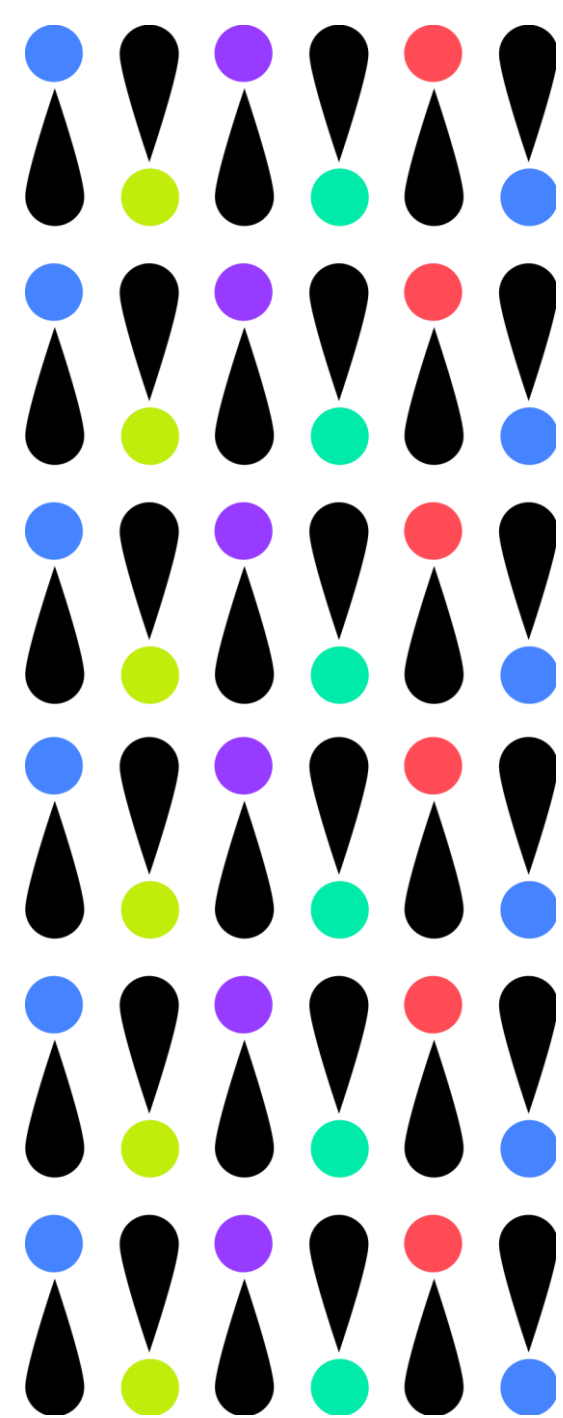




Vibrant's Crisis Emotional Care Team Presents...

Disaster Behavioral Health Just In Time Training:
Ukraine



Introduction

Crisis Emotional Care Team

Just In Time Training Overview

1. Meet your trainers
2. Crisis intervention strategy
3. Relevant cultural information
4. Typical deployment experience
5. Wrapping up
6. Questions

Crisis Emotional Care Team

Trainers

Dr. April Naturale

VP of National Programs at Vibrant
Emotional Health

Dr. Alexander Dimitrevich

Lead Consultant / Coordinator for MHSS
Eastern Europe – Mental Health Support
Solutions

Dr. Grant Brenner

CEO & Founding Partner, Neighborhood
Psychiatry & Wellness, Co-chair CECT
Advisory, CECT Volunteer

Craig L. Katz, MD

Director, Mount Sinai Program in Global
Mental Health

Co-Founder Disaster Psychiatry
Outreach

Dr. Sander Koyfman

Chief Medical Officer, Athena Psych

Co-chair CECT Advisory, CECT
Volunteer

Breathing Exercise

Crisis Intervention

Crisis Intervention

Crisis Support in Emergencies

- What is Disaster Behavioral Health?^{1,2}
 - Providing disaster survivors and responders...
 - mental health
 - substance abuse
 - and stress management services

Crisis Intervention

Crisis Support in Emergencies

- Be a...^{1,2}
 1. Human being
 2. Health professional
 3. Mental health professional
- Think Triage, not Diagnosis

