

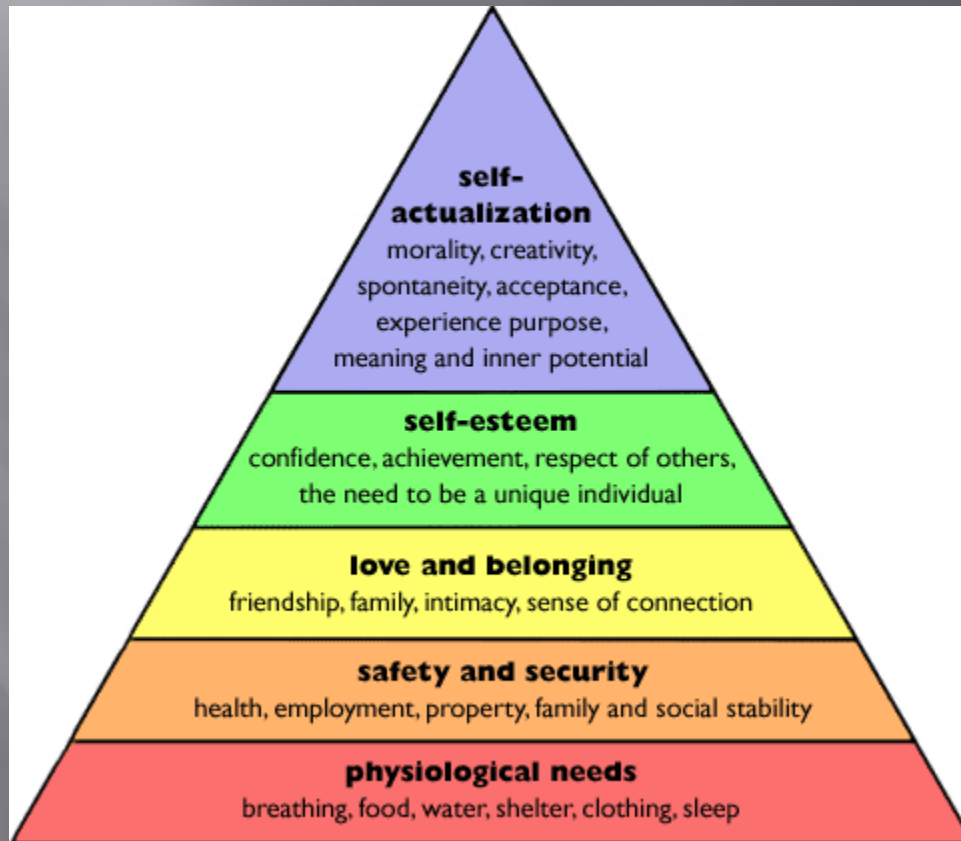
COORDINATING CARE IN RESPONSE TO A CRISIS

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Objectives

- ▣ Attendees will learn tips for accessing help and collaborating with service providers during crisis situations.
- ▣ Communication
- ▣ Mapping Resources
- ▣ The importance of self care

Where Do We Start?



Communication

- ▣ Efficient communication management builds trust with stakeholders and fosters a sense of credibility
- ▣ One of the most effective ways to communicate during a disaster is to utilize alternative functions available on many cell phones.
- ▣ Another alternative means of communication during the crisis was through social media.

Communication Considerations

- ▣ Vulnerable populations
- ▣ Non English Speaking Individuals

Collaboration during Crisis

Disaster is declared....where do you get your information?

