

City of Joliet Community Mental Health Program & Crisis First Aid for Paramedics (CFA-P)



2021/22 GUIDELINES

CRY

SMILE

TAKE A WALK

DOODLE ON PAPER

PRACTICE DEEP/SLOW BREATHING

EAT HEALTHY FOOD

COMMUNITY MENTAL HEALTH PROGRAM

INITIAL CRISIS CARE

SECONDARY RESOURCES

PROLONGED CARE

UNA CIVITAS
UNA FAMILIA
2021

GO TO THE MOVIE

EAT LITTLE CHOCOLATE

WORKBOOK
CITY OF JOLIET
COMMUNITY MENTAL HEALTH PROGRAM

Note: You are not required to complete the workbook for the CFA-P Course.

You will, however, find it easier to remember and apply the concepts learned in the class if you complete the workbook in its entirety. Completing the workbook will also help you familiarize yourself with the large amount of information in the Resource Guide.

Remember, you are required to read and view all course material prior to the practical portion of the class. This includes the video presentations, the Course Manual, and the Resource Guide. This workbook covers material found in those resources as well.

SECTION 1

What are the 6 sections of the program?

Who do you contact with questions?

What are the 3 program purposes?

What are the 3 JFD roles in the program?

What are the 3 tiers of the program?

True or False: Crisis line operators are usually not trained.

SECTION 2

What is the current method of care with behavioral/mental patients?

What is the current method of care for managing traumatic stress?

True or False: Paramedics already have several of the skills and abilities necessary in CFA?

True or False: Paramedics will be able to provide clinical psychological care after this course.

True or False: CFA can be likened to physical first aid.

SECTION 3

What does PFA stand for? _____

What are the downsides to traditional PFA?

What are the goals of this course?

What are the objectives of this course?

What are the 4 instructional components of the course?

What are the 2 practical components of the course?

CFA-P does not replace...

True or False: You may adapt this program to your own style of patient care.

True or False. This program may be tailored to fit the paramedic's individual style of communication.

What does CFA-P stand for?

Define Stress: _____

Define Trauma:

Define Traumatic Stress:

What percent of people experience a traumatic event: ____% to ____%?

What are the 3 types of traumatic stress effects?

True or False: Some mental disorders have symptoms that may mirror life threatening events.

Common diagnosed mental health disorders:

Less commonly diagnosed health disorders:

How many diagnosable mental disorders are there?

What is the Support Partnership?

What concept is the Support Partnership based on?

What concepts are components of the Therapeutic Alliance?

1. _____

Define:

2. _____

Define:

3. _____

Define:

True or False: There are dangers to establishing the support partnership.

Define:

Countertransference:

Compassion fatigue:

Burnout:

Vicarious traumatization:

Why is self-care important? _____

What are two keys to self-care?

