



WELCOME TO THE 4TH ANNUAL
IDAHO INTEGRATED BEHAVIORAL HEALTH NETWORK
CONFERENCE

Dealing with Traumatized People

A Primer for 1st Responders

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Disclosure

Workshop Description

First Responders are trained as “Masters of Disaster” and must respond quickly and effectively to all types of crisis situations such as fires, accidents, medical emergencies, and natural or man-caused disasters. Their training and experience allow them to approach even unknown emergencies with confidence and to mitigate the circumstances of the scene.

For most first responders, the most difficult part of a crisis scene is not the crisis itself but having to deal with the victims of the loss – their own community members who are traumatized, grief-stricken, and seemingly inconsolable. For many firefighters, paramedics, and law enforcement, this is the worst part of the job.

Our workshop will help first responders learn a simple formula (The 4-Ps) for dealing effectively and compassionately with traumatized victims, while at the same time lowering their own stress.

Learning Objectives

1. Learn the basic symptoms of the initial Stress/Trauma reaction.
2. Through the 4-P's of Initial Crisis Intervention:
 1. Learn what it means to be Present to a victim of crisis.
 2. Learn how victims perceive crisis and how to assist in perception adjustments.
 3. Understand what basic needs crisis victims may have and how to provide for them.
 4. Learn how to persevere in caring for crisis victims.

The Stress/Trauma Reaction

- A precipitating EVENT (“911, What is YOUR emergency?”)
 - Remember that CRISIS is defined PERSONALLY.
 - Why is the same event a crisis for one person and not another?
 - We must connect with people where THEY are!



The Stress/Trauma Reaction

Tends to hit people in five areas:

1. Physical – The way our BODY feels
2. Cognitive – The way we THINK
3. Emotional – The way we FEEL
4. Behavioral – The way we ACT
5. Spiritual – The way we BELIEVE



The Stress/Trauma Reaction - PHYSICAL



Common Initial Physical Reactions:

1. Nausea
2. Headache
3. Vision distortion
4. Dizziness
5. Grinding Teeth
6. Muscle Tremors
7. Sweating
8. Breathing Difficulty*
9. Chest Pains*

The Stress/Trauma Reaction-Cognitive



Common Initial Cognitive Reactions:

1. Confusion
2. Memory Loss
3. Overly Sensitive
4. Slow Thinking – numb brain
5. Poor Abstract Thinking
6. Poor Concentration
7. Poor Problem Solving



The Stress/Trauma Reaction-Emotional

Common Initial Emotional Reactions:

1. Anger
2. Anxiety
3. Fear
4. Numbness
5. Emotional Shock
6. Loss of Control
7. Uncertainty



The Stress/Trauma Reaction-Behavioral

Common Initial Behavioral Reactions:

1. Pacing
2. Changes in Speech
3. Withdrawal
4. Intolerance
5. Hyper alertness
6. Silence
7. Suspiciousness



The Stress/Trauma Reaction-Spiritual

Common Initial Spiritual Reactions:

1. Doubt
2. Confusion
3. Immersion
4. Crisis of Faith
5. Hyper-repentance
6. Sense of Betrayal
7. Anger at Deity

SO... What does our Crisis Victim Look Like?



Dealing with Crisis Victims

It may be helpful to remember the 4-P's

1. Presence
2. Perception
3. Provision
4. Perseverance

Dealing with Crisis Victims-Presence



What is Presence?

How do I do it?

1. Be near and allow silence
2. Listen & console
3. Respond (verbal & non-verbal)
4. Provide clear objective thinking
5. As long as needed

Dealing with Crisis Victims-Perception



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What determines your PERCEPTION?

Dealing with Crisis Victims-Perception



- Of the magnitude of the problem.
- Of the best interests of the family as a whole.
- Of others that may need to be notified.
- Of the need for privacy.
- Of physical needs of people in crisis.

Dealing with Crisis Victims-Provision



For immediate assistance.

For logistic problems.

For physical needs.

For church/community support.

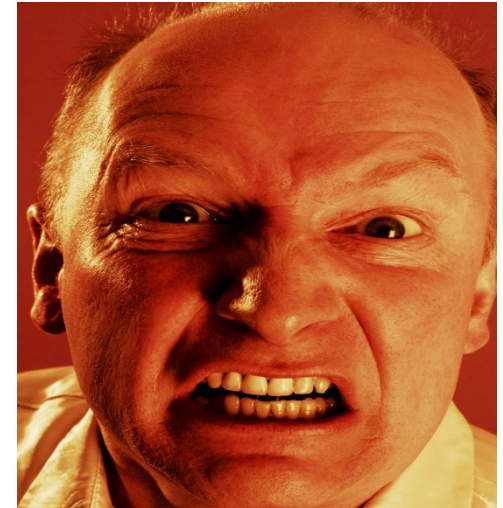
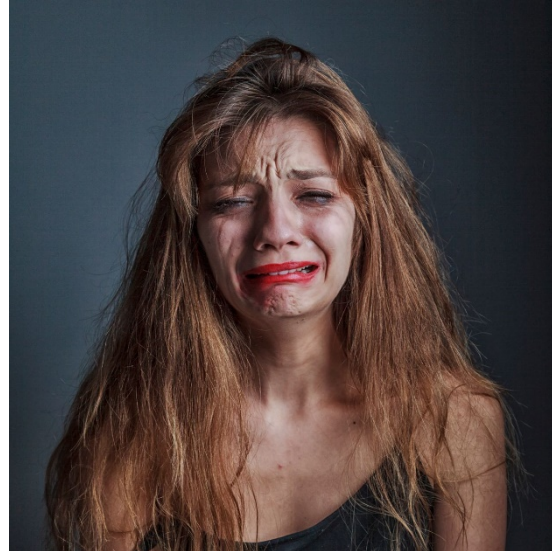
For support network.

Dealing with Crisis Victims-Perseverance



During the Incident

In the Aftermath



Q&A



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