

Welcome to the 2026 GHC Training Session
Psychological First Aid
Helping others in times of stress



TS33 PSYCHOLOGICAL FIRST AID: HELPING OTHERS IN TIMES OF STRESS

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MAY 13, 2026, 1:30 PM-5:00 PM



Psychological First Aid: Helping Others in Times of Stress

American Red Cross





Introductions

- Name
- Agency
- Your role
- **BRIEF disaster response experience**

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Course Purpose

To enable you to provide basic care, comfort, and support to people who are experiencing disaster-related stress and to help you know when to refer a person to a Disaster Mental Health worker.



Course Objectives

Recognize the signs of stress in clients, co-workers and yourself.

Provide immediate support to people experiencing stress by using psychological first aid principles.

Obtain Disaster Mental Health support for clients, co-workers and yourself, when needed.



Course Design

Unit 1	Defining Psychological First Aid
Unit 2	Recognizing Disaster-related Stress
Unit 3	Embracing the Principles of Psychological First Aid
Unit 4	Making Appropriate Referrals
Unit 5	Practicing Psychological First Aid
Unit 6	Course Conclusion

Unit 1: Defining Psychological First Aid

- Define the concept of psychological first aid.
- Describe the relevance of psychological first aid.



What is Psychological First Aid?



The practice of recognizing and responding to people experiencing disaster-related stress.





Why is Psychological First Aid Important?

Knowing how to provide psychological first aid can help you to:

- Create a compassionate environment for disaster survivors and workers.
- Help a person identify what he/she might need at a particular time.
- Provide immediate support to those in stressful situations.
- Help others cope in the face of stressful events.

You Can Do It!



Participate Actively



Take Care of Yourself

Unit 2: Recognizing Disaster-Related Stress



- Describe the typical stress reactions of adults, children and teens who have experienced disaster.
- Identify the characteristics of a disaster and the disaster response that affect individuals' responses.
- Describe the characteristics of individuals that affect their personal responses.

Stress Reactions



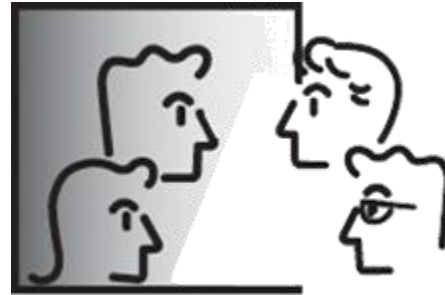
- **Stress reactions vary from person to person and:**
 - **Can disappear.**
 - **Remain the same.**
 - **Get somewhat better.**
 - **Grow considerably worse.**
- **The severity and duration of stress depends on how well people manage and cope with their situations.**

Activity 1 - Stress Reactions of Adults, Children and Teens



From your own experiences, describe how adults, children and teens react when they are in stressful situations.

Keep in mind, children and teens have similar stress reactions to adults in all categories except behaviors.



Feelings

Thoughts

Physical Effects

Behaviors

Spiritual Beliefs

Stress Reactions In Adults, Children and Teens: Feelings



What types of feelings might someone who is stressed experience?



Stress Reactions In Adults, Children and Teens: Feelings



What types of feelings might someone who is stressed experience?

Rage, anger, irritability

Resentment

Anxiety, fear

Despair, hopelessness

Numbness

Terror

Guilt

Sadness

Helplessness, loss of control

Disinterest

Feeling overwhelmed

Stress Reactions In Adults, Children and Teens: Thoughts

What types of thoughts might someone who is stressed have?

(This may include challenges such as difficulty concentrating and thinking.)



Stress Reactions In Adults, Children and Teens: Thoughts



What types of thoughts might someone who is stressed have?

Difficulty concentrating and thinking

Difficulty making decisions

Forgetfulness

Confusion

Distortion of sense of time

Lowered self-esteem

Self-blame

Intrusive thoughts, memories, flashbacks

Worry

A sense of being cut off from reality

Self-harm

Stress Reactions In Adults, Children and Teens: Physical Effects

What physical reactions might someone who is stressed experience?



Stress Reactions In Adults, Children and Teens: Physical Effects

What physical reactions might someone who is stressed experience?