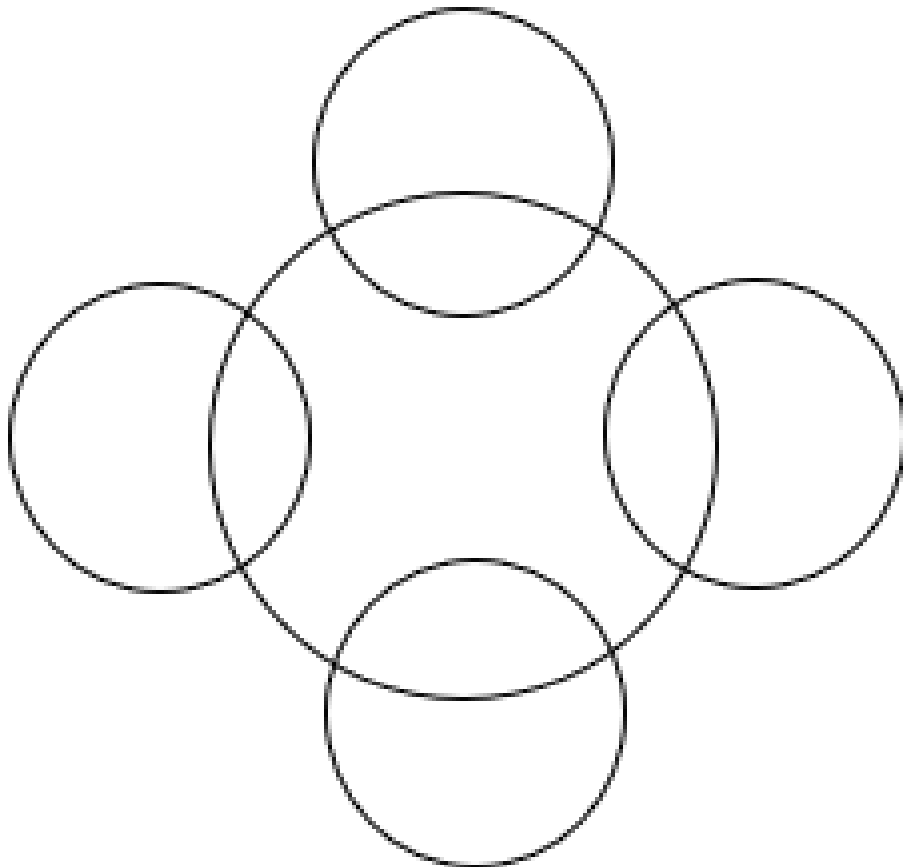
What is the basis of CFA-P? _____

What are the 7 Rs?

_____	_____
_____	_____
_____	_____

Identify the 5 of the 7 Rs above that are used in the field.

Rapport: Fill in



Rapport components:

1. _____

Describe: _____

2. _____

Describe: _____

3. _____

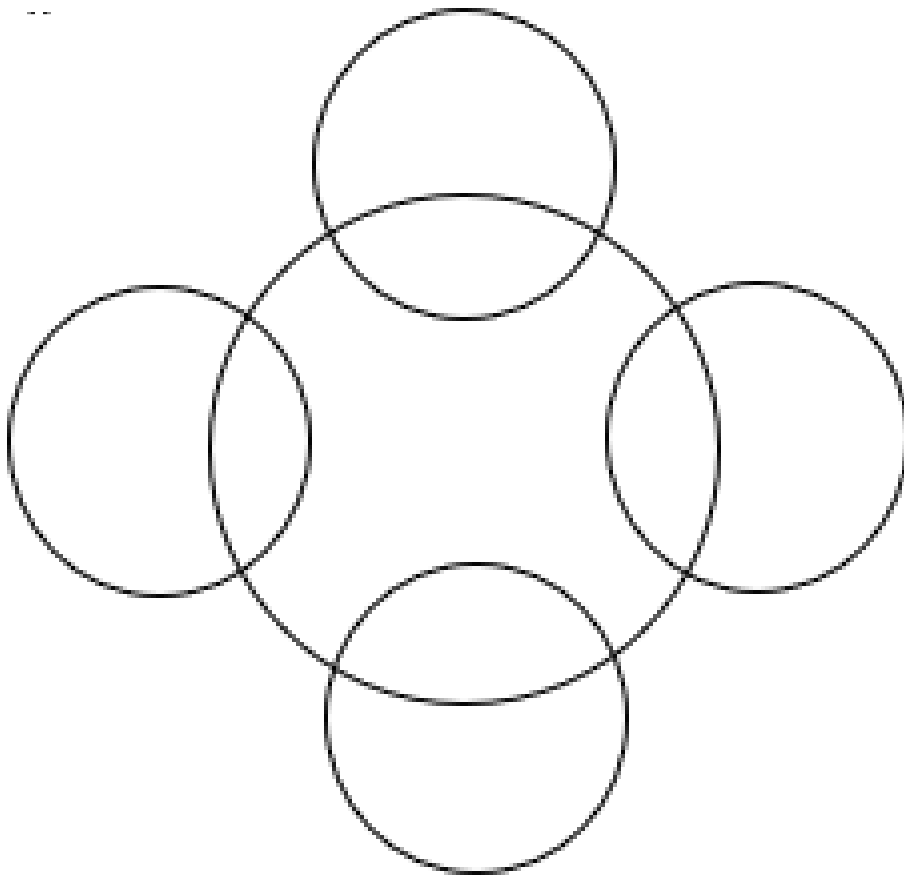
Describe: _____

4. _____

Describe: _____

Notes:

