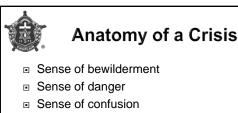




Training Objectives

- Understanding a crisis
- Tools for assessing a crisis
- Understanding the phases of a crisis
- · Understanding the types of crises
- · Actions to take following a crisis
- · Ways to cope with anger, fear, and vulnerability
- · The role of the chaplain during a crisis

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- Sense of impasse
- Sense of desperation
- Sense of apathy
- Sense of helplessness
- Sense of urgency
- Sense of discomfort

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Definition of a Crisis

An unstable or crucial time or state of affairs whose outcome will make a decisive difference for better or worse.

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High Anxiety or Emotional Shock Phase

- Normal response triggered by the body's nervous system.
- Victims in this phase fall into two main groups
 - Hysterical and very active
 - Stunned, inactive, and depressed



High Anxiety or Emotional Shock Phase

- Physical symptoms
 - Empty feeling in the stomach
 - Intense, subjective pain or tension
 - Nausea, vomiting
 - Fainting
 - Lack of muscular control
 - Need for sighing
 - Agitation such as wringing of hands
 - Screaming or crying



- Remove the victim from the scene to a less threatening, more secure environment
- Reassure the victim that you are there to help

Managing the High Anxiety Victim

- Talk to the victim
- Touch the victim, if appropriate
- Direct the victim to specific, task-oriented actions. For example, tell him/her to move, sit down, hold an object, or answer your questions

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High Anxiety or Emotional Shock Phase

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- Physical symptoms
 - Hyperactivity
 - Feeling of tightness in the throat, difficulty breathing or swallowing

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- Rapid breathing
- Flushed face
- Dull eyes
- Staring into space
- Emotionally out of control



Denial Phase

- Normal response to a stressful situation in which the victim can or will not acknowledge the existence of a crisis
 - A protection mechanism, preventing too much from happening too fast
 - Even very sick or seriously injured people tend to deny a crisis

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High Anxiety or Emotional Shock Phase

- Psychological symptoms
 - General feeling of distress and loss
 - Guilt feelings (If only I had . . .)
 - Hostile reactions that come from a need to assuage the feelings of guilt
 - Loss of patterns of conduct or reason
 - General feeling of helplessness or taking on some of the traits/behaviors of the deceased



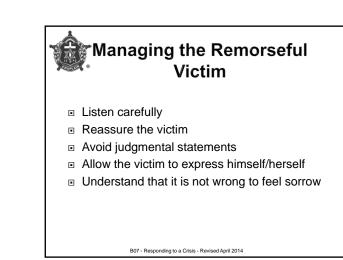
Managing the Denying Victim

- Allow the person to deny without agreeing with him/her
- Gently and carefully tell the facts
- Repeat again and again, if necessary
- Don't make empty promises such as "Everything will be ok."
- Show genuine compassion and understanding

Anger Phase Normal response to frustration expressed when people feel they cannot cope with a situation and feel overwhelmed by it Angry person may blame himself/herself, others, the deceased, or God Guilt and anger sometimes cause family problems

Crisis not only creates problems, but also reveals them

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Managing the Angry Victim

- Don't take the anger personally
- Allow the victim verbal expression
- Show confidence; tell the victim you realize he/she is angry, but that you are there now and will do your best to help
- Don't argue. You cannot win against emotion
- Recognize that anger is normal, although unpleasant

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Ramification of a Crisis

- Impact the point at which the crisis occurs
- Withdrawal or confusion phase
- Adjustment phase (learn to do things differently)
- Reconciliation (brought back to right relationships) restitution
- Reconstruction

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Remorse, Grief, and Reconciliation Phase

- Filled with feelings and expressions of guilt and sorrow
- Victim often blames himself/herself
 - Victims often blame themselves for suicides
 - Victims tend to idealize the deceased person and exaggerate their own bad points such as "I should have . . .
 - Grief opens old wounds and memories

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Assessing a Crisis

- Assess the situation
 - Determine who is involved
 - What was the cause
 - How serious is the problem
- Make a plan
- Implement the plan
 - Act
 - Re-assess the plan
 - Recap

Responses to a Crisis

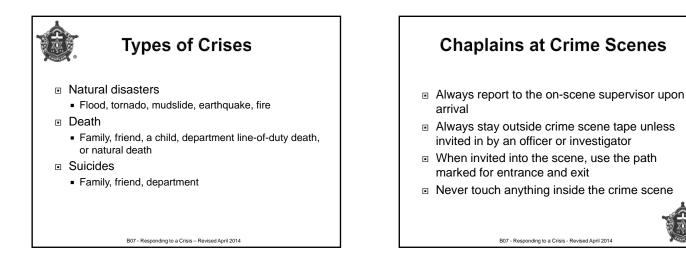
- Emotionally weak
- Physically impaired
- Deny reality
- Unrealistic approach to life
- Have a lot of guilt
- Place blame
- Become super independent or dependent
- Become very rigid
- Become theologically unbalanced

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- Get a balance of work and social life
- Eat well balanced meals
 Talk to people close to
- Verbalize thoughts, fears, anxieties
- Be supportive of others going through the crisis
- Get plenty of rest and exercise
- Keep a sense of humor
- Can take six to ten weeks or longer to recover

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Critical Incident Stress

- The body's normal reaction to an abnormal situation
- Symptoms can be physical, cognitive, emotional, behavioral, or spiritual
- Symptoms may occur immediately or days, weeks, or months after the event
- Chaplains should be able to recognize Critical Incident Stress

Examples of Critical Incidents

- Fatal accidents
- Murders
- Suicides
- Any event involving children
- Fatal fires
- Elder or child abuse
- Officer involved shooting
- Officer Line-of-Duty Death or Injury



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Emotional Signs/Symptoms

- Survivor's guilt
- Irritability
- Intense anger
- Grief/sadness
- Depression; feeling lost/alone
- Emotional outbursts
- Denial
- Fear
- Uncertainty
- Agitation
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Physical Signs/Symptoms

- Headaches
- Fatigue
- Rapid pulse
- Elevated blood pressure
- Nausea/vomiting
- Profuse sweating
- Weakness; dizziness



Behavioral Signs/Symptoms

- Restlessness
- Changed communications
- Withdrawal/suspiciousness
- Appetite changes
- Increased alcohol consumption
- Changes in social activities
- Startle reflex intensified



Cognitive Signs/Symptoms

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- Hyper-vigilance
- Intrusive images
- Confusion/poor memory
- Decreased concentration
- Blaming
- Uncertainty
- Heightened or lowered alertness

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Nightmares



Spiritual Signs/Symptoms

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- Questioning of faith
- Anger at God
- Distance from religion
- Belief that God is powerless
- "How could God let this happen?"
- Anger toward religious leaders



Dealing with Critical Incident Stress

- Alternate exercise and relaxation
- Be with people who have experienced similar stress
- Make no important decisions
- Avoid alcohol and drugs
- Allow yourself to feel bad
- Eat a healthy diet
- Talk to a trusted friend or a Chaplain
- Critical Incident Stress Debriefing
- Peer Support Debriefing, Defusing, Intervention B07 · Responding to a Crisis · Revised April 2014