EMA

VOAD

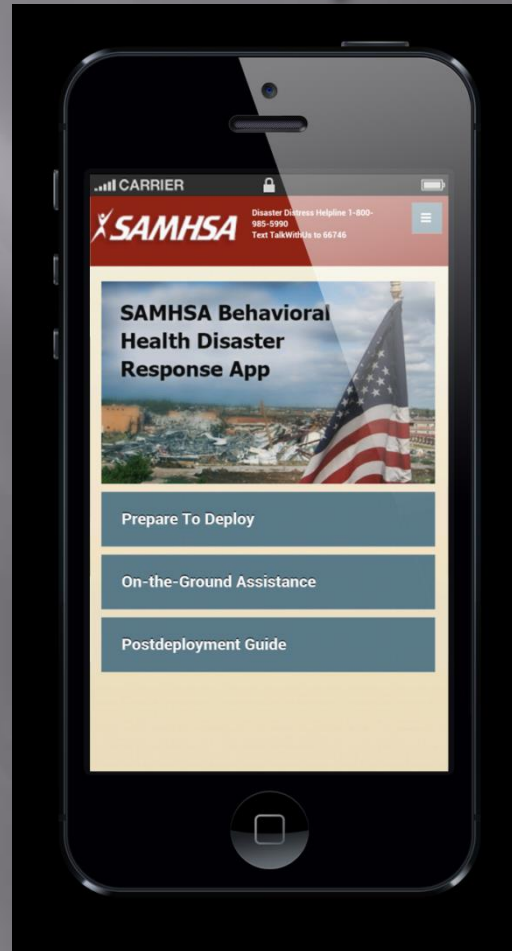
ADPH

CEP

Red Cross

United Way

SAMHSA Behavioral Health Disaster Response App



Psychological First Aid



https://www.ptsd.va.gov/professional/materials/apps/pfa_mobile_app.asp

National Child Traumatic Stress Network

The screenshot shows a web browser window with the URL www.nctsn.org. The website features a blue header with the NCTSN logo and navigation tabs for Home, Trauma Types, Resources, About Us, Treatments That Work, and Products. A search bar is located on the right. The main content area includes a large banner for 'Resources for working with and supporting refugee and immigrant youth' with a photo of children. Below this are several informational boxes: 'Terrorism & Disasters' (Tools, PFA, and SPR), 'LEARNING CENTER FOR CHILD AND ADOLESCENT TRAUMA' (Education and online community), and 'Understanding Child Traumatic Stress' (What it is, Why it matters). A 'What's New?' section lists recent publications like 'Creating, Supporting, and Sustaining Trauma-Informed Schools: A System Framework (PDF)'. A 'Public Awareness' section mentions 'National Homeless Youth Awareness Month (November 2017)'. An 'Upcoming Events' section lists 'Shifting the Narrative: Helping Adolescents Recover from Traumatic Grief and Suicide Loss (October 20, 2017)'. A 'Looking for help? click here' button is also present. The footer contains six icons representing different user groups: For Parents & Caregivers, For Professionals, Military Children & Families, For Educators, For the Media, and Información en Español.

Objectives_CMC2017.pdf x New Tab x National Child Traumatic x

www.nctsn.org

NCTSN The National Child Traumatic Stress Network

twitter f Like 18k

Home Trauma Types Resources About Us Treatments That Work Products Search

Resources for working with and supporting refugee and immigrant youth

Terrorism & Disasters Tools, PFA, and SPR. Readiness, Response, Recovery

LEARNING CENTER FOR CHILD AND ADOLESCENT TRAUMA Education and online community.

Understanding Child Traumatic Stress What it is. Why it matters.

Information Resource Tools
Knowledge Bank
Measures Review Database
Military Families Knowledge Bank

What's New?
Creating, Supporting, and Sustaining Trauma-Informed Schools: A System Framework (PDF)
Trinka and Sam: The Big Fire
Las Vegas Shooting Resources

Public Awareness
National Homeless Youth Awareness Month (November 2017)
Military Family Month (November 2017)

Upcoming Events
Shifting the Narrative: Helping Adolescents Recover from Traumatic Grief and Suicide Loss (October 20, 2017)

Looking for help? click here

For Parents & Caregivers For Professionals Military Children & Families For Educators For the Media Información en Español

www.nctsn.org

Help Kids Cope

Does your family ever talk about disasters BEFORE they happen?
(How about NOW?)

Parents may wonder:

- "How do I talk to my kids before, during, and after disasters?"
- "How can I help my child stay calm when we evacuate in a wildfire?"
- "What reactions from my child are common and when should I seek help?"