Reflect: Fill in



Reflect components:

1. _____

Describe: _____

2. _____

Describe: _____

3. _____

Describe: _____

4. _____

Describe: _____

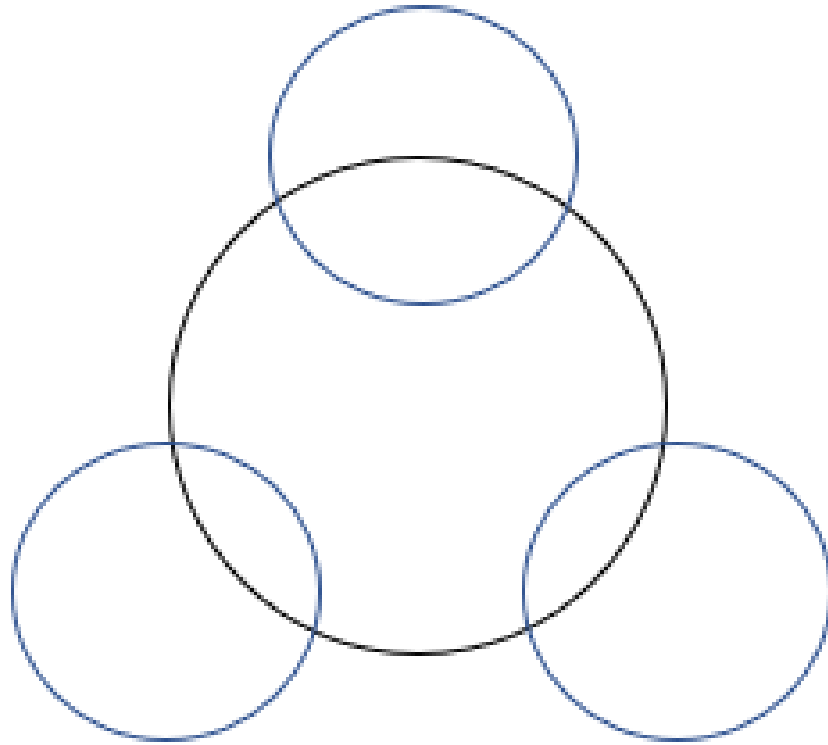
True or False: We must agree with everything said by the help-seeker.

True or False: Parroting is recommended.

In many instances, people (will/will not) remember what you said or did, they (will/will not) remember: _____

Notes:

Reassure: Fill in



Reassure components

1. _____

Describe: _____

2. _____

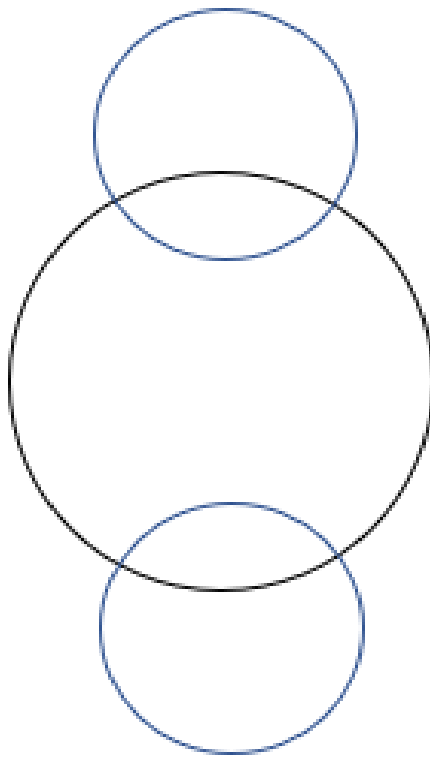
Describe: _____

3. _____

Describe: _____

What types of behavior do you not normalize?

Resilience: Fill in



1. _____

Describe: _____

2. _____

Describe: _____

What are the 2 types of coping and examples of each?

