



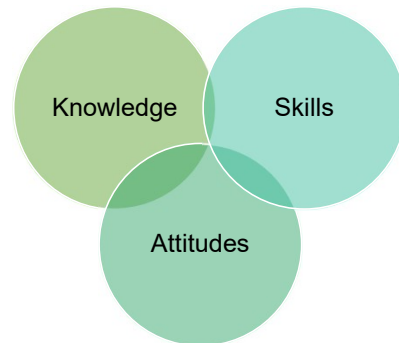
Just in Time Training

*Prepared by the
North Carolina Disaster Behavioral Health Committee
(NCDBHC)*



Presenters and Discussants

Christina Bauman, M.Ed.
Allan Chrisman, M.D.
Therese Garrett, M.D.
Andy Short, Ph.D.
Erica H. Wise, Ph.D.



Why this program?

Just in Time Training:

Designed to prepare mental health professionals to work effectively in disaster shelters and other disaster operations.

Intended outcomes for participants:

1. Learn to effectively coordinate with emergency response efforts.
2. Provide high quality behavioral health services to the public during times of high stress.
3. Manage the complexities of serving as a mental health professional in a disaster.

Just In Time Training for Mental Health Professionals

I. OVERVIEW OF DISASTER OPERATIONS

Andy Short

II. DISASTER BEHAVIORAL HEALTH BASICS

Allan Chrisman

III. DISASTER BEHAVIORAL HEALTH INTERVENTIONS

Therese Garrett

IV. PANEL DISCUSSION

Erica Wise

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Types of Disasters

| Natural | Human-Caused |
|------------|-------------------------|
| Hurricane | Mass Shooting |
| Tornado | Terrorism |
| Flood | Pandemic |
| Wildfire | Transportation Accident |
| Drought | Chemical/Biological |
| Earthquake | Nuclear Event |
| Volcano | War/Armed Conflict |



Disaster Operations

(Examples)

- Respite/Evacuation Shelter
- Family Assistance Center
- Community Food Distribution
- Reunification Center
- Staff Shelter

Principles that Apply in Shelters

- ✓ Safe, comforting refuge
- ✓ A place to regroup/recover
- ✓ Recovery services
- ✓ Non-residents come for food, supplies, information
- ✓ All people are welcome
- ✓ Accommodations for access & functional needs





Who Operates Shelters?

- **County Dept of Social Services**
 - DBH led by providers for NC Medicaid Plans
 - Or by local professionals
- **American Red Cross (ARC)**
 - DBH led by Red Cross DMH
- **Red Cross Shelter Model**
 - County model may differ

****Learn how your assigned shelter operates!****

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Key Shelter Staff

- Shelter Manager
- Mental Health
- Residential staff
- Health Services
- Other

Structure and Function in a Shelter

**Some functions/services may not be present in any given shelter*

| Sleeping/Living | Dining | DBH/Health Services |
|--|--|---|
| Cots Possessions Toilets/Showers | Meals Snacks | Health Behavioral Health FAST (on call) Spiritual Support* |
| Reception/ Lobby | Recreation*/ Outdoors | Other Services* |
| Registration Information | Games/Books/TV Sitting outside Walk/Exercise | FEMA Housing Social services Other |

Entering a Disaster Operation



- Only go to a shelter when you have been formally deployed
- Early on, connect with:
 - Shelter Manager
 - DBH Lead and workers
 - Disaster Health Services
 - Residential staff
- Determine where to meet with clients
- Engage with shelter residents

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Key Concepts of Disaster Behavioral Health

- No one who sees a disaster is untouched
- Stress, trauma and grief:
Normal reactions to abnormal situations
- Most people function adequately during and after a disaster
- Many emotional reactions stem from problems of daily living

Common Reactions to Disaster

| Dimension | Examples |
|------------|-----------------|
| Physical | Insomnia |
| Behavioral | Angry Outbursts |
| Cognitive | Disorientation |
| Emotional | Sad, Irritable |
| Spiritual | Loss of Faith |



Reactions Vary by Type of the Disaster

- **Warning Period**
 - Sudden (Shooting) vs Anticipated (Hurricane)
- **Impact Period:**
 - Shorter (Tornado) vs Extended (Covid-19)
- **Caused by:**
 - Human (Arson) vs. Natural Disaster (Hurricane)



Risk Factors for Clients

- Experience of disaster (e.g., threat to life)
- Relational losses (e.g., loved ones)
- Physical or economic losses and transitions
- Disruption of daily lifestyle





Resilience Factors for Clients

- Capacity to make realistic plans and carry them out.
- Positive view of self & confidence in one's abilities.
- Communication skills & problem-solving.
- Ability to manage strong emotions and impulses.

