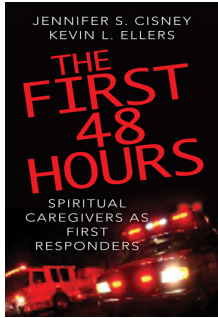


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The First 48 Hours



JENNIFER S. CISNEY
KEVIN L. ELLERS

THE FIRST 48 HOURS

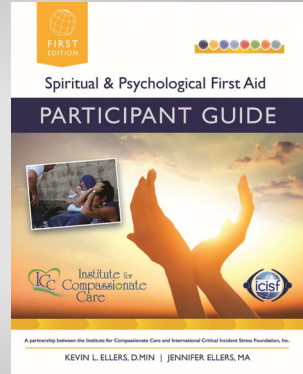
SPIRITUAL CAREGIVERS AS FIRST RESPONDERS

10 Critical Elements in Crisis Response

Jennifer Cisney, MA, CRT
and
Kevin Ellers, D.Min.

1

CISM
14 hour two-day
In-person classes
Live virtual



FIRST EDITION

Spiritual & Psychological First Aid
PARTICIPANT GUIDE

Institute for Compassionate Care
icisf

A partnership between the Institute for Compassionate Care and International Critical Incident Stress Foundation, Inc.
KEVIN L. ELLERS, D.MIN | JENNIFER S. CISNEY, MA

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10 P's of PFA

Presence
Protection
Practical Assistance
Perception
Problem
Psychological Resiliency
Processing
Purpose
Preparing
Passing Off

3

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1 The Power of Presence

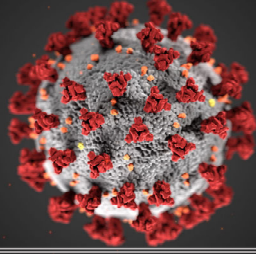


**I WILL
BE
WITH
YOU**

4

COVID

Multiple losses
Complicated Grief
Trauma
Compound Stressors
Reduced Support



5

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COVID Challenges in Being Present

- Widespread impact
- Personal impact
- Isolation
- Touch restrictions
- Can't see full facial expression
- Can't hear clearly through masks
- Conflict and division within systems
- Wear and tear of ongoing pandemic
- Exacerbated stressors and unknowns

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Presence

What is a Ministry of Presence?

7

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The Power of Presence



The Art of Being With

8



Trauma Workers Need Horse Sense

What a horse can teach us:

- Fully present in the moment
- Acutely aware of their environment
- Highly intuitive
- Speak a language of the heart vs head
- Are part of a herd
- Don't judge, care about past or appearance
- Provide immediate feedback
- Congruent

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Boundaries

Where do I end and you begin?

10

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A Ministry of Presence?




**Weep with those who weep...
Rom 12:15**

11

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2 Assessment



SEEK TO UNDERSTAND

12

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What do we assess?

- Basic physical needs
- Safety and security
- Level of functioning
- Social support
- Psychological functioning
- Assets and coping abilities
- Spiritual reactions and needs



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Common Mistakes

Critical Incident
VS
State of Crisis



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Development of a Crisis

A crisis may be defined as a response when:

- psychological homeostasis (balance) has been disrupted;
- one's usual coping mechanisms have failed to reestablish homeostasis; and
- the distress engendered by the crisis has yielded some evidence of functional impairment (Caplan, 1964)

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Common signs of acute distress

Shock / numb	Withdrawn or shutdown	Confusion / disorientation
Angry or agitated	Frantic, irrational survival behavior	Panicky
Highly worried		

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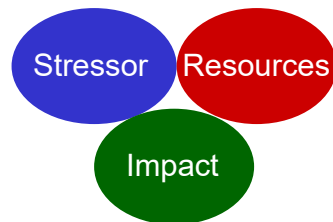
Three Dimensions in Basic Assessment

- How does the survivor perceive the critical incident;
- How does the survivor perceive their available resources; and
- How does the survivor perceive the personal impact