1. _____

Examples:

2. _____

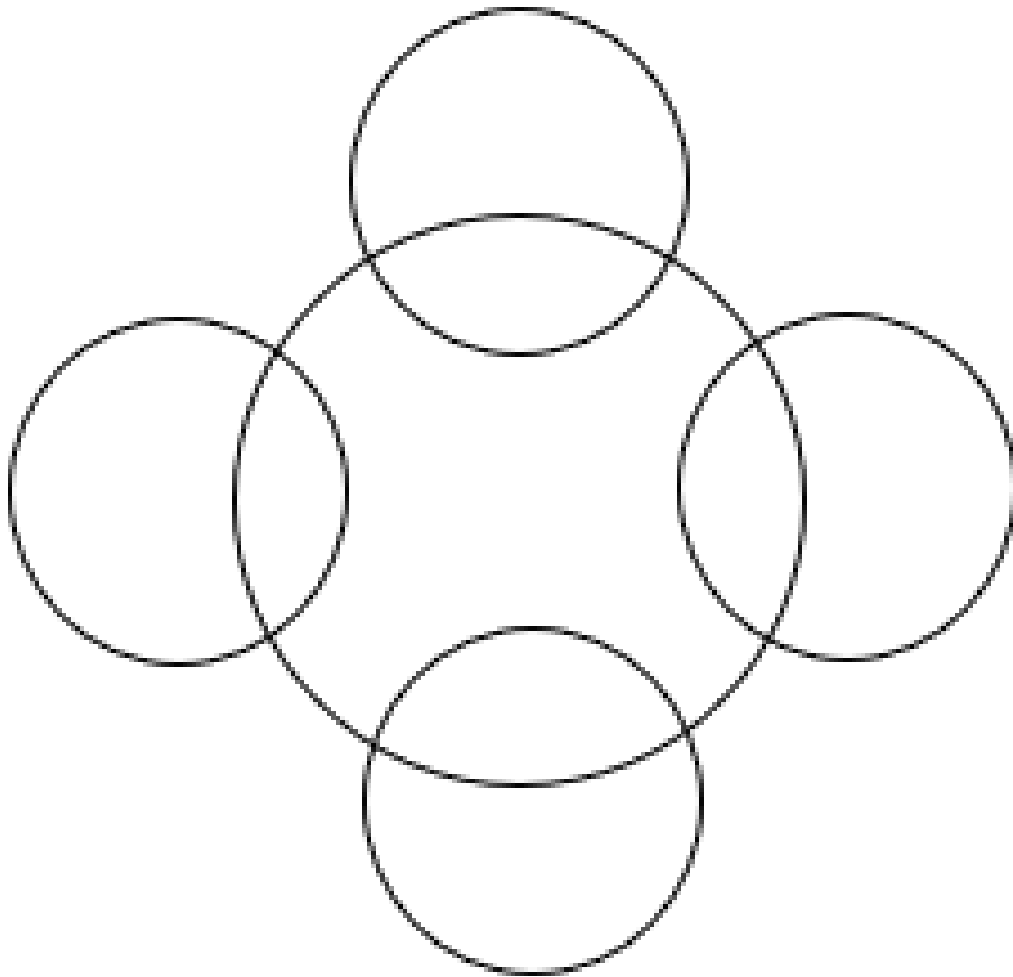
Examples:

Which form of coping is healthier? _____

What is important about asking the person about past coping strategies?

Notes:

Resources: Fill in



Resources components:

1. _____

Describe: _____

2. _____

Describe: _____

3. _____

Describe: _____

4. _____

Describe: _____

Where can a list of resources be found?

What types of information are in the Resource Guide?

In severe cases of traumatic stress or behavioral reactions, what should you do?

If unsure, you may always call _____

What are 2 service types of crisis lines?

Why are crisis lines important?

Support groups can be?

