

Client and Staff Interactions: Stress and Crisis



June 11, 2024

Introduction

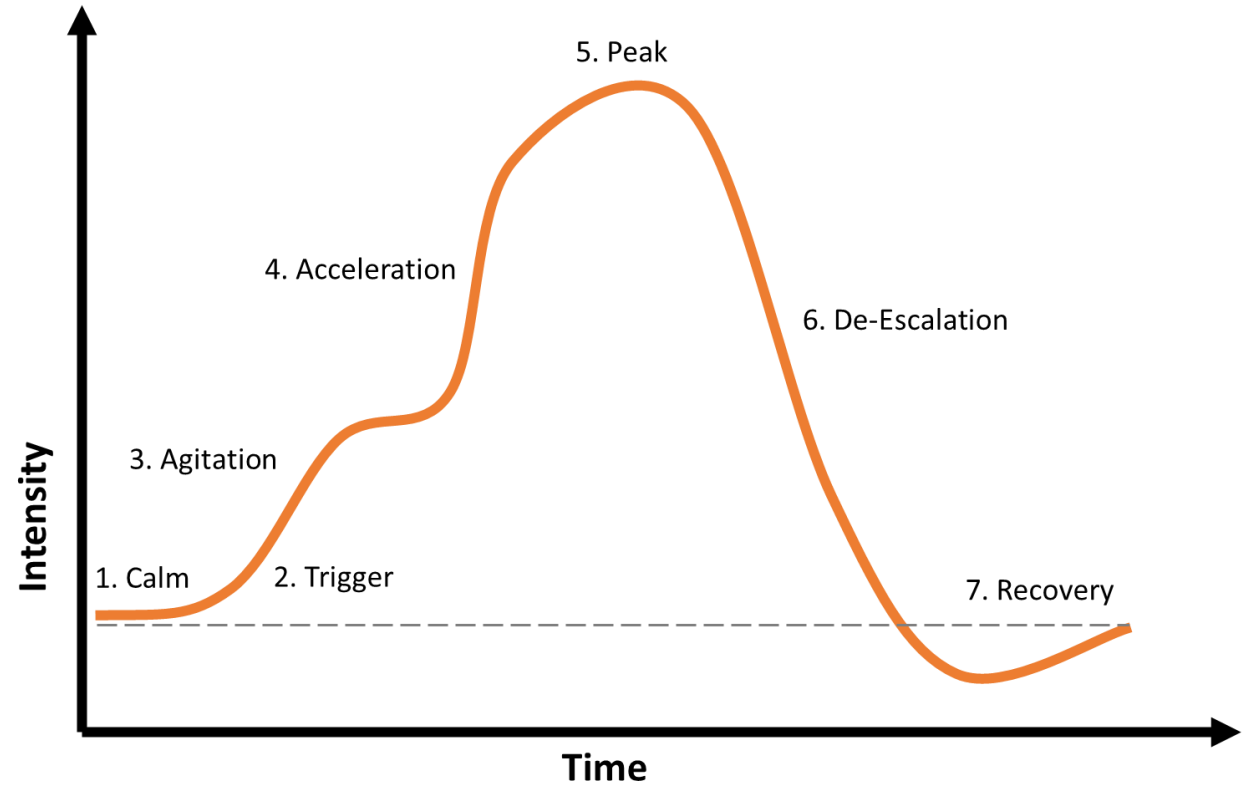
- Housekeeping
- Expectations of Washington County volunteers
- Who you'll be interacting with