Fatigue

Difficulty sleeping

Agitation

Physical complaints (e.g., headaches, stomach problems)

Decreased or increased appetite

Decreased or increased sex drive

Easily startled

Increased cravings for and use of caffeine, nicotine, food, alcohol, illicit substances

Lightheadedness

Weakness

Stress Reactions In Adults, Children and Teens: Spiritual

What impacts may stress have on someone's spiritual beliefs?



Stress Reactions In Adults, Children and Teens: Spiritual

What impacts may stress have on someone's spiritual beliefs?



Change in relationship with or belief about God/Higher Power

Abandonment of prayer, ritual, scripture, devotions, sacraments

Struggle with questions about the meaning of life, justice, fairness, afterlife

Questioning the beliefs of their faith

Rejection of spiritual care providers

Increased trust in Higher Power

Feelings and expressions of gratitude/appreciation for Divine protection

Increased sense of life mission/purpose due to the disaster

Increase in spiritual rituals and service to others

Stress Reactions In Adults: Behaviors

How might the stress of a disaster impact an adult's behavior?



Stress Reactions In Adults: Behaviors



How might the stress of a disaster impact an adult's behavior?

Crying spells

Angry outbursts

Avoiding people, places, and situations

Being argumentative

School and work problems

Risky behaviors (driving erratically, multiple sexual partners, unsafe sex)

Inattention to appearance, personal hygiene, self-care

Stress Reactions of Children and Teens

- Stress reactions in children can vary by child and age.
- Children are particularly sensitive to:
 - Separation from familiar surroundings, people, and possessions
 - Disruption of routines



Stress Reactions in Children and Teens: Behaviors



How might the stress of a disaster impact a child or teen's behavior?



Stress Reactions in Children and Teens: Behaviors



How might the stress of a disaster impact a child or teen's behavior?

Crying, whining, screaming

Trembling

Clinging to parents and caregivers

Aggressive or disruptive behavior,
temper tantrums

Withdrawn

Avoiding people, places, situations

Regressive behaviors (thumb
sucking, bedwetting, not wanting
to sleep alone)

Refusing to attend school or day
care

Difficulty getting along with
siblings and parents

Using drugs and alcohol

Re-living events through play
(young children)

Asking a lot of questions or telling
stories related to event

Argumentative, defiant, withdrawn

Cutting/self-injury

Contributing Factors to the Stress Response



1. ***Disaster characteristics*** that can influence an individual's stress response.

Click

2. ***Disaster response characteristics*** that can influence an individual's stress responses.

Click

3. ***Individual characteristics*** that can influence an individual's stress responses.

Click



Contributing Factors to the Stress Response



1. **Disaster characteristics** that can influence an individual's stress response.

Answer

2. **Disaster response characteristics** that can influence an individual's stress responses.

Click

3. **Individual characteristics** that can influence an individual's stress responses.

Click

Disaster Characteristics

- Type of disaster (e.g., natural or human-caused, notice or no-notice)
- When it occurs (e.g., time of day, time of year)
- Who is affected (e.g., the number of people including children, injured, missing, or killed)
- What is affected (e.g., damage to healthcare facilities, grocery stores, roads, telephone service, schools, etc.)
- Where it happens (e.g., the geographic boundaries).

Return to Review

Contributing Factors to the Stress Response



1. **Disaster characteristics** that can influence an individual's stress response.

Click

2. **Disaster response characteristics** that can influence an individual's stress responses.

Answer

3. **Individual characteristics** that can influence an individual's stress responses.

Click

Disaster Response Characteristics

- Level of preparedness
- Post-disaster living situation (e.g., Individuals may need to evacuate their homes and stay in shelters, with friends or family, or in a hotel.)
- Limited availability of food and water
- Delays in receiving relief services or medical care

Return to Review

Contributing Factors to the Stress Response



1. **Disaster characteristics** that can influence an individual's stress response.

Click

2. **Disaster response characteristics** that can influence an individual's stress responses.

Click

3. **Individual characteristics** that can influence an individual's stress responses.