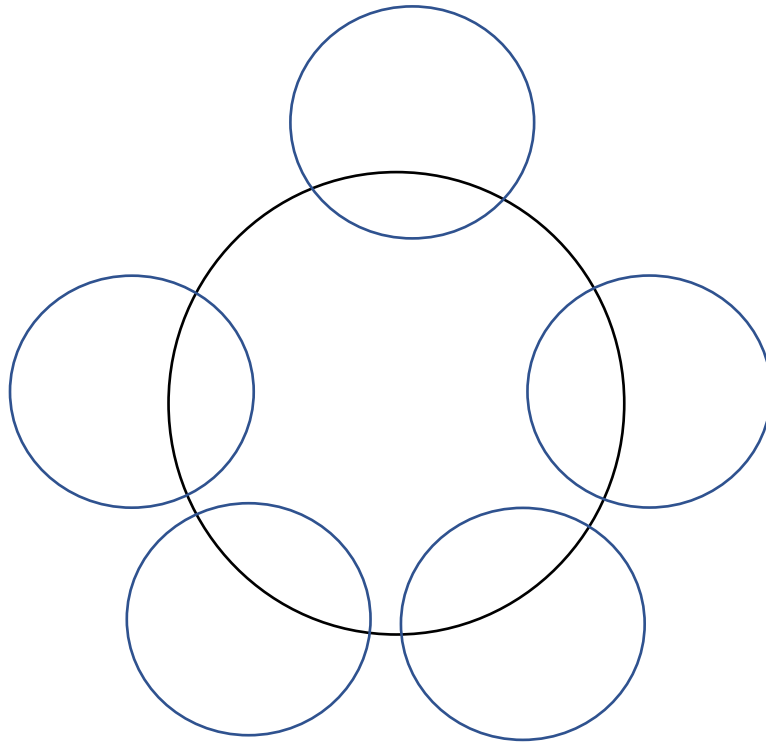
True or False: There are both talk and text crisis lines?

What types of extended health concerns are mentioned in the presentation?

True or False: CFA-P can be used with every patient, regardless of their issue.

Notes:

Revisit: Fill in



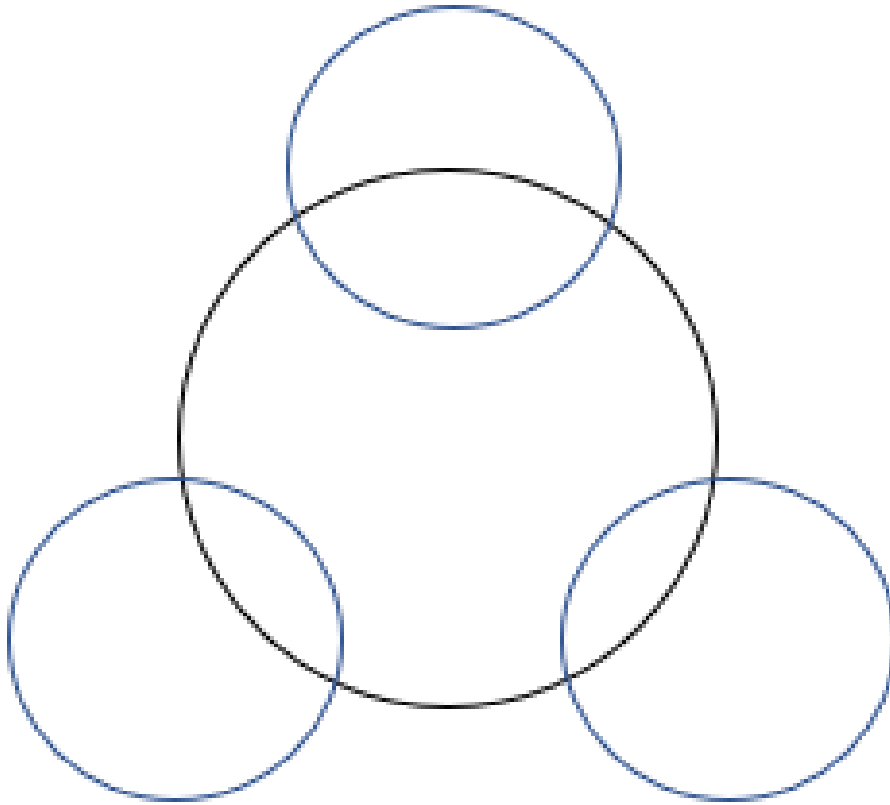
At minimum, how many follow-up contacts are required?

Who makes contact? _____

No later than _____ hours after event

Notes:

Retrain: Fill in



Retrain components:

1. _____
2. _____
3. _____

Notes:

SECTION 4

True or False: There is only 1 correct way to do CFA.