Crisis Intervention

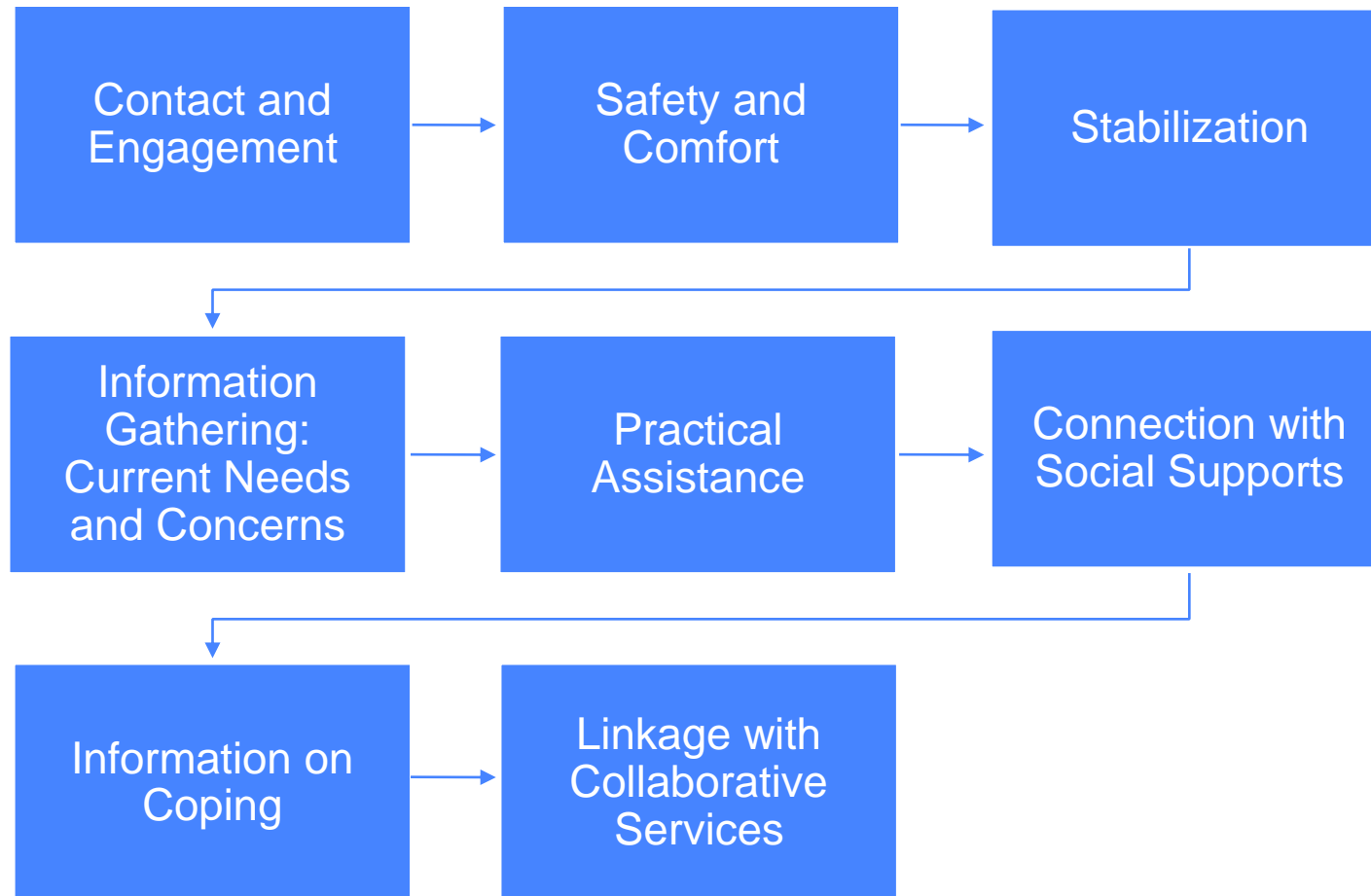
Evidence-Informed Best Practices: Psychological First Aid³

- Approach to help in the *immediate aftermath* of disaster or terrorism
- Appropriate for survivors, witnesses, and responders
- Reduces initial distress and fosters short- and long-term adaptive functioning
- Does NOT assume development of severe mental health problems



Crisis Intervention

Evidence-Informed Best Practices: Psychological First Aid³



Crisis Intervention

Evidence-Informed Best Practices: Maslow's Hierarchy of Needs^{4,5}

- Psychological theory
- Five tiers (bottom to top)
 - Physiological needs
 - Safety needs
 - Love & belonging
 - Esteem
 - Self-actualization



Maslow's hierarchy of needs

Crisis Intervention

Evidence-Informed Best Practices: Skills for Psychological Recovery⁶

- Designed with a focus on the weeks and months after a disaster
- Appropriate for survivors, witnesses, and first responders
- Aims to provide skills to manage and reduce ongoing distress and effectively cope
- Understands survivors will experience a variety of reactions over differing periods of time

Crisis Intervention

Evidence-Informed Best Practices: Skills for Psychological Recovery⁶

- Skills include:
 - Gathering information and prioritizing assistance
 - Building problem-solving skills
 - Promoting positive activities
 - Managing reactions
 - Promoting helpful thinking
 - Rebuilding healthy social connections