How Stress Affects Us

Stress Response

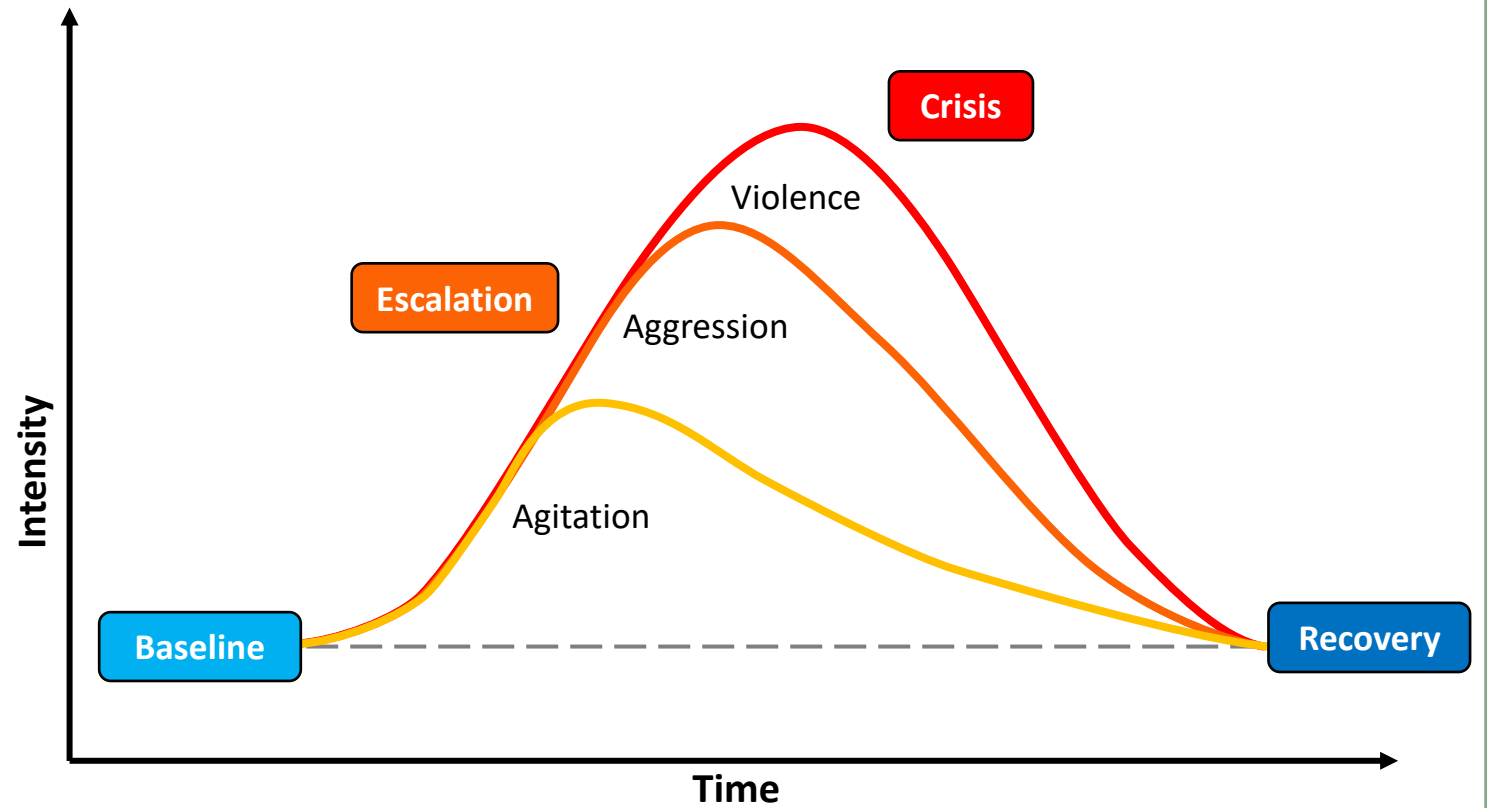
- Normal reaction
- “Lizard” brain: Fight, flight, freeze, fawn
- Behaviors, thoughts, feelings, body, spirituality
- *See handout*