Secondary care includes:

SECTION 5

What are 3 instances where transport is required?

Where will the clinical resources be located?

SECTION 6

What are the 2 modules of CFA?

Yes or No: Are the principles for both modules essentially the same?

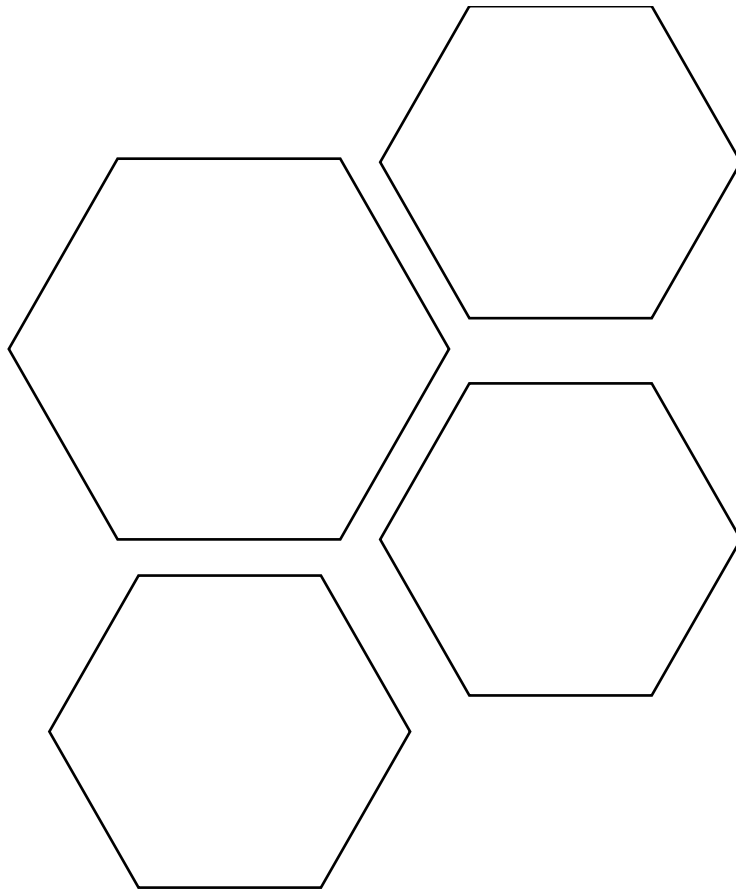
True or False: CFA-P is only completed for traumatic stress when resources allow.

What will decide resources to be used? _____

At minimum for all, give them the

Traumatic Stress Module

Fill in:

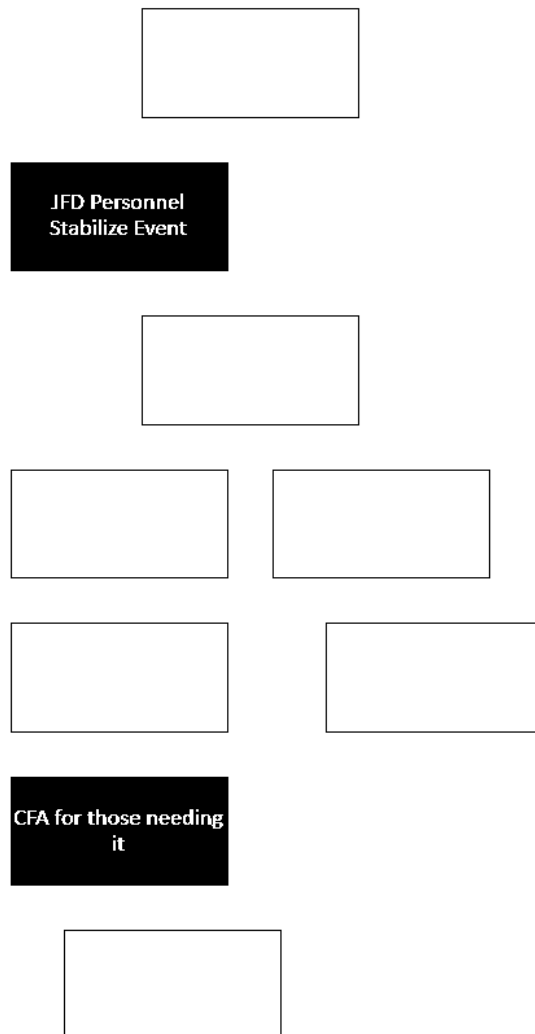


True or False: After exposure to a traumatic event, all people will require CFA.

