|  | ***Preparedness*** | ***Response*** | ***Recovery*** |
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| **Organization** | * Conduct training on stress management practices and Psychological First Aid (PFA) * Reduce or remove the stigmas associated with mental health within the service * Annually evaluate organizational resources to assess capabilities.  Identify areas promoting improvement to organizational response and whether additional support is available through new or existing resources. | * Identify and support enough staff at all levels, including administration, supervision, and support * Procure resources for team wellness (water, food, rehab units, etc.) * Assure team access to resources | * Promote individual and team care, including stress management education and training initiatives and provision of mental health services and resources. * Conduct staff appreciation events. * Encourage activities that are positive. |
| **Supervisor** | * Encourage attendance at training on stress management practices and Psychological First Aid (PFA) * Encourage staff to share concerns, identify difficult experiences and strategize to solve problems * Reduce or remove the stigmas associated with mental health within the service * Evaluate/survey staff for changes to pre- and post- incident training and recovery tools | * In long term incidents, rotate responders from the most highly exposed areas to assignments with lesser levels of exposure * Ensure fitness for duty * Encourage peer to peer consultation * Encourage staff to share concerns, identify difficult experiences and strategize to solve problems * Encourage responders to self-monitor and pace their efforts * Encourage work breaks * Monitor all responders and especially those responders who are also survivors of disasters, those who have regular exposure to severely affected individuals or communities, those with pre-existing conditions and those with multiple stressors, including those who have responded to multiple significant incidents in a brief period * Try and be flexible, patient, and tolerant. Accept that we cannot change everything. * Perform regular check ins with colleagues, family, and friends | * Encourage time off, if able, especially for those who have experienced personal trauma or loss. * Attend staff appreciation events. Recognize both those who responded to the incident as well as those who took on additional workload so others could respond to the incident. * Encourage staff to share concerns, identify difficult experiences and strategize to solve problems. * Expect a readjustment period upon completion of the incident. |
| **Individual** | * Attend training on stress management practices and Psychological First Aid (PFA) * Plan for family and home preparedness, including pets * Share concerns, identify difficult experiences, and strategize to solve problems with coworkers and supervisors * Use the buddy system to share upsetting emotional responses and ways to address these emotions * Get adequate exercise, nutrition, and relaxation * Practice brief relaxation techniques during the workday * Assess what tools and techniques help you the most.  Share information with supervisor. | * Try and be flexible, patient, and tolerant. Accept that we cannot change everything * Share concerns, identify difficult experiences, and strategize to solve problems with coworkers and supervisors * Self-monitor and pace your efforts * Stay aware of limitations and needs * Take work breaks. Recognize when one is HALT (Hungry, Angry, Lonely, or Tired) and take self-care measures to address * Avoid engaging in negative self-talk that reinforce feelings of inadequacy or incompetency * Use the buddy system to share upsetting emotional responses and ways to address these emotions * Perform regular check ins with colleagues, family, and friends | * Anticipate that will experience reoccurring thoughts and dreams, and that they will decrease over time * Expect a readjustment period upon completion of the incident assignment. Avoid worrying about readjusting. * Take time off * Ask for help in parenting, if you feel irritable or are having difficulties * Participate in staff appreciation events * Get adequate exercise, nutrition, sleep, and relaxation * Share concerns, identify difficult experiences and strategize to solve problems with coworkers and supervisors * Avoid engaging in negative self-talk that reinforce feelings of inadequacy or incompetency * Keep a journal to get worries off your mind * Use the buddy system to share upsetting emotional responses and ways to address these emotions * Limit caffeine, tobacco, and substance use. Make efforts to avoid excessive use of alcohol, illicit drugs, or excessive amounts of prescription drugs. * Check in with other colleagues * Seek out and give support * Prepare for worldview changes that may not be mirrored by others in your life * Make time for self-reflection * Practice receiving from others * Pay extra attention to rekindling close interpersonal relationships |