

FIRST RESPONDERS

Foundations for Disaster Response

One-Day Course - 7 Hours

Whenever a major crisis or disaster happens, people tend to want to get involved. They want to respond. Some individuals create online groups and some self-deploy and show up at a disaster site. Volunteers reaching out to organizations during a crisis are often sent away. What most don't realize is that spontaneous volunteers without specific training and no affiliation can cause more problems than they alleviate in a disaster situation.

What you will learn:

- Gain a broad overview of what the possibilities are for community volunteers and churches to respond to a disaster
- Learn what the established national expectations are for responders and organizations who respond to disasters
- Learn about existing training resources for community volunteers and churches responding to disasters

Operational Stress First Aid

(One Day Workshop) 7 Hours

There is no cost for the training, however we require you to schedule three months in advance.

Operational Stress First Aid (OSFA) is a unique program to teach psychological first aid to first responders and others who are susceptible to stress injury. The program originally developed by the Department of Defense for the Marines is used to prevent, identify and treat stress problems caused by operations, critical events, and personal or family crises. The goal of OSFA is to build resiliency and awareness and to keep personnel fully functional. The program also includes tools to assist leaders and personnel to take appropriate actions to restore personnel to full function and readiness when necessary. The principles of this class are foundational to all psychological first aid and resources that reference legitimate and credible crisis intervention organizations.

What You Will Learn

- Four sources of stress injury
- Understand the operational stress continuum illustrated by 4 colors.
- Signs and symptoms of stress injury
- Leadership functions during stress
- How to do an after-action review
- Understanding the checklist to determine the level of stress.

Communication During Crisis (One-Day Workshop) 7 Hours

Intentional Listening and Compassionate Responding

Even in the best of circumstances, communication is difficult. Understanding what people mean and responding so people understand is a constant challenge in “good communication.” Effective communication during critical moments requires skills in mitigating stress, building rapport, and compassionate responses. Listening to facts is much easier than listening to the emotions of a person during a crisis. Responding to a cognitive question is much easier than responding to “Why?” During critical moments, impacted people need listeners who know how to apply the principles of psychological first aid and still respond compassionately.

What you will learn

- How communication is impacted by crisis reactions
- What communication needs exist during the crisis
- How people communicate when distressed
- Principles of active listening
- Ethics of Listening
- Principles of compassionate responses
- How to communicate with fearful people
- How to communicate with people who are grieving
- How to communicate with difficult people
- What to say if someone is suicidal