

Table of Contents

	Page
PREFACE	iii
SECTION I. INTRODUCTION	1
Background	1
Need for Intervention	1
Phases of Disaster	1
HEROIC PHASE	2
HONEYMOON PHASE	2
DISILLUSIONMENT PHASE	2
RECONSTRUCTION PHASE	2
Key Concepts	2
THE TARGET POPULATION IS PRIMARILY NORMAL	2
AVOID MENTAL HEALTH LABELS	2
BE INNOVATIVE IN OFFERING HELP	3
FIT THE PROGRAM INTO THE COMMUNITY	3
Manual	3
WHEN?	3
WHO?	3
WHAT?	3
SECTION II. BEFORE THE TRAINING BEGINS	4
Community Acceptance	4
GAINING ENTRY AND SANCTION	4
Initial Contacts	4
CIVIC LEADERS	4
DISASTER INTERVENTION AGENCIES	4
Appraisal of the Community	5
RESOURCES FOR HUMAN SERVICES	5
LOCATIONS FOR OBSERVING THE RELIEF EFFORTS	5
SOURCES FOR SELECTING TRAINERS AND TRAINEES	5

	Page
COMMUNITY ORGANIZATIONS AS RECIPIENTS OF HUMAN SERVICES SUPPORT	6
Selection of Personnel	6
DIRECTOR	6
ASSISTANT DIRECTOR	6
SECRETARY	6
TRAINERS	7
SELECTING TRAINEES	7
Establishment of Headquarters and Field Sites	7
HEADQUARTERS	7
Information and Rumor Control	8
Summary	8
SECTION III. TRAINING THE TRAINERS	9
Preparation	9
SELECTION OF TRAINERS	9
INFORMATION	9
INSURANCE	9
Program	9
FIRST DAY	9
SECOND DAY	10
DEBRIEFING	10
SECTION IV. TRAINING THE HUMAN SERVICE WORKERS	11
Introduction	11
Introduction of Training Program to Trainees	11
DISTRIBUTION OF MATERIALS	11
INTRODUCTION OF STAFF AND TRAINEES	11
OPENING THE PROGRAM	11
Course Content	13
SHARING OF PERSONAL DISASTER EXPERIENCES	13
INFORMATION ON THE STATUS OF THE DISASTER	13
BACKGROUND PHASES OF DISASTER AND ACCOMPANYING BEHAVIOR	13
TASK CONCEPT—DEFINITION OF THE ROLE OF THE TRAINEE	15
THE HELPING PROCESS	15

	Page
EMPATHY	17
PROBLEMS OF LIVING	18
HELP AND SEEK-HELP BEHAVIORS	18
ALERTNESS AND AWARENESS	18
ACTIONS	18
SPEECH	18
EMOTIONS	19
TYPES OF MENTAL HEALTH PROBLEMS FOLLOWING DISASTERS	19
ROLE PLAYING	19
TAPPING STRENGTHS IN THE INDIVIDUAL AND THE COMMUNITY	21
GROUPS—THERAPY AND COMMUNITY	22
REPORTS AND DEBRIEFINGS	22
GOVERNMENTAL AND NONGOVERNMENTAL DISASTER RELIEF AGENCIES	22
SECTION V. SPECIAL RISK GROUPS	26
Introduction	26
COMMON NEEDS AND REACTIONS	26
SPECIAL NEEDS GROUPS	26
Age Groups	26
PRE-SCHOOL (1-5)	27
EARLY CHILDHOOD (AGES 5-11)	27
PREADOLESCENT (AGES 11-14)	27
ADOLESCENT (AGES 14-18)	28
MIDDLE AGE	30
OLDER ADULTS	30
Socioeconomic Classes	31
Cultural and Racial Differences	31
Institutionalized Persons	32
People in Emotional Crises	32
People Requiring Emergency Medical Care	33
Human Service and Disaster Relief Workers	33
SYMPTOMS	33
MANAGEMENT	33
SECTION VI. SELF-AWARENESS SESSION	35
Overview	35
General Format	35

	Page
EXPLORING MOTIVATIONS FOR HELPING	35
HELPING SELF TO HELP OTHERS	36
EXPLORING SELF	36
WHERE DO WE GO FROM HERE?	37
EVALUATIONS	37
APPENDIX A: HEALTH SERVICE WORKER INFORMATION FORM	38
APPENDIX B: TRAINING PROGRAM EVALUATION FORM	39
APPENDIX C: CLIENT INFORMATION FORM	40
APPENDIX D: EXAMPLES OF DISASTER-RELATED EMOTIONAL PROBLEMS	41