|  | ***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.
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| **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.
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| **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
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