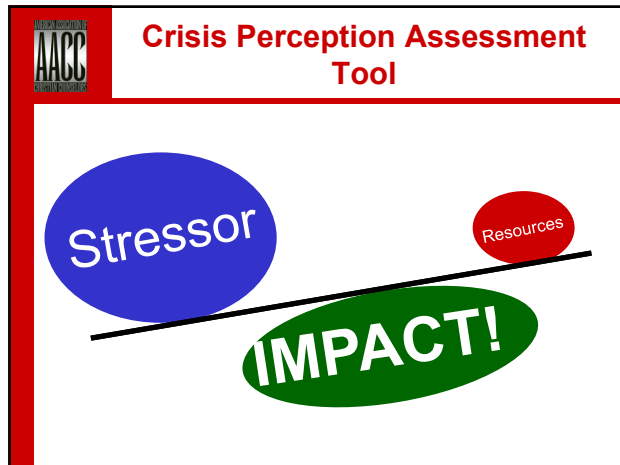
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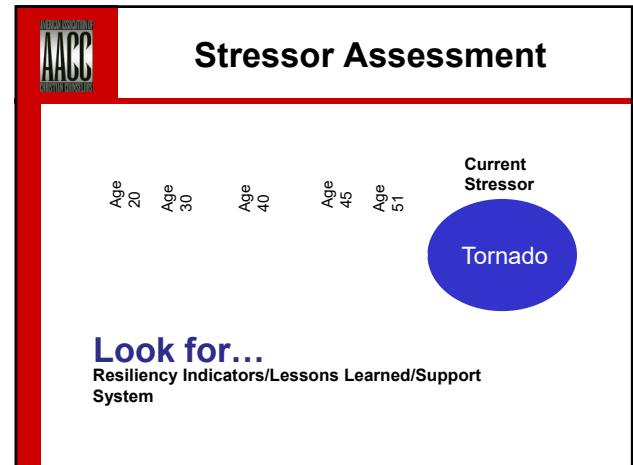
Crisis Perception Assessment Tool



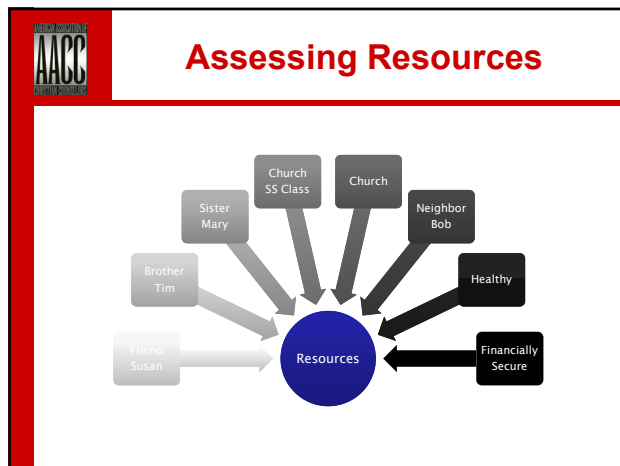
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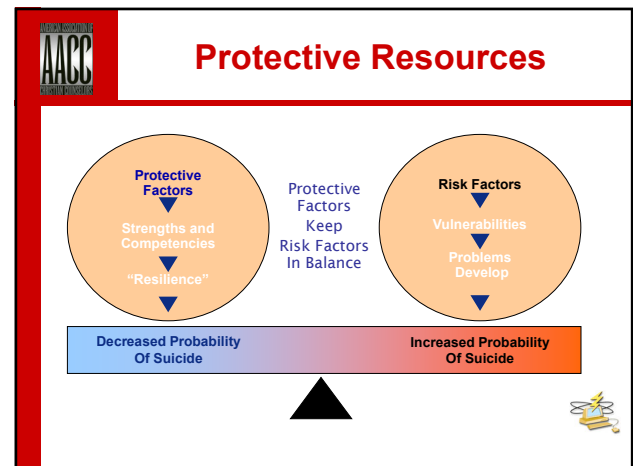
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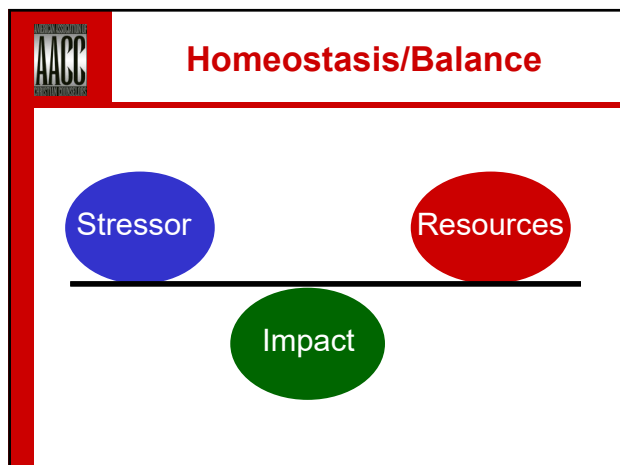
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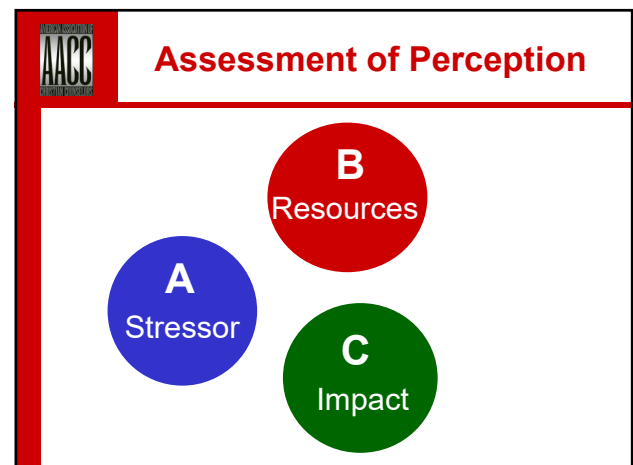
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3