Answer

Individual Characteristics

Experience of the Disaster

- Level of exposure to the disaster
- Loss of or injury to family member, other loved ones, pets
- Loss of possessions, home, business
- Loss of community infrastructure

Personal Characteristics

- Age and gender
- Family composition (single, married, married with children, etc.)
- Cultural, ethnic, racial background

Individual Resilience

- Pre-disaster stress (e.g., financial, family, health, etc.)
- Connectedness with others such as family, friends, and co-workers (Is their support system still available to them?)

Return to Review

Identify Stress Response Factors: Scenario



"It's 3 a.m. and a fire has just swept through an apartment building. Evacuated people are standing around and staring as the firefighters put out the flames. You notice an elderly woman who is rocking back and forth muttering to herself, "I have nowhere to go. I have nowhere to go."

What factors contribute to the woman's stress response in this scenario?



Stress Response Factors Identified



- Age
- Loss of home
- No notice of the event
- Time the event occurred





Why is Psychological First Aid Important?

Knowing how to provide psychological first aid can help you to:

- Create a compassionate environment for disaster survivors and workers.
- Help a person identify what he/she might need at a particular time.
- Provide immediate support to those in stressful situations.
- Help others cope in the face of stressful events.

Factors that Affect You as a Disaster Responder



What stressors are you and your co-workers likely to experience?



Factors that Affect You as a Disaster Responder



What stressors are you and your co-workers likely to experience?

- Leaving family members and loved ones to go on assignment
- Working in unfamiliar and challenging settings
- Staying in a staff shelter with little privacy
- Encountering unfamiliar cultural or ethnic populations whose primary language may not be English
- Listening to survivors' stories
- Seeing disturbing sights
- Working with difficult supervisors and co-workers
- Returning home



Unit 3: Embracing the Principles of Psychological First Aid

- ❑ Understand the awareness, attitudes and actions involved in providing psychological first aid.
- ❑ Describe psychological first aid actions.



Providing Psychological First Aid

- **Awareness**
 - what you bring
 - what others need
 - how best to respond
- **Attitudes you can adopt**
 - Respect
 - Care
 - Concern
 - Openness to the differences of others
- **Actions you can take**
 - 12 PFA Actions



Psychological First Aid Actions

- ✓ Taking care of yourself
- ✓ Making a connection
- ✓ Helping people be safe
- ✓ Being kind, calm, and compassionate
- ✓ Meeting people's basic needs
- ✓ Listening
- ✓ Giving realistic assurance
- ✓ Encouraging good coping
- ✓ Helping people connect
- ✓ Giving accurate and timely information
- ✓ Making a referral to a Disaster Mental Health worker
- ✓ Ending the conversation



Take Care of Yourself

- ✓ Maintain a healthy routine
- ✓ Know your limits
- ✓ Maintain hope
- ✓ Reflect
- ✓ Rest sufficiently
- ✓ Leave when your shift is done
- ✓ Stay connected to your support system



Model the behaviors you teach to others and actively work to manage your stress.



Make a Connection

- ✓ Introduce yourself
- ✓ Be fully present



If the person does *not* appear to want to connect with you now, make yourself available to connect with later, if possible.



Help People Be Safe

- ✓ Help people reach a safe place.
- ✓ Help people follow emergency instructions.
- ✓ Call 911 for medical assistance, if needed.
- ✓ Call 911 and contact a Disaster Mental Health worker if a person is in danger of harming him or herself, or another person.

Be Kind, Calm, and Compassionate



How can you display kindness, calmness and compassion?



Be Kind, Calm, and Compassionate



- ✓ Express patience and compassion, even if people are being difficult.
- ✓ Speak in a calm voice.
- ✓ Remain courteous and respectful of people.
- ✓ Pay attention to cultural appropriateness of physical proximity, eye contact, and gestures.



Meet People's Basic Needs

As a worker, how can you help people meet their needs?





Meet People's Basic Needs

- ✓ Offer or direct them to food and water.
- ✓ Provide or direct them to a safe place or shelter.
- ✓ Check to see if they are with family or friends.
- ✓ Identify if there are health concerns and direct them to the appropriate medical services (Remember: Call 911 in an emergency.)
- ✓ Encourage healthy behaviors like getting sleep and rest, etc. (e.g., “Take a break, take a walk.”)
- ✓ Direct them to a Disaster Mental Health worker when needed.