Crisis Intervention

Evidence-Informed Best Practices: 5 Essential Elements of Post-Disaster Care⁷

- Five principles of psychosocial care
 1. A sense of safety
 2. Calming
 3. Self- and community-efficacy
 4. Social connectedness
 5. Hope



Crisis Intervention

Psychological Effects of War

- Complex, multi-layered affect on multiple populations
 - Effected populations range from active military and internally displaced persons to refugees to second- and third-generation immigrants
 - Destruction of physical, psychological, social, and ecological health^{8,9}

Crisis Intervention

Psychological Effects of War

Physical^{8,9}

- Nutrition
- Non-communicable diseases
- Infectious diseases
- Injuries

Psychological^{10,11,12}

- PTSD & CPTSD
- Anxiety and depression
- Medically unexplained symptoms
- Substance use

Social^{8,9}

- Displacement
- Food insecurity
- Financial insecurity
- Community breakdown

Ecological^{8,9}

- Water, soil, and air pollution
- Destruction of infrastructure
- Uninhabitable environments

Crisis Intervention

Human Stress Response¹³



Stretch Break

Cultural Competency

Cultural Competency

Who is Impacted?

- Ukrainian Nationals
 - Civilians and military in Ukraine
 - Who emigrated prior to invasion
 - Refugees and immigrants post-invasion
 - Second- and third-generation Ukrainian immigrants
 - Non-Ukrainian loved ones and friends
- Russian Nationals
 - Currently in Russia
 - First-, second-, and third-generation immigrants

Cultural Competency

Ukrainian Beliefs, Norms, and Institutions

- Everyday social norms
- Important Ukrainian institutions
- Cultural beliefs and habits

Cultural Competency

Being Culturally Informed¹⁴

- Cultural competence is essential to increasing access and improving standards of care
- Culturally-Informed Care means
 - Having capacity to provide care that acknowledges, respects, and integrates individual cultural values
 - Understanding cultural context goes beyond race and ethnicity markers

Cultural Competency

Being Culturally Informed¹⁴

Strategies for culturally informed care includes:

Listen

- What is your understanding of what's happened?
- What is most worrying you?
- Have you experienced something like this before?

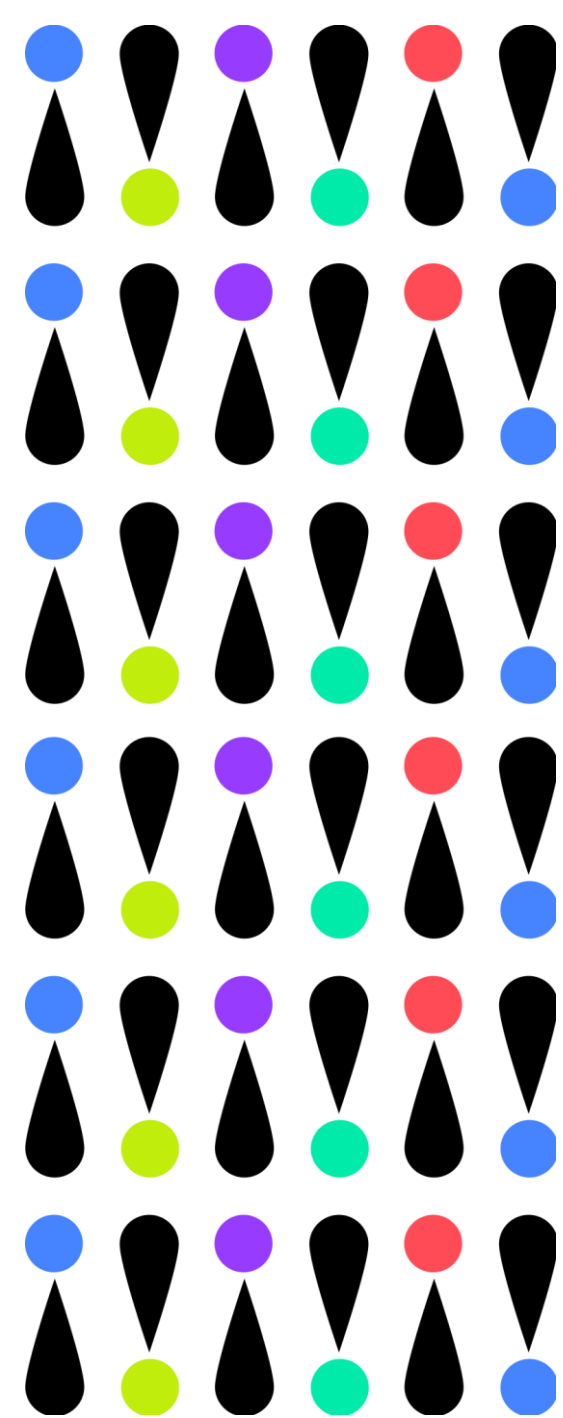
Be Open

- Who do you normally turn to for support?
- Are you open to outside referrals and resources?

