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Community Emergency Response Team

- Personal safety is ALWAYS the number one priority
- Show up prepared
 - > Wear appropriate clothing and footwear, have WATER
 - > Wear PPE your personal protective equipment ...gloves, helmet, goggles, mask, boots, etc.
 - > Have at least one communications device: cell, radio, etc.
- Work as a team
- Size-up maintain situational awareness
- The CERT goal is to do the
- Greatest Good for the Greatest Number
- Hope for the best but plan for the worst!



1

Unit Objectives

- Understand disaster trauma for survivors and rescuers, including CERT volunteers
- List steps to take for personal and team well-being
- Demonstrate key steps to apply when providing aid to someone with survivor's trauma

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Disaster Psychology

- Many responders find their experiences exhilarating, meaningful and life-enhancing
- But for some, and for many victims, their experiences are stressful, traumatic or difficult, and may have long-term adverse consequences

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3

The Nature of Disasters and Emergencies

- Can be completely disruptive of normal life
- Unexpected
- Lots of unusual things happening
- Lots of unknowns
- Events unfold unpredictably
- Often, limited specific preparation



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4

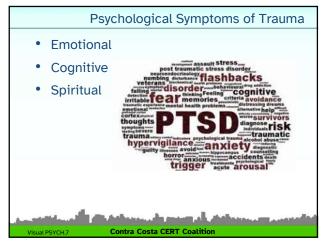
What is Trauma?

- A response to a direct, personal experience of an event happening to you or someone else
- Actual or potential death
- Serious injury
- Actual or threatened violence
- Destruction of homes, neighborhood, or valued possessions
- Loss of contact with family or close relationships

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The Five F's • Freeze: "Stop, look, and listen," or be on guard and watchful • Flight: Flee • Fight: Attempt to combat the threat • Fright: Tonic immobility when in contact with a predator, or playing dead • Faint: Fear-induced fainting

6



7

Physiological Symptoms of Trauma Loss of appetite Headaches or chest pain Diarrhea, stomach pain, or nausea Increase in drug consumption Hyperactivity Nightmares Insomnia Fatigue Contra Costa CERT Coalition

Team Well-Being

- Actions can be taken before, during, and after an incident to help manage emotional impact of disaster response work
- Knowing possible psychological and physiological symptoms of disaster trauma helps manage impact
- · Learn to manage stress:
 - > CERT volunteers for themselves
 - > CERT leaders during response



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9

How to Reduce Stress

- Get enough sleep
- Exercise regularly
- Eat a balanced diet
- Balance work, play, and rest
- Allow yourself to receive as well as give
- Connect with others
- Use spiritual resources



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10

Take Care of Yourself

- Be aware of trauma that can follow a disaster
- Explain to family members and friends what you need:
 - > Listen when you want to talk
 - > Don't force yourself to talk until you are ready



Self-Care Tool Box

- This activity provides you with the opportunity to outline a number of self-care tools you can use before and during a crisis so that you are ready to respond during an emergency
- Complete this exercise individually and at your own pace. When everyone has finished, you will have the opportunity to share your responses with the class if you would like



12

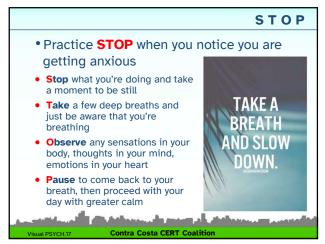


13

How Team Leaders Reduce Stress Brief CERT personnel beforehand Remember CERT is a team Rest and regroup Take breaks away from the incident site Establish a culture of acceptance Contra Costa CERT Coalition

How Team Leaders Reduce Stress Eat properly, stay hydrated Be aware of changes in teammates Rotate teams and duties Phase out workers gradually Defuse after shift





Pre-Disaster Impact Heroic Honeymoon Disillusionment Reconstruction Contra Costa CERT Coalition

18

Traumatic Crisis A traumatic crisis is an event experienced or witnessed in which people's ability to cope is overwhelmed by: Actual or potential death or injury to self or others Serious injury Destruction of their homes, neighborhood, or value possessions Loss of contact with family or close friends



Mediating Factors

- Prior experience with a similar event
- Intensity of disruption
- Individual feelings about event
- · Emotional resources of individual
- · Length of time since event



21

Stabilizing Survivors

- Assess survivors for injury or shock
- Get uninjured people to help
- Provide support by listening and empathizing
- Help survivors connect with natural support systems



22

Listen, Protect, Connect

- Listen to survivors and pay attention to what they say
- Help survivors feel protected by providing support
- Connect survivors to friends and loved ones



Visual PSYCH.23 Contra Costa CERT Coalition

Put yourself in the speaker's shoes Listen for meaning, not just words Pay attention to nonverbal communication Paraphrase the speaker Contra Costa CERT Coalition

24

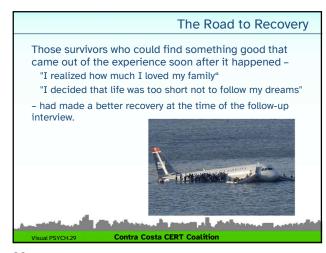
"I understand" "Don't feel bad" "You're strong" "You'll get through this" "Don't cry" "It's God's will" "It could be worse" "At least you still have..." "Everything will be okay"

25

"I'm sorry for your pain" "I'm so sorry this has happened" "Is it all right if I help you with...?" "I can't imagine what this is like for you" "What do you need?"

Take Care of Your Team CERT volunteers will experience a variety of feelings and emotions during their service Naming your emotions to support each other Preparation and self-care are important CERT Volunteers will experience a variety of feelings and emotions during their service Take Care of Your Team CERT Volunteers will experience a variety of feelings and emotions during their service Contraction Contraction Contraction





Unit Summary

- Prepare yourself, as rescues may be unpleasant and uncomfortable
- Know the psychological and physiological symptoms of trauma
- Understand the six emotional phases of a disaster
- Take steps to reduce stress, which affects cognition, health, and interactions
- Stabilize individuals
- Listen, protect, and connect to support survivors
- Be an empathetic listener



30



31

Takeaways

- Trauma looks and feels different to each person. It is important to understand yourself and how it could be showing up for you
- By learning how to reduce stress now you will be able to assist others more effectively in a disaster situation
- Learning to listen and connect will allow you to understand yourself and guide you to supporting others effectively

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