
- Foster new ways of adapting and coping.
- Provide education and practical assistance.
- Increase the social support network.

Working with communities:

- Establish and maintain contact with community groups and leaders.
- Participate in community gatherings and rituals by maintaining a compassionate presence.
- Provide education on disaster reactions, coping strategies and disaster relief resources.
- Use public education and media messaging to provide information.

BE AWARE

Do:

- Be respectful and empathetic.
- Provide a supportive presence.
- Acknowledge that this type of stress can take time to resolve.
- Reflect that you have heard them correctly.
- Show interest, attention, and care.
- Use appropriate body language.
- Be sensitive to cultural differences.

Don't:

- Rush to tell them they will be okay or should just “get over it.”
- Give advice; ask what works for them instead.
- Be insensitive or judgmental.
- Change, modify, or add to what they are saying

TOOLS FOR SURVIVORS

Promote self-reliance by teaching the following:

Goal-setting tools

- Identify and prioritize needs.
- Develop a plan of action to address needs.
- Follow through, and remain solution focused.

Social support tools

- Identify primary or familial supports.
- Reach out to use available supports.
- Identify options when support is not working.

Coping tools

- Positive activity scheduling
- Helpful thinking
- Stress management

Resilience building tools

- Maintain a positive self-image and outlook.
- Utilize effective communication skills.
- Manage strong feelings and impulses.
- Focus on finding solutions.
- Make realistic plans, and carry them out.

EMERGENCY REFERRALS

Call your team leader immediately if:

- Someone has the intent or means to harm self or others.
- Functioning is so poor that person's (or dependent's) safety is in danger.
- Excessive substance use is placing the person or others at risk.
- A child's safety or health is at risk.
- The person exhibits severe paranoia, delusions, or hallucinations.

When in doubt, call 911