LISTEN – LISTEN - LISTEN



- ✓ Be attentive
- ✓ Listen carefully
- ✓ Be available
- ✓ Avoid getting attached



MOST IMPORTANT ACTION

- **LISTEN TO UNDERSTAND**
- **NOT TO**
- **REPLY**



Give Realistic Reassurance

Help people feel less anxious or worried by letting them know that what they are feeling or thinking is understandable.



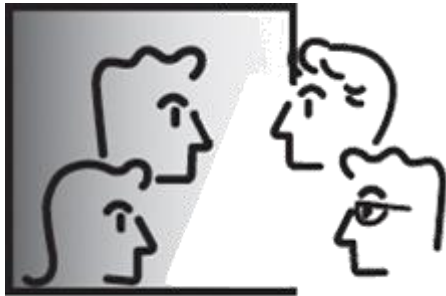


Encourage Good Coping





Activity 2 – Coping Strategies



What are some things that people might do in response to stressful situations that are:

- Negative, not helpful and not healthy?
- Positive and healthy?

Negative Coping Strategies

Positive Coping Strategies



Negative Coping Strategies

What are some things people might do in response to stressful situations that are *negative, not helpful and not healthy?*





Negative Coping Strategies

Negative and unhealthy coping strategies that people might use in response to stressful situations:

- Overeating
- Abusing alcohol and drugs
- Taking unnecessary risks (e.g., driving erratically)
- Being verbally or physically abusive
- Spending too much time alone



Positive Coping Strategies

What are some things that people might do in response to stressful situations that are *positive and healthy*?





Positive Coping Strategies

Positive and healthy coping strategies that people might use in response to stressful situations :

- Maintaining a routine
- Making lists of easily accomplishable tasks
- Stay in the “here and now”
- Setting short-term goals
- Exercising, resting, and maintaining a healthy diet
- Engaging in prayer or spiritual activities
- Connecting with family and friends
- Writing or keeping a journal
- Listening to music



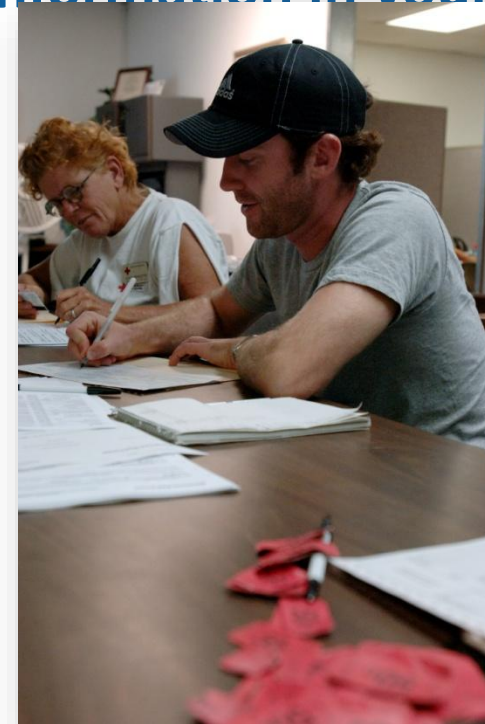
Help People Connect

- Get them access to a phone so they can contact their loved ones.
- Suggest other methods of communication such as e-mail.
- Facilitate access to the Red Cross Safe and Well website so they can reconnect with their loved ones (www.redcross.org/safeandwell).
- Encourage workers to routinely call or email family and friends and to stay in touch with their support systems.

Give Accurate and Timely Information



Guide people to the appropriate resources for information in your setting.



Make a Referral to a Disaster Mental Health Worker



- When the need is beyond your psychological first aid skills or your comfort level, Disaster Mental Health workers will help.
- Know when and how to make a referral to Disaster Mental Health.





End the Conversation

- Ask if there is anything else you can do to assist him or her.
- Provide clients with available phone numbers or other **resource** contact information.
- Keep your supervisor informed about any concerns you have regarding clients or co-workers.

Unit 4: Making Appropriate Referrals to Disaster Mental Health

- Identify the limits of psychological first aid.
- Recognize situations requiring referrals to Red Cross Disaster Mental Health workers.
- Define the 3R's.
- Describe how to use the 3R's to determine which individuals will benefit from psychological first aid support and those who need to be referred to a Disaster Mental Health worker.
- Recognize how to use the 3R's to determine if a fellow Red Cross worker could benefit from talking with a Disaster Mental Health worker.

