

#### Introduction

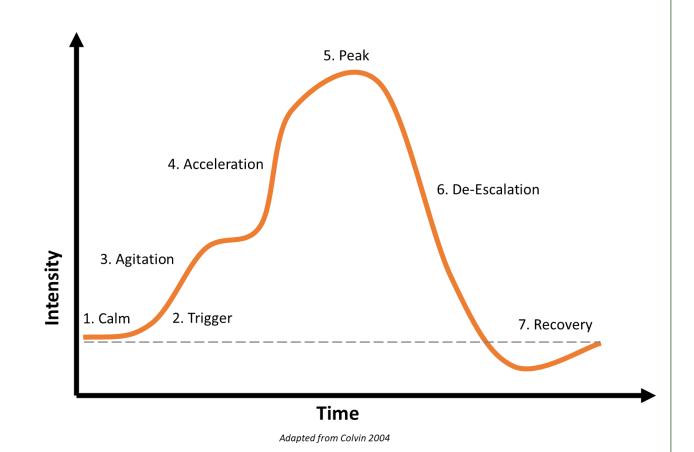
- Housekeeping
- Expectations of Washington
   County volunteers
- Who you'll be interacting with



# How Stress Affects Us

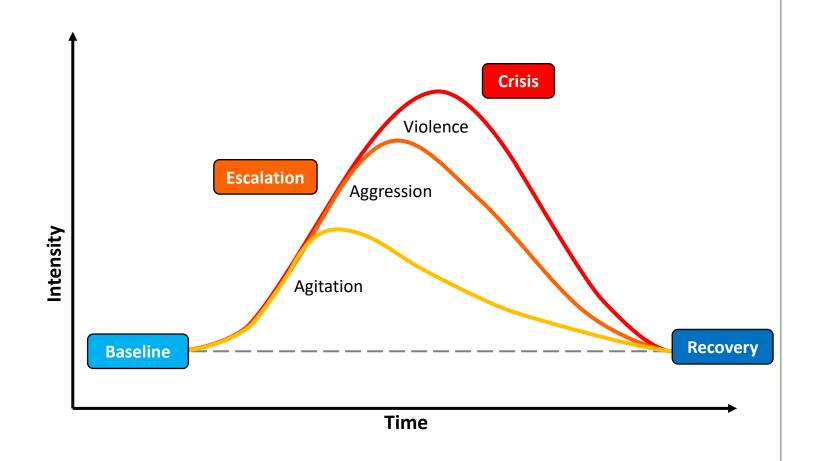
# Stress Response

- Normal reaction
- "Lizard" brain: Fight, flight, freeze, fawn
- Behaviors, thoughts, feelings, body, spirituality
- See handout



### **Crisis**

• Event exceeds ability to cope



#### Activity

- Remember last time you were confronted with a stressful situation.
  - How did you respond?
  - How long did those reactions last?
  - Stress response or crisis
- Last time you were scared?
- Last time you were angry?

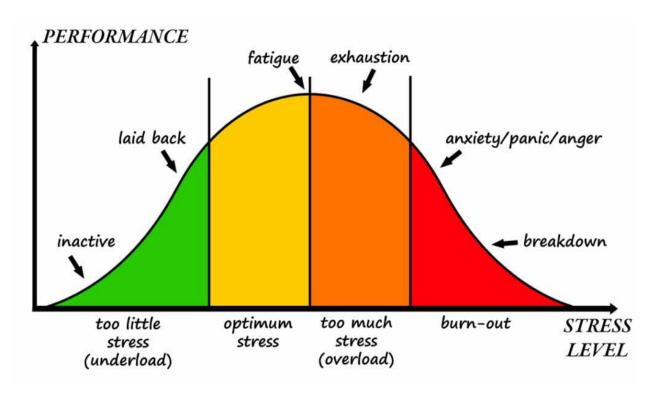
- Behaviors
- Thoughts
- Feelings
- Body
- Spirituality

#### Discussion

- What factors may impact how an individual responds to stress?
- What factors may impact how a responder reacts to someone experiencing stress?

# Stress as a Continuum

- Long-term effects of stress without recovery
- Changes to the "baseline"



# Interacting with Someone Experiencing Stress

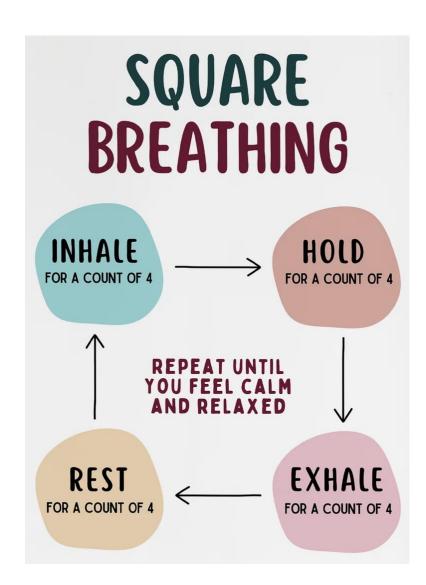


#### **Interactions**

- Check yourself
- Stay safe
- Look, listen, link
- 55-38-7 rule
- Do no further harm

#### Psychological First Aid

- Create a sense of safety
- Be calm, create calm
- Create opportunities for agency, self- and collective efficacy
- Build connection
- Create hope



#### **Active Listening**

- Open body language, open mind
- Minimize distractions
- Open ended questions
- "I" statements
- Paraphrase, reflect, mirror
- Minimal encouragers
- Validate the emotion/feeling

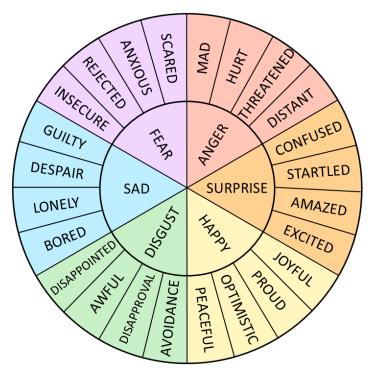


#### **De-Escalation**

- Go low and slow
- Regulate, don't educate
- Name it to tame it

F35 H30 F39

• See referral resources



#### **Pitfalls**

## **Body Language**

















# Scenario

# Responder Resilience



#### RESPONDER STRESS CONTINUUM

READY	REACTING	INJURED	CRITICAL
Sense Of Mission Spiritually & Emotionally Healthy Physically Healthy Emotionally Available Healthy Sleep Gratitude Vitality Room For Complexity	Sleep Loss Change In Attitude Criticism Avoidance Loss Of Interest Distance From Others Short Fuse Cutting Corners Loss Of Creativity Lack Of Motivation Fatigue	Sleep Issues Emotional Numbness Burnout Nightmares Disengaged Exhausted Physical Symptoms Feeling Trapped Relationships Suffering Isolation	Insomnia Hopelessness Anxiety & Panic Depression Intrusive Thoughts Feeling Lost Or Out Of Control Blame Hiding Out Broken Relationships Thoughts Of Suicide

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#### **Activity: Check-in**

- Where are you on the continuum right now?
- How do you experience the different stages?
- What does self-care look like for you?
- Brainstorm: Goals/rewards

- Behaviors
- Thoughts
- Feelings
- Body
- Spirituality

# Thank you

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