Help Kids Cope will help parents talk to their kids about the disasters they may face and know how best to support them throughout—whether sheltering-in-place at home, evacuating to a designated shelter, or helping your family heal after reuniting.



Help Kids Cope equips parents:

- Learn what to do BEFORE, DURING, and AFTER 10 disaster types.
- Know what to say "in the moment" to support your kids of all ages. Hear audio clips of other parents' experiences.
- Understand how kids commonly respond during and after disasters.
- Use the checklists to prepare your entire family before disasters.
- Explain different disasters to your kids using age-appropriate language.
- Find tips on caring for yourself as you care for your family.
- Connect to activities, children's books, tip sheets, and more!

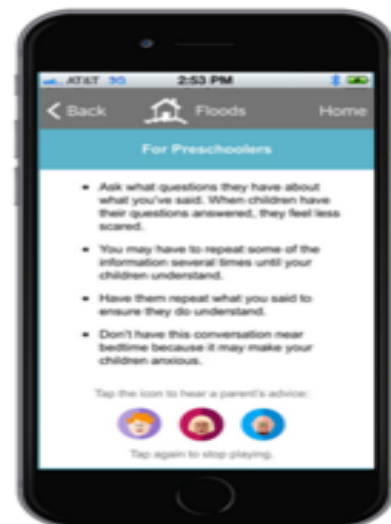
Download Help Kids Cope



Help Kids Cope by UCLA is free from iTunes and available for mobile Apple devices (iPhone, iPad, & iPod touch). For iPad users: tap on the iPad Only™ drop-down menu and select "iPhone Only" from the menu to view the app.

Use Help Kids Cope

Help Kids Cope is for parents, but useful for all who live or work with children:



Know Where You Are

Professional Quality of Li x ProQOL Measure x Microsoft Word - ProQOL x

www.proqol.org/uploads/ProQOL_5_English_Self-Score_3-2012.pdf

Microsoft Word - ProQOL_5_English_Self-Score_3_2012 1 / 3

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)
COMPASSION SATISFACTION AND COMPASSION FATIGUE
(PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some-questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the *last 30 days*.

1=Never	2=Rarely	3=Sometimes	4=Often	5=Very Often
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1. I am happy.
2. I am preoccupied with more than one person I [help].
3. I get satisfaction from being able to [help] people.
4. I feel connected to others.
5. I jump or am startled by unexpected sounds.
6. I feel invigorated after working with those I [help].
7. I find it difficult to separate my personal life from my life as a [helper].
8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
9. I think that I might have been affected by the traumatic stress of those I [help].
10. I feel trapped by my job as a [helper].
11. Because of my [helping], I have felt "on edge" about various things.
12. I like my work as a [helper].
13. I feel depressed because of the traumatic experiences of the people I [help].
14. I feel as though I am experiencing the trauma of someone I have [helped].
15. I have beliefs that sustain me.
16. I am pleased with how I am able to keep up with [helping] techniques and protocols.
17. I am the person I always wanted to be.

Contributing Factors to Compassion Fatigue

- Poor Self Care
- Previous Unresolved Trauma
- Inability or refusal to control work
- Lack of satisfaction for the work



Vocabulary

- Compassion Satisfaction
 - Positive aspects of working as a helper
- Compassion Fatigue
 - Negative aspects of working as a helper
- Burnout
 - Inefficacy and feeling overwhelmed
- Work-related traumatic stress
 - Primary traumatic stress direct target of event
 - Secondary traumatic exposure to event due to a relationship with the primary person

Burnout and STS: Co Travelers

- Burnout
 - Work-related hopelessness and feelings of inefficacy
- STS
 - Work-related secondary exposure to extremely or traumatically stressful events
- Both share negative affect
 - Burnout is about being worn out
 - STS is about being afraid

People Bring Themselves

- People bring a past and a present to anything they do
 - Their schemas and beliefs
 - Their stigma beliefs
 - Their social support systems
 - Positive support
 - Negative support
 - Their history of trauma and illness
 - Their families and close others
 - Their economic situation