Adapted from Colvin 2004

Crisis

- Event exceeds ability to cope



Activity

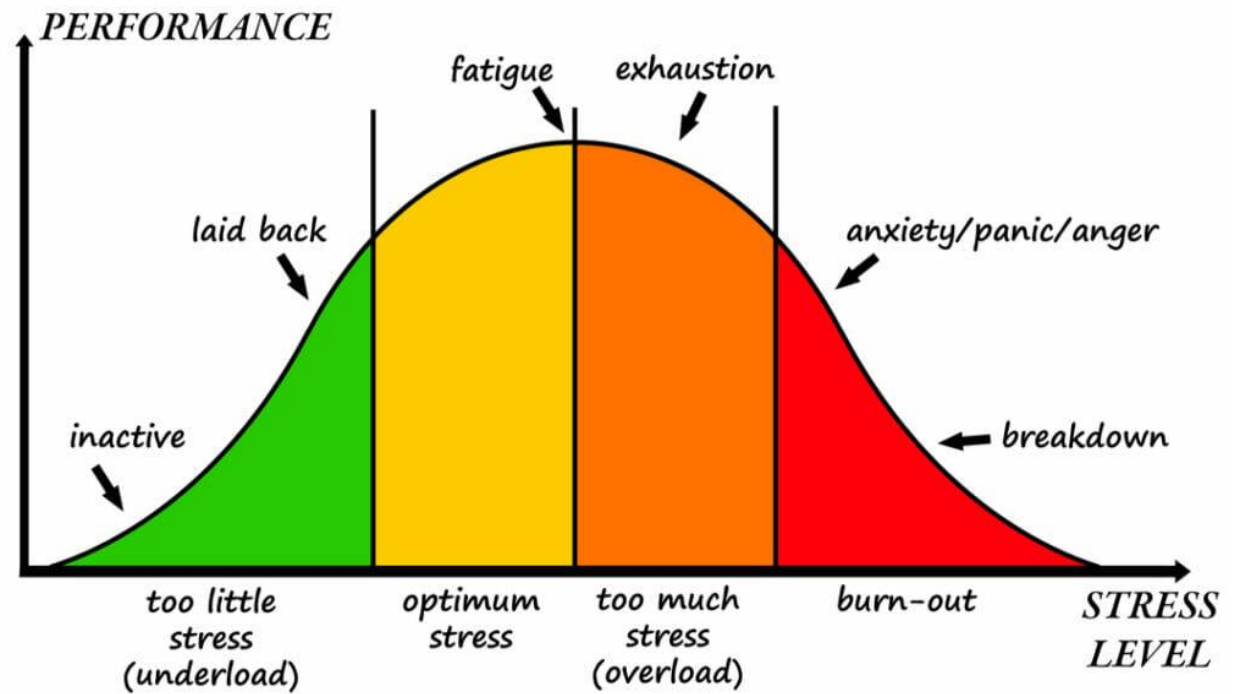
- Remember last time you were confronted with a stressful situation.
 - How did you respond?
 - How long did those reactions last?
 - Stress response or crisis
- Last time you were scared?
- Last time you were angry?
- Behaviors
- Thoughts
- Feelings
- Body
- Spirituality