The 3R's Defined



Reactions

Risk Factors

Resilience Factors

All three of these factors combined give us a complete view of the person and his/her needs for psychological first aid and Disaster Mental Health referral.

When to Refer People to DMH



Use the 3 **R**'s to determine if a person would benefit from your psychological first aid support and/or a referral to Disaster Mental Health.

When to Refer to DMH

Immediate DMH Referral:

- In danger of harming self/another - **CALL 911 Immediately**

-
- Unable to care for self
 - Severe emotional distress
 - Confusion/disorientation

Contact DMH Immediately.

If not available, call 911 and inform your supervisor

What to Say if You Have to Call 911



- ✓ Provide the location of the emergency (street address and cross street and/or name of public building).
- ✓ Describe the nature of the emergency, so the dispatcher knows whether to send police, fire, and/or EMS. If a weapon is involved, describe it.
- ✓ Provide as much information about the person(s) requiring assistance. For example, name, height, weight, gender, race and description of clothing.
- ✓ Stay on the phone, if the 911 dispatcher requests you to, in order to gather more information and to provide you with guidance until help arrives.



When Contacting DMH

- ✓ Help the Disaster Mental Health worker locate the individual.
- ✓ Use the 3R's to explain your reasons for referral.
- ✓ While waiting to connect the person to a Disaster Mental Health worker, provide support using psychological first aid.

No Concerning Reactions, No Risk Factors, and Appears Resilient



**No Concerning Reactions,
No Risk Factors, and
Appears Resilient**

No referral needed

**If at a later time, the client
reports Concerning
Reactions, Risk Factors,
and/or Poor Coping
Strategies**

Use the 3 R's to determine if a referral to a Disaster Mental Health worker is needed.



Use Good Judgment

Help people cope by using psychological first aid.

*Remember to use your good judgment!
If you feel that someone is having a difficult time,
please refer them to a Disaster Mental Health worker.*



Connecting Disaster Workers to DMH

There are also risk indicators for disaster workers.

- **Some are similar to client's risk indicators**
- **Some are unique to being a disaster worker**

Workers should consider requesting Disaster Mental Health services for themselves or coworkers during or after an especially disturbing assignment.



When to Refer Disaster Workers to DMH

Concerning Reactions

- Continues to think about a specific incident/client/topic
- Difficulty sleeping
- Conflict with other volunteers/staff members

Risk Factors

- Witnessed serious/fatal injuries
- Witnessed massive destruction
- Destruction of own community
- Felt life was in danger
- Worked with exploitive or unappreciative clients

Resilience Factors/Coping Ability

- Displays negative/poor coping strategies

Remember to provide psychological first aid while waiting to connect the person with Disaster Mental Health.

Less Serious Risk Factors for Disaster Workers



Less serious risk factors include:

- Not feeling fully utilized on the disaster operation
- Physically difficult living and working conditions (such as temperature extremes, exposure to the elements, noisy, crowded, lack of privacy)
- Co-worker or supervisor conflict
- Unfamiliar culture, language, customs, or foods
- Difficulty staying in touch with family/friends or concerns about events at home
- Feeling like they did not accomplish enough



Less Serious Risk Factors for Disaster Workers – Provide PFA

- ✓ Provide psychological first aid
- ✓ It is **NOT** necessary to refer these co-workers to a Disaster Mental Health worker *unless you feel that your psychological first aid support did not help sufficiently.*
- ✓ As always, if you feel that a disaster worker is having a difficult time, please refer the person to Disaster Mental Health.



Talking to People About Disaster Mental Health



Avoid stigma	If concerned about stigma, refer to Disaster Mental Health workers as “disaster counselors” or “stress counselors.”
Keep things simple	Simply ask the client if he/she would like to talk to someone who can help with coping strategies.
Don't judge	A client may benefit from having someone to talk to after experiencing a traumatic or highly stressful event.

Talking to People About Disaster Mental Health



Ask about others Sometimes people are more comfortable requesting help for a loved one they are concerned about than for themselves.

Focus on Children Offer Disaster Mental Health services to parents who are concerned about whether their child is coping and adjusting well after a disaster.