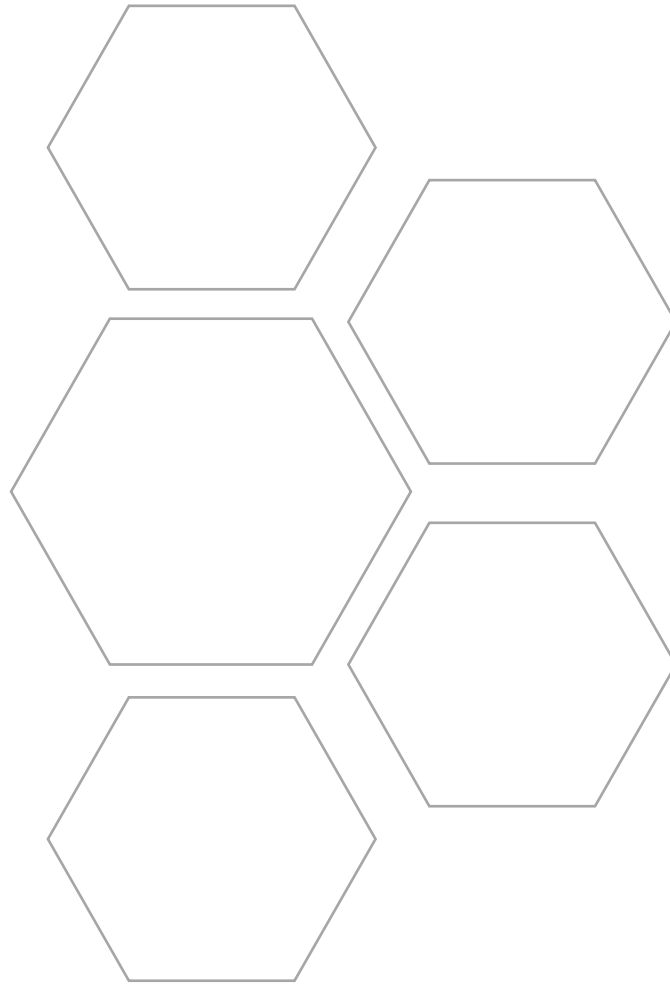
True or False: Even if a person at a traumatic event does not need CFA, you should provide them with a Resource Guide.

Is a refusal required after CFA-P for traumatic stress?

Traumatic stress flowchart: Fill in



Behavioral/Mental Health Issue



What are the required assessment components for behavioral issues?