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

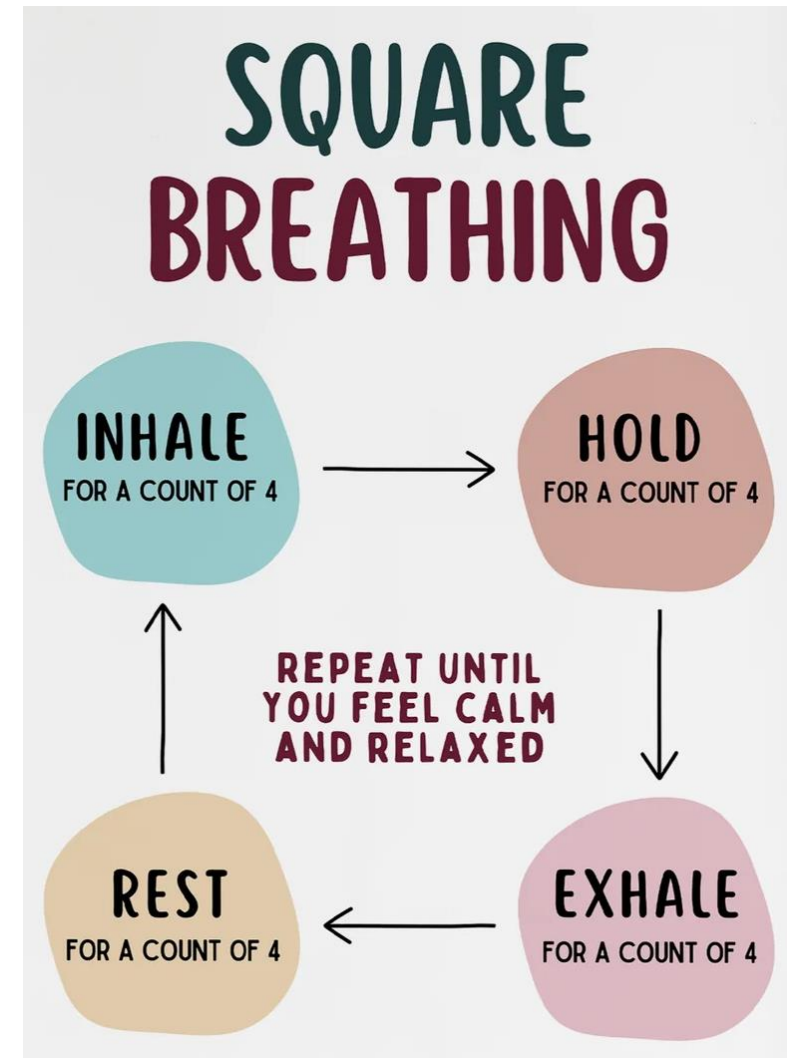


Interactions

- 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

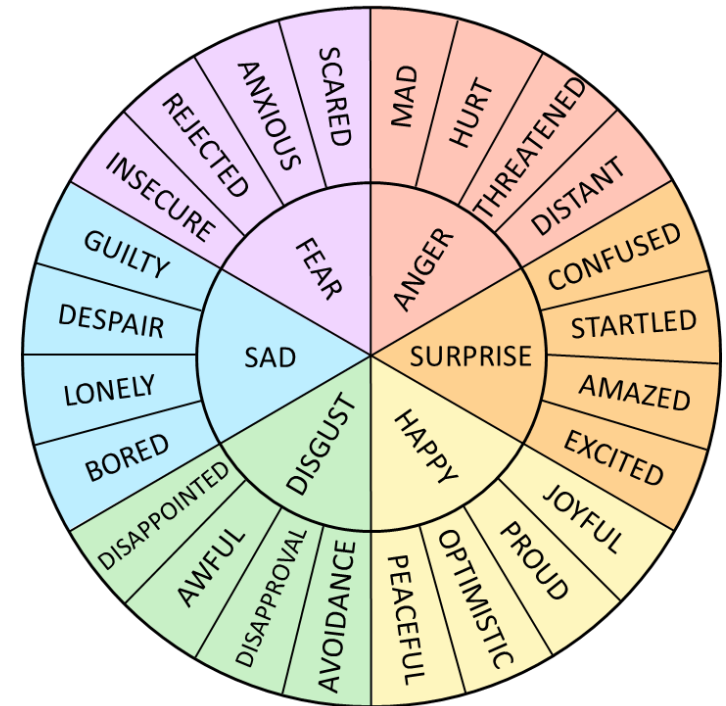
- Open body language, open mind
- Minimize distractions
- Open ended questions
- “I” statements
- Paraphrase, reflect, mirror
- Minimal encouragers
- Validate the emotion/feeling



