



## **San Mateo Consolidated Fire Department Community Emergency Response Team Online CERT Course – Study Guide UNIT 5**

Online CERT Tips from your fellow SMC Fire CERTs:

To ensure the program gives you credit: When entering a Unit from the main page, don't "close" that main page. That is how the program keeps track of how much you've completed. If you close the main page, you'll have to start the unit over to get credit for it.

If arrows "disappear" - go back into the Index and go back to a page that has arrows and then move forward again.

In the Disaster Psychology unit in Online CERT, there's a movie embedded into one of the slides. It is a 45-minute movie. While you are encouraged to view the whole movie, if you're in a hurry, please view the first 10 minutes, then move on to the next slides. You can always go back and view the whole thing at another time!

### **Disaster Psychology - Unit 5**

- Responses to Stress - 5 F's
  - Freeze
  - Flight
  - Fight
  - Fright
  - Faint
- Psychological symptoms: emotional, cognitive, spiritual
  - On guard
  - Agitation
  - Difficulty making decisions
  - Feeling helpless
  - Feeling detached
  - Denial
  - Questioning: why me?
- Psychological symptoms that a CERT volunteer may experience Knowledge check
  - Always on guard, agitation, questioning, difficulty making decisions, feeling helpless, feeling detached, denial
- Physical symptoms
  - Inability to sleep
  - Loss of appetite
  - Nausea
  - Hyperactivity
  - Headaches or chest pain
  - Diarrhea, stomach pain, nausea

- Increase in drug consumption
  - Fatigue
- Physical symptoms Knowledge check
  - Inability to sleep
  - Loss of appetite
  - Nausea
  - Hyperactivity
  - Headaches
- Reduce stress in yourself
  - Get sleep
  - Exercise regularly
  - Balanced diet
  - Balanced work, play, rest
  - Allow yourself to receive as well as to give
  - Connect with others
  - Use spiritual resources
- Reduce Stress in yourself Knowledge check: exercise regularly, use spiritual resources, connect with others, get enough sleep, eat a balanced diet
- Reduce stress in your team
  - Brief CERT personnel beforehand
  - Remember CERT is a team
  - Rest and regroup
  - Take breaks away from incident
  - Eat properly and stay hydrated
  - Arrange for debriefing
  - Rotate teams and duties
  - Phase out workers gradually
- Reduce team stress Knowledge check
  - Brief volunteers beforehand
  - Remind them – we are a team
  - Take breaks
  - Eat properly
  - Rotate duties
  - Hydrate
- Phases Knowledge check
  - Pre-disaster
  - Impact
  - Heroic
  - Honeymoon
  - Disillusionment
  - Reconstruction
- Stabilizing survivors
  - Listening
  - Empathizing
  - Connecting

- Psychological First Aid: Listen, Protect, Connect Knowledge check
  - Listen
    - Pay attention to how they act
    - Hear what they say
    - Ask what they need right now
  - Protect
    - Provide information
    - Answer honestly
    - Reduce contact with traumatizing environment
  - Connect
    - Help find resources / support
    - Connect on a regular basis
- Do not say Knowledge check (what not to say to a survivor)
  - You are strong
  - It is God's will
  - Don't cry
  - Everything will be OK
  - I understand
  - Don't feel bad
- Say
  - I'm sorry for your pain
  - I'm so sorry this has happened
  - Is it alright if I help you with . . . \_\_\_\_\_?
  - I can't imagine what this is like for you
  - What do you need?
- Managing the Death Scene

○ Test Points to Remember

- Listen, provide, connect = PFA (Psychological First Aid)
- PFA step 2 includes: Reduce their contact with an environment that could traumatize them, help them decide their needs and how to access them, provide information and resources, provide opportunities to talk, but don't force them
- Cover body and treat it with respect, follow local laws and protocols, talk to authorities to determine a plan
- Not 5 F's: friends, fun, fear
- PFA – Step 1: Listen includes the following elements: what they need right now, what they say, how they act
- Reduce stress: eat a balanced diet, use spiritual resources, get enough sleep
- An empathetic listener will: Put yourself in speaker's shoes, pay attention to non- verbal communication, listen for meaning (not just the words), paraphrase speaker
- Psychological trauma results from dealing with your own personal losses, assisting others in emergencies, not feeling safe and secure, working, and seeing damage in your neighborhood
- Traumatic stress can cause strain on your interpersonal relationships
- 6 emotional phases: pre-disaster, impact, heroic, honeymoon, disillusionment, and reconstruction
- Psychological symptoms: emotional, cognitive, spiritual

- Test
  - 1. False - Listen, provide, connect = PFA (Psychological First Aid)
  - 2. PFA step 2 includes: Reduce their contact with an environment that could traumatize them, help them decide their needs and how to access them, provide information and resources, provide opportunities to talk, but don't force them
  - 3. True – listen
  - 4. Cover body and treat it with respect, follow local laws and protocols, talk to authorities to determine a plan
  - 5. Not 5 F's: friends, fun, fear
  - 6. PFA – Step 1: Listen includes the following elements: what they need right now, what they say, how they act
  - 7. Reduce stress: eat a balanced diet, use spiritual resources, get enough sleep
  - 8. An empathetic listener will: Put yourself in speaker's shoes, pay attention to non- verbal communication, listen for meaning (not just the words), paraphrase speaker
  - 9. Psychological trauma results from assisting others in emergencies, not feeling safe and secure, working and seeing damage in your neighborhood
  - 10. True - Traumatic stress can cause strain on your interpersonal relationships
  - 11. 6 emotional phases: pre-disaster, impact, heroic, honeymoon, disillusionment, and reconstruction
  - 12. True - Psychological symptoms: emotional, cognitive, spiritual