

# Crisis Response Training

Providing Support for Health Care Staff In Crisis Situations

**Topic:** Crisis Intervention Tools and Tips that Can be Used in the Workplace

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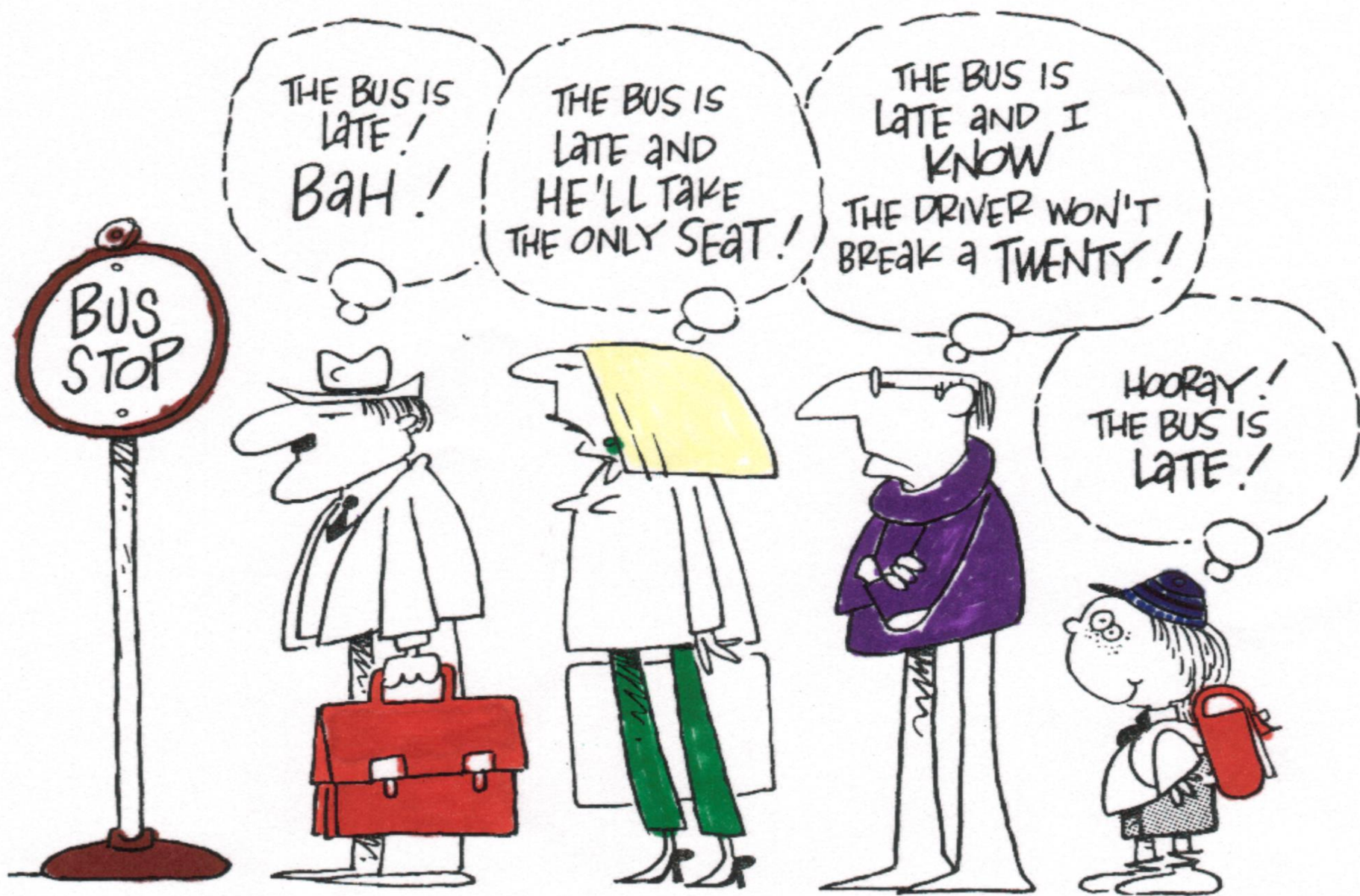