Disaster Behavioral Health Services

Disaster Behavioral Health is...

- For *all* survivors and disaster workers
- Free
- Accessible
- Culturally competent



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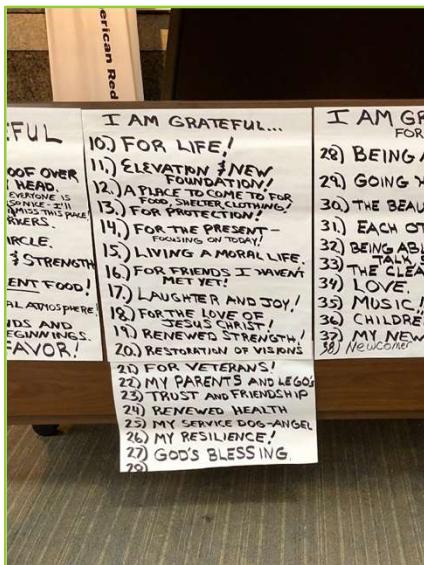
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Basic Principles for Intervention

- Expect return to normal functioning
- Assume survivors are competent
- Collaborative relationship with clients
- Engage survivor strengths
- Hope is essential to resilience



Who Benefits from DBH?

- Disaster Survivors
 - Mobilize survivor resilience
- Disaster Responders
 - Disaster response is stressful
 - Positive relationships set tone
- Mental Health Workers (yourself)
 - Self-care is essential



Effective Interventions

Psychological First Aid

- National Center for PTSD
- National Child Traumatic Stress Network
- Use of Evidence-Informed Interventions

Core Actions of PFA (1-4)



Psychological First Aid (PFA) Manual

| | |
|---|------------------------|
| 1 | Contact and Engagement |
| 2 | Safety and Comfort |
| 3 | Stabilization |
| 4 | Information Gathering |

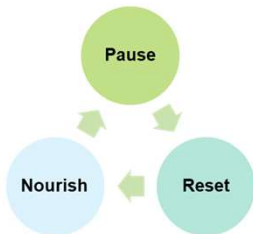
Core Actions of PFA (5-8)



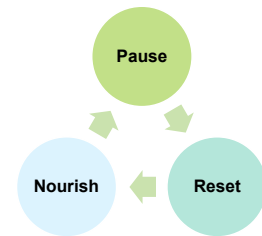
Psychological First Aid (PFA) Manual

| | |
|---|-------------------------------------|
| 5 | Practical Assistance |
| 6 | Connection with Social Supports |
| 7 | Information on Coping |
| 8 | Linkage with Collaborative Services |

Self-Care



- **Stressors on mental health workers**
Compassion Fatigue/Burnout
Ambiguous Success
- **Prepare for Stress Before Assignment**
Toolkit of Coping Strategies
Prepare Your Family
- **Sleep, Eat, Exercise**
- **Take Time to **Pause*Reset*Nourish****
- **Create Team Culture of Support**
- **Lean-in to Social Connections**



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Question for the Panel



- What is one thing you wish you had known before your first deployment that you would like to share with a colleague who is preparing to provide mental health services in a disaster?



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(All are members of the NC Disaster Behavioral Committee.)

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*With appreciation for her expertise and technical
assistance on this project:*

Ms. Karen Gray
Director of Membership and Continuing Education
North Carolina Psychological Association (NCPA)

* *American Red Cross, Disaster Mental Health*

RESOURCES

- Resources and links available on the website with the link to this training

- Search using key terms:

- *NC psychology disaster resources*

- Search associations that promote evidence-based psychological first aid:

- *National Child Traumatic Stress Network*

- *National Center for Post Traumatic Stress Disorder*