Safety



***BEING
SAFE &
FEELING
SAFE***


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Neurobiology of Trauma

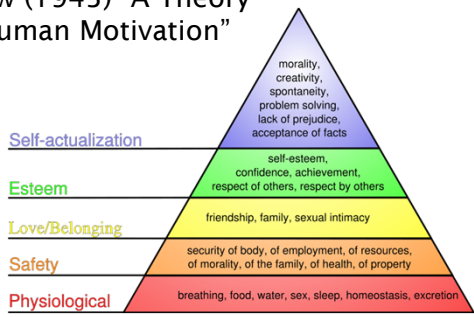
- Flight or Fight Response
- Cognitive functioning impaired
- Amygdala activated

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Hierarchy of needs

Maslow (1943) "A Theory of Human Motivation"



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Feeling and being safe

- Actual safety
- Perception of safety
- Providing Emotional Safety means allowing people to express all of their emotions – the entire range – without judgment or fear

28




4

Practical Assistance



***HOW CAN
I HELP
YOU
MOST?***

29



Practical Assistance

- "Call me if I can help" vs "How can I help?"
- Do no harm!
- Coordinating assistance
- Stabilizing the situation – homeostasis
- Seeking to serve
- Actions speak louder than words!
- Meeting the practical needs may also address emotional needs

30

5 Telling The Story



***LISTEN!
LISTEN!
LISTEN!***

31

How telling the story can help

- You bear witness to their pain
- You validate that the event actually happened
- Helps them move from denial to face the reality of their losses
- Provides a safe environment for cathartic release
- You help them paint their trauma and loss story
- May help them put the pieces together

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Guidelines for helping survivors tell their story

- Keys to Helping People Tell Their Story
- Never force anyone to talk before they are ready
- Provide a safe environment to talk about their story
- Gently encourage them to talk to "someone"
- Do not force discussion of specific painful or traumatic details.

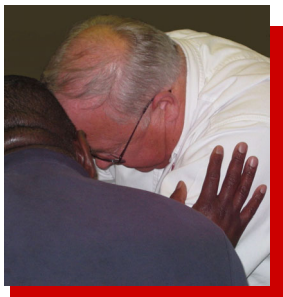
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The beautiful people are those who have known defeat, known suffering, known struggle, known loss, and have found their way out of the depths. These people have appreciation, and sensitivity, and an understanding of life that fills them with compassion, gentleness, and a deep, loving concern. Beautiful people do not just happen.

Elizabeth Kubler-Ross

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6 Passing It Off



***WHAT
DO I DO
WITH
THIS?***

35

Got Balance?



36



37



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A Disaster Worker's Daily Prayer

Kevin Ellers, Territorial Disaster Services Coordinator, The Salvation Army

God, it's been a long day. I'm exhausted and need renewal. I have given all that I had to give and yet feel inadequate in what I could provide. My soul is grieved with the magnitude of pain and loss all around me. I feel inadequate, weak and lacking wisdom. I give my feeble efforts to you and pray that you will increase the results of my labor. May you bring others to finish the work that I was unable to complete. May you bring strength, wisdom, comfort and healing to those we assist. Help me to live faith, hope and love through my words and actions. Reveal any arrogance or self-centeredness in me and keep me focused on serving those in need. Help me to love, though imperfectly, beyond my natural capacity. Help me to never do harm. Help me to carefully attend to those you bring across my path by being fully present in that moment. Provide for the physical, emotional and spiritual needs of those we seek to help as well as our team. Give my mind and body rest and renew me tonight so that tomorrow I can bring a small ray of hope and joy through some simple word or deed to those who desperately need it.

This is my prayer,

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