# Overview

- Introduction
- Using Crisis Response Tools and Tips in the Workplace
- Resources



# The way we think can influence how we feel



# Why Crisis Response Training?

- Crisis Response Training was created to equip and support you during the COVID-19 crisis
- A person cannot stay in crisis. The body can't stand the physical and emotional strain indefinitely
- We need champions like you to go out there and make a difference



# Who Is This Training For?

- This training is for you!
- To be used by everyone for everyone!
- You can utilize these tools and tips with your
  - Patients
  - Co-workers
  - Managers
  - Frontline staffers
  - Supervisors
  - Yourself



## Who Is This Training For?

- This training will not make you a Mental Health Professional
- This training will equip and empower you to approach a colleague in crisis and say, “I am concerned about you. Are you ok?” without dread



# Signs and Symptoms of a Person in Crisis

- As you go through the floors of your facilities and interact with colleagues during COVID-19 crisis, you are going to witness individuals who are going need emotional support
- To help you along the way here is a list of common physical, behavioral and psychological signs and symptoms of depression and anxiety that you can use as a reference



# Depression: Signs and Symptoms

## Physical

- Fatigue
- Sleeping too much or too little
- Overeating or loss of appetite
- Headaches
- Unexplained aches and pains

## Behavioral

- Crying spells
- Withdrawal from others
- Neglect of responsibilities
- Loss of motivation
- Use of drugs and alcohol

## Psychological

- Sadness
- Anxiety
- Guilt
- Anger
- Mood swings
- Feelings of helplessness
- Hopelessness
- Pessimism
- Impaired memory and concentration
- Indecisiveness and confusion
- Thoughts of death and suicide





# Anxiety: Signs and Symptoms

## Physical

- **Cardiovascular:** pounding heart, chest pain, rapid heartbeat, blushing
- **Respiratory:** fast breathing, shortness of breath
- **Neurological:** dizziness, headache, sweating, tingling, numbness
- **Gastrointestinal:** choking, dry mouth, stomach pains, nausea, vomiting, diarrhea
- **Musculoskeletal:** muscle aches and pains (especially neck, shoulders and back), restlessness, tremors and shaking, inability to relax



# Anxiety: Signs and Symptoms

## Behavioral

- Avoidance of situations, obsessive or compulsive behavior, distress in social situations, phobic behavior

## Psychological

- Unrealistic or excessive fear and worry (about past and future events), mind racing or going blank, decreased concentration and memory, indecisiveness, irritability, impatience, anger, confusion, restlessness or feeling “on edge” or nervous, fatigue, sleep disturbance, vivid dreams



# Signs and Symptoms

- Keep in mind that a person can exhibit multiple signs and symptoms simultaneously
- If you see someone whom you think is showing signs and symptoms that they are in crisis, we have provided the following action plan that you can use as a guide



# Helping the Person in Crisis

## The Action Plan: DEEEP

- **D**iscern for anxiety and depression and how it may lead to harm
- **E**ngage in active listening without judgment
- **E**ncourage appropriate professional help
- **E**ncourage self-help and other support strategies
- **P**rovide reassurance and credible information



## **Discern for Anxiety and Depression and How it May Lead to Harm**

- Before you approach someone take time to observe the situation, their behavior, and the context in which it's happening
- When conversing with an individual that has you concerned, pay attention to their feelings. Pay special attention if they bring up the topic of suicide, harming themselves or others



## Discern for Anxiety and Depression and How it May Lead to Harm

- Do not be afraid to ask, “Is everything ok?” or, “Can I get you bottle of water?”
- Do not leave that person until you feel sure that they are not at risk of harming themselves
- Do not forget to comply with any NYC Health and Hospital policy in place



## Be Mindful of The Following Factors

- Gender
- Age
- Type of work that they do
- Job location
- Level of social support
- Level of frustration
- Access to information structure
- Chronic physical illness
- Mental illness
- Use of alcohol or other substances