For more information see:
*Job Tool: When and How to Offer Disaster Mental
Health to Clients and Responders.*

What to Say When Offering DMH Services to a Client



Examples of what you can say:

- “The Red Cross has disaster counselors who talk with people who have experienced a fire. Would you like a call from a disaster counselor?”
- “Red Cross counselors are trained to help people manage disaster stress. This includes helping you manage the challenges you are facing right now and what your family can expect down the road.”
- “Children have different reactions to disasters than adults. The Red Cross has counselors you can talk to if you are worried about your children or just want to know what behaviors to look for. Would you like to be contacted by a Red Cross counselor?”
- “You mentioned you have been treated for a mental health condition in the past. Would you like to talk to a Red Cross counselor?”

How to contact Disaster Mental Health



When reporting for your assignment, ask your supervisor how to contact a Disaster Mental Health worker assigned to your work site.





You Make a Difference

- Use the *When to Refer to DMH Reference Card* and your psychological first aid skills to provide support.
- *YOU* can make a tremendous difference in the lives of people impacted by disaster.

YOU CAN DO IT!

Unit 5: Practicing Psychological First Aid Principles

- Identify the attitudes and behaviors necessary to successfully provide psychological first aid.
- Practice using the actions of psychological first aid in scenario-based exercises.

Psychological First Aid in Action



- ✓ Take care of yourself.
- ✓ Be tolerant.
- ✓ Keep boundaries.
- ✓ Respect people's privacy.
- ✓ Ask for help.



Take Care of Yourself



Take care of yourself because providing psychological first aid may increase your stress level.



Be Tolerant



Treat all people with tolerance, respect and dignity.

Keep Boundaries



Actions that Offend Others:

- **Pushing people to talk when they do not want to.**
- **Asking for too much information too soon.**
- **Not respecting a client or worker's desire NOT to be referred for Disaster Mental Health.**

Keep Boundaries



What are some ways you may overstep your boundaries with clients or co-workers?





Keep Boundaries

You may overstep your boundaries by:

- Telling people what to do or not do.
- Sharing personal views, values and beliefs.
- Becoming too involved with clients or other workers.



Respect People's Privacy

- **Maintaining privacy and confidentiality of a client or worker is critical.**
- **When information that is shared implies a person is in danger of immediate harm or injury, you must inform a supervisor and a Disaster Mental Health worker.**
- **There are ways to make someone aware that a person is in need of help without revealing every detail of what that individual has told you.**

Ask For Help



- Sometimes psychological first aid is not enough.
- While most people will find it helpful and sufficient, others will need additional Disaster Mental Health support.
- Make referrals to Disaster Mental Health when necessary.





Behavior Do's and Don'ts

	Do This:	Not this:
Body Language	<ul style="list-style-type: none">• Sit facing or directly beside the client or worker.	<ul style="list-style-type: none">• Sit back with your arms folded in front of you.
Eye Contact	<ul style="list-style-type: none">• Make eye contact as appropriate, depending upon cultural expectations.	<ul style="list-style-type: none">• Look around the room or appear distracted while the client/worker is talking to you.
Attention	<ul style="list-style-type: none">• Actively listen to the client or worker while he/she is talking to you.	<ul style="list-style-type: none">• Walk away from the client or worker while he or she is talking to you.



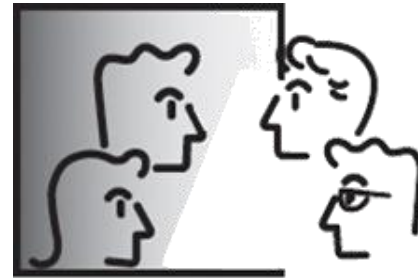
Expression Do's and Don'ts

	Say This:	Not This:
What You Say and How You Say It	<ul style="list-style-type: none">• “It sounds like that may have been a very difficult (frustrating/ frightening/ stressful) situation?”• “Is there anything I can do for you right now?”	<ul style="list-style-type: none">• “You should be thankful that you and your family got out alive.”• “Look, I really don’t have time to listen to this...”• “That doesn’t sound so bad...you should hear what this other guy went through.”• “It must have been God’s will.”• “You really shouldn’t feel that way.”• “Don’t feel (guilty, bad, nervous, etc.).”