Respect

- Who typically makes decisions for you and your family?
- Is there anyone else you would like to talk to?
- What would be helpful for you and your family at this time?

What to Expect



What to Expect

Incident Command Structure

- An established command structure
 - Facilitates effective collaboration and communication across agencies
 - Minimizes potential confusion caused by high turn-around of volunteers/command
- Remember
 - Every deployment is different
 - To follow leadership on the ground
 - To check in with volunteer team every day

What to Expect

Collaboration

- Disaster mental health is a team effort
 - We work in concert with our fellow volunteers, workers and leaders on the ground, and leaders back home
 - More effective to work with different agencies than parallel or against them
 - Always ask where you are most needed, not assume
- Create a support group on the ground
 - Meet regularly with other volunteers
 - Use the buddy system in the field
 - Mentor others and be a mentor yourself

What to Expect

Needs Assessments

- Assessment Basics
 - Check in with yourself first
 - Utilize humanity
 - Assess needs
 - Apply Psychological First Aid and Skills for Psychological Recovery



What to Expect

Critical Communication Skills

- Engage in active listening
 - **Understand** what is being said
 - **Respect** the people you speak with
 - Be **nonjudgmental**
 - Establish **trust**
 - Be **patient** as people work through their feelings
 - Consider the **subtext**

What to Expect

Crisis and Emergency Risk Communication¹⁵

Be First. Be Right. Be Credible.

- CERC means...
 - Building trust and credibility
 - Preparing to answer questions
 - Staying on message
 - Being consistent
 - Acknowledging uncertainty
 - Fact-checking

**CRISIS EMERGENCY
RISK COMMUNICATION**

Build Trust and Credibility by Expressing:

- + Empathy and caring
- + Competence and expertise
- + Honesty and openness
- + Commitment and dedication

Top Tips

- + Don't over reassure.
- + Acknowledge uncertainty.
- + Express wishes ("I wish I had a...")
- + Explain the process in place to find answers.
- + Acknowledge people's fear.
- + Give people things to do.
- + Ask more of people (share risk)

As a Spokesman

- + Know your organization's policies
- + Stay within the scope of responsibility
- + Tell the truth. Be transparent.
- + Embody your agency's identity

BE FIRST. BE RIGHT. BE CREDIBLE.


Prepare to Answer These Questions:

- + Are my family and I safe?
- + What can I do to protect myself and my family?
- + Who is in charge here?
- + What can we expect?
- + Why did this happen?
- + Were you forewarned?
- + Why wasn't this prevented?
- + What else can go wrong?
- + When did you begin working on this?
- + What does this information mean?

Stay on Message

- + "What's important is to remember..."
- + "I can't answer that question, but I can tell you..."
- + "Before I forget, I want to tell your viewers..."
- + "Let me put that in perspective..."

CONSISTENT MESSAGES ARE VITAL



People want to know that you care before they'll care what you know.

Wrapping Up

Wrapping Up

Post-Deployment Experiences

- Secondary Traumatic Stress^{16,17}
- Vicarious Trauma^{16,17}
- Burnout¹⁸

Wrapping Up

Importance of Self-Care¹⁹

- Recognize & value meaning in day-to-day
- Practice self-reflection
- Resilience & compassion satisfaction
- Vibrant Self-Care Action Plan

Self-Care Action Plan

#StayingInBalance

ACTION PLAN EXERCISE

Fill out the self-care assessment checklist by putting a number from 1-5 in the checkboxes next to each item.

Self-care, like the term suggests, is what we do to take care of ourselves. When we're stressed out or feel as though there are too many things to do in our lives, many of us stop paying attention to the things that might make us feel better. We stop being engaged in our own lives and well-being. As you consider your own stress levels, it's worth taking a minute to see how well you're taking care yourself right now. It might help you decide how to take care of yourself going forward.

PHYSICAL SELF-CARE

- Eat regularly (i.e., breakfast, lunch, and dinner)
- Eat healthy foods
- Avoid use or misuse of tobacco and alcohol
- Maintain a healthy weight
- Exercise regularly
- Take time off when sick
- Dance, swim, walk, run, or do some other physical activity that I enjoy
- Get enough sleep
- Wear comfortable clothes

Wrapping Up

Next Steps

1. Join the CECT cadre (or another organized response team)
2. Provide general availability (virtual & in-person)
3. Look out for emails from CECT
4. Deployment opportunity timeline

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Questions?

Be sure to join the CECT at <https://cectvolunteers.force.com/s/interest>