# Helping the Person in Crisis

## The Action Plan: DEEEP

- Discern for anxiety and depression and how it may lead to harm
- Engage in active listening without judgment
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- Encourage self-help and other support strategies
- Provide reassurance and credible information





# Engage in Active Listening Without Judgment

**Key attitudes to make the person feel respected, accepted, and understood**

- Acceptance
- Genuineness
- Empathy



# Engage in Active Listening Without Judgment

Key **nonverbal skills** to show you are actively listening

- Attentiveness
- Comfortable eye contact
- Open body posture
- Being seated
- Sitting next to the person rather than directly opposite
- Do not fidget



# How to Talk with a Person Who Is In Crisis

- Let the person know you are concerned and willing to help
- Discuss your observations with the person
- Ask them questions without dread
- Do not express negative judgment
- Appear confident, as this can be reassuring
- Keep your conversations discreet and do not break confidence unless they are threatening suicide, harm to themselves or others



# How to Talk with a Person Who Is In Crisis

## Check For Two Other Risks:

- Has the person been using alcohol or other drugs?
- Has the person made a suicide attempt or harm themselves in the past?



# What Isn't Supportive Do Not

- Tell the person to “snap out of it”
- Act hostile or sarcastic (*it's not what you say but how you say it*)
- Blame person for their feelings or emotions
- Trivialize the person's experiences
- Belittle or dismiss the person's feelings
- Speak with a patronizing tone
- Try to “fix” the person



# Helping the Person in Crisis

## The Action Plan: DEEEP

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# Encourage Appropriate Professional Help

## ■ Types of Professionals

- Doctors (primary care physicians)
- Psychiatrists
- Social workers, counselors, and other mental health professionals
- Certified peer specialists

## ■ Types of Professional Help

- “Talk” therapies
- Medication
- Other professional supports



# Encourage Appropriate Professional Help

## Please Note

- If someone says that they are suicidal you can break confidence and connect them to support with the Comprehensive Psychiatric Emergency Program (CPEP) or Psychiatric Emergency Service (PES)
- Call Hospital Police immediately if the person has a weapon or is behaving aggressively
- If you come across a person who is passed out call a Rapid Response Team





# Helping the Person in Crisis

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# Encourage Self-Help and Other Support Strategies

- Exercise
- Relaxation and Meditation
- Peer support groups
- Self-help books based on cognitive behavioral therapy (CBT)
- Family, friends, faith, and other social networks
- NYC H+H COVID-19 Guidance and Resource Page



## Encourage Self-Help and Other Support Strategies

- Use respite areas in their facility
- Speak to your local union representative
- Contact Alcohol Anonymous or Narcotic Anonymous
- Contact Substance use and Mental Health Services
- Reach out to your peer support champion
- Talk to supervisor



# Encourage Self-Help and Other Support Strategies

- Provide a safety contact number
- Provide hotline information
  - COVID-19 Hotline
  - Employee Assistance Program
  - National Suicide hotline
  - NYC Well
- Connect them with a Helping Healers Heal site Lead
- Have them create a self-care plan
- Involve them in decision making



# Helping the Person in Crisis

## The Action Plan: DEEEP

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# Provide Reassurance and Credible Information

- Reassurance means comfort
- Treat the person with respect and dignity
- Understand that symptoms are an expression of distress or part of an illness
- Have realistic expectations
- Offer consistent emotional support and understanding
- Give the person hope
- Provide practical help
- Offer credible and factual information



## What Isn't Supportive

- Lack of Empathy. Please keep in mind it's not what you say but how you say it. You can avoid conflict if you show empathy and consideration when interacting with your staff and colleagues
- Not Listening. Failing to provide structure and communication is detrimental to a healthy work environment
- Under communicating. Sharing the action plans of the system can give someone a sense of security and comfort, thereby reducing their stress



# Conclusion

## Helping the Person in Crisis

- It is highly unlikely that we can resolve a large or complex problem in one sitting, but we can help the person to reduce their level of anxiety to a more manageable level and to develop short-term plans that are simple, concrete and behavioral