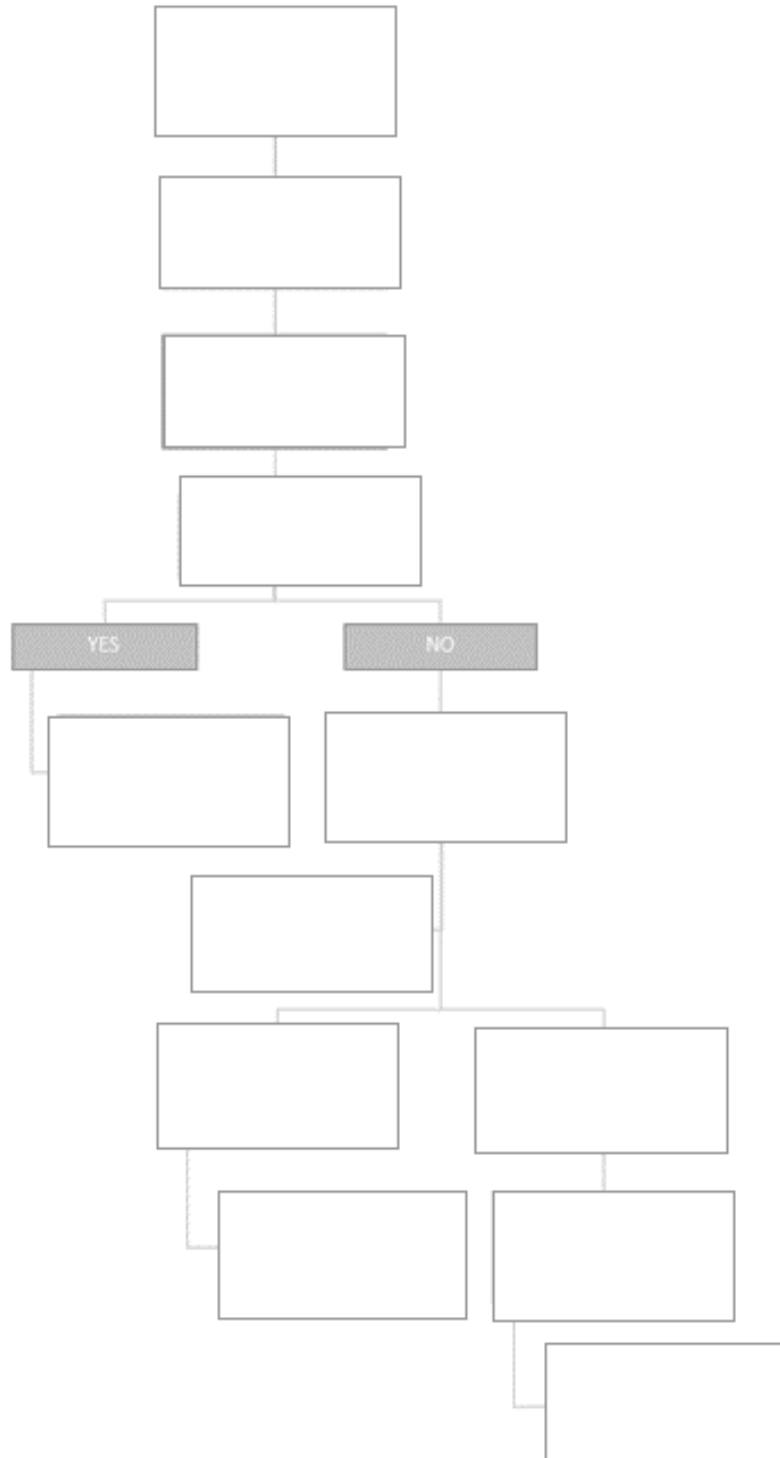
_____	_____
_____	_____
_____	_____
_____	_____

The paramedic may use _____ to assess a behavioral patient.

True or False: The paramedic may refuse to transport the patient.

Is a refusal required after CFA-P for non-transport of a behavioral patient?

Fill in:



Describe age-related coping issues.

Age Birth to 2:

Age 3-6

Age 7-11

Age 12-18:

Older adults:

What are communication techniques for people with disabilities?

What are requirements for sitting for the practical?

Why? _____

What is encouraged?

Practice notes:

Please notify DC Carey regarding ways to improve:

RESOURCE GUIDE

How is the Resource Guide organized?

How else can the Resource Guide be accessed?

What are the sections of the Resource Guide?

To whom do you give a Resource Guide?

Name 5 specific mental health areas that have devoted crisis lines.

Where are the food pantries located in Joliet?

On what page is the Coping Skills graphic? _____

Are unaccompanied youth under age 18 admitted into Daybreak Shelter?

Name 4 useful apps for mental health.

What 2 Hospice care providers are listed in the Guide?

On which page of the guide is the map to the hospitals?

What are the 4 steps to preparing for future challenges?

What are the instructions on page 115 of the Resource Guide?

What is the contact number for the Upper Room Crisis Line?

Name 1 state resource for help with mental issues?

What types of information are located in the Spiritual Care section of the Resource Guide? _____

Find the following and write the page number:

A telephone crisis line number for LGTBQ _____

What is the address of St. Paul the Apostle Parish?

What is the phone number to the National Suicide Prevention Helpline?

Who are the two Hospice providers listed in the Guide?

Name an app for mindfulness and meditation