Activity 3 – Pulling It All Together in Practice



It's time to put the 12 psychological first aid actions into practice!



Make a connection

Be kind, calm, and compassionate

Listen

Help people be safe

Meet people's basic needs

Give reassurance

Encourage good coping

Give accurate and timely information

Help people connect

Make a referral to Disaster Mental Health

End the conversation

Scenario #1 - Video Scene of Workers Addressing Clients' Concerns



Click the play button to view the video.

Press the forward arrow key to continue the presentation.

(URL for Video - <https://www.youtube.com/watch?v=DBijySMCAGo&rel=0>)



Scenario Activity - Your Turn



Unit 6: Conclusion

- Speed Review*
- Summarize the course
- Review next steps



Speed Review Time

- Use your Participant Guide to locate the information that best answers the question on the slide.
- When you find the answer, type the page number into the chat box.
- Try to be the first to enter the correct page number.





Speed Review Question #1

Question: What is the purpose of the psychological

[Click Here for Answer](#)



Speed Review Question #2

Question: What are the five (5) main areas within which you can observe the signs of disaster-related

[Click Here for Answer](#)



Speed Review Question #3

Question: Name the signs of stress in adults, children and teens from the Feelings category

[Click Here for Answer](#)



Speed Review Question #4

Question: Name the signs of stress in adults, children and teens from the Thoughts category.

[Click Here for Answer](#)



Speed Review Question #5

Question: Name the signs of stress in adults, children and teens from the Physical Effects category.

[Click Here for Answer](#)



Speed Review Question #6

Question: Name the signs of stress in adults from the

[Click Here for Answer](#)



Speed Review Question #7

Question: Name the signs of stress in adults, children and teens from the Spiritual category.

[Click Here for Answer](#)



Speed Review Question #8

Question: When do children feel safe and secure?

[Click Here for Answer](#)



Speed Review Question #9

Question: Name the five (5) specific characteristics of a disaster that can influence an individual's stress response and give an example for each.

[Click Here for Answer](#)



Speed Review Question #10

Question: Name the three (3) categories of individual characteristics that can influence how an individual

[Click Here for Answer](#)

Speed Review Question

#10 Continued

Question: Name the three (3) categories of individual characteristics that can influence how an individual reacts during a stressful situation and give examples of the personal characteristics within that category.

Answer Continued:

- Individual resilience
 - Pre-disaster stress (e.g., financial, family, health, etc.)
 - Connectedness with others (e.g., family, friends, and co-workers)





Speed Review Question #11

Question: The principles of psychological first aid involve developing awareness, adopting attitudes, and using practical actions to provide comfort, care and support to people affected by disaster. List the 12

[Click Here for Answer](#)



Speed Review Question #12

Question: What are the seven ways we learned we can take care our ourselves and give an example for

[Click Here for Answer](#)

Speed Review Question #13

Question: What are ways we can meet people's basic needs?



[Click Here for Answer](#)



Speed Review Question #14

Question: Based on the 3R's (reactions to the stress of the event, risk factors, and individual resilience) when must you *immediately* link a client or responder to a

[Click Here for Answer](#)



Speed Review Question #15

Question: Based on the 3R's (reactions to the stress of the event, risk factors, and individual resilience) when is it appropriate to link a client or responder to a

[Click Here for Answer](#)

Speed Review Question #16



Question: What are five (5) tips for offering Disaster Mental Health support?

[Click Here for Answer](#)

Summary

- **Recognize the signs of stress in clients, co-workers, and yourself.**
- **Provide immediate support to people who may be experiencing stress by using psychological first aid principles.**
- **Obtain Disaster Mental Health support for clients, co-workers, and yourself, when needed.**

Next Steps

- Take other required and recommended courses for your chosen function.
- Be flexible and willing to learn about opportunities across the American Red Cross.
- Get involved – get to know the other responders and leadership at your local Red Cross chapter.

MOST IMPORTANT ACTION

- **LISTEN TO UNDERSTAND**
- **NOT TO**
- **REPLY**



AMERICAN RED CROSS

Thank you for your participation!

INSTRUCTOR CONTACT INFORMATION

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