## One Last Thing

- It's ok to reach out and speak to someone you're concerned about
- You're not here to fix or save anyone. You are here to provide support
- Be kind and considerate to others
- Be kind and considerate to yourself



# RESOURCES

## ANONYMOUS SUPPORT HOTLINES FOR ALL NYC H+H EMPLOYEES



### COVID – 19 SYSTEMWIDE SUPPORT HOTLINE

**646-815-4150** *Monday – Friday, 9:00am – 3:00pm*  
*\*Hours may be extended upon demand*



you talk, we **listen.**

<https://www1.nyc.gov/site/olr/eap/eaphome.page>  
An free anonymous service for  
NYC Health + Hospitals Employees  
Make an appointment by phone or email  
250 Broadway, 28th Floor, New York, NY 10007  
(212) 306-7660  
[eap@olr.nyc.gov](mailto:eap@olr.nyc.gov)



<https://nycwell.cityofnewyork.us/en/>  
An free anonymous service for NYC residents  
Available 24/7/365  
Call or Text anytime.  
English: 1-888-NYC-WELL (1-888-692-9355), Press 2  
Call 711 (Relay Service for Deaf/Hard of Hearing)  
Español: 1-888-692-9355, Press 3  
Text WELL to 65173

## Blog Post: Mental Health Support Tools and Tips in the Workplace

### **How Employers Can Help Manage Anxiety in the Workplace**

<https://www.mentalhealthfirstaid.org/2019/03/how-employers-can-help-manage-anxiety-in-the-workplace/>

### **10 Tips for Building a Resilient Workforce**

<https://www.mentalhealthfirstaid.org/2019/02/10-tips-for-building-a-resilient-workforce/>

### **5 Tips for Nonjudgmental Listening**

<https://www.mentalhealthfirstaid.org/2019/08/five-tips-for-nonjudgmental-listening/>

### **What to Look For: Signs and Symptoms of Depression**

<https://www.mentalhealthfirstaid.org/2019/10/what-to-look-for-signs-and-symptoms-of-depression/>

### **8 Ways to Help a Friend with Depression**

<https://www.mentalhealthfirstaid.org/external/2018/05/eight-ways-to-help-a-friend-with-depression/>

### **The Difference Between Sadness and Depression**

<https://www.mentalhealthfirstaid.org/2017/06/difference-sadness-depression/>

### **4 Self-Care Tips for How to Deal with Anxiety**

<https://www.mentalhealthfirstaid.org/2018/07/how-to-deal-with-anxiety/>

### **Anxiety: What to know and Look For**

<https://www.mentalhealthfirstaid.org/external/2018/05/17387/>

### **How to Help Someone Who is Having a Panic Attack**

<https://www.mentalhealthfirstaid.org/2018/12/how-to-help-someone-who-is-having-a-panic-attack/>

### **Tips for Staying Mentally Healthy**

<https://nycwell.cityofnewyork.us/en/coping-wellness-tips/tips-for-staying-mentally-healthy/>



# RESOURCES

- For more information, please feel free to visit our COVID-19 Guidance and Resources Page by going to the following link <http://hhcinsider.nychhc.org/sites/COVID-19/Pages/Index.aspx>
- To request emotional or psychological support, go to the following link <http://hhcinsider.nychhc.org/sites/COVID-19/Pages/COVID-19.aspx>
- For more resources, please visit our Employee Resource Center by clicking the following link <http://hhcinsider.nychhc.org/corpooffices/erc/Pages/Index.aspx>

If you have any questions or concerns, please contact, Louise Albert via email at [Louise.Albert@nychhc.org](mailto:Louise.Albert@nychhc.org) or Jeremy Segall at [Jeremy.Segall@nychhc.org](mailto:Jeremy.Segall@nychhc.org)



# Thank You

***Coming Soon***

***Topic: How to Ground Someone Having a Panic Attack***

***Week of March 30, 2020 - April 3, 2020***