De-Escalation

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

- See referral resources



Pitfalls

Body Language

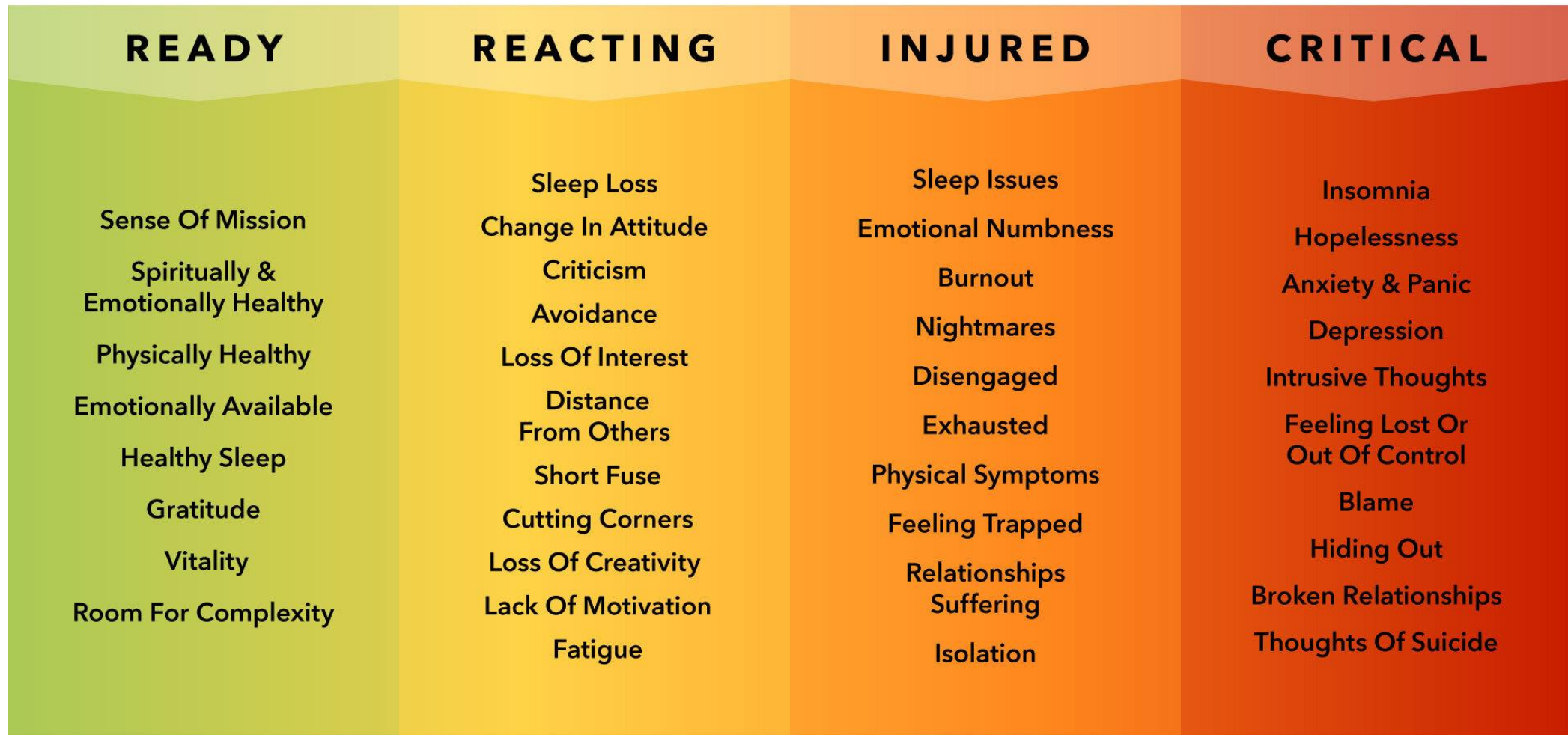


Scenario

Responder Resilience



RESPONDER STRESS CONTINUUM



ADAPTED FROM COMBAT AND OPERATIONAL STRESS FIRST AID BY LAURA MCGLADREY | RESPONDERALLIANCE.COM

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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