

Coping in Today's World

Psychological First Aid and Resilience
for YOU, Families, Friends and Neighbors





The American Red Cross Introduction

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American Red Cross Resources

American Red Cross provides:

- Local information and referral services.
- Training in a variety of areas.
- Volunteer opportunities (a way of making connections).

*Contact your local Red Cross chapter
for more information.*

What Today Is About

- ❑ Your strengths and how to enhance your own resilience.
- ❑ How to recognize stress and how to react to it.
- ❑ How to support others during challenging life circumstances.



Psychological Resilience

Window of Tolerance

Hyperarousal Zone (Flight/Fight): Increased sensation; emotional reactivity; hypervigilance; disorganized cognitive processing



Rigidity

Chaos

Window of Tolerance: Flexible; adaptive; coherent; energized; stable

Rigidity

Chaos

Hypoarousal Zone (Freeze): Relative absence of sensation; numbing of emotions; disabled cognitive processing; reduction of physical energy

Siegel, 2010 & Ogden, Minton, & Pain, 2006

Psychological Resilience

Psychological resilience is the ability to effectively “bounce back” from stressful situations, including crises and disasters.

- Everyone has resilience.
- Resilience is learned.
- Resilience can be enhanced and strengthened.
- It helps us **adapt** to changes and challenges in our lives.

Ways to Build Resilience

1. Make connections with others.
2. Avoid seeing crises as insurmountable problems.
3. Accept that change is a part of living.
4. Move toward your goals.
5. Take decisive actions.

Ways to Build Resilience

(Continued)

6. Look for opportunities for self-discovery.
7. Nurture a positive view of yourself.
8. Keep things in perspective.
9. Maintain a hopeful outlook.
10. Take care of yourself.

How Do You Build Resilience?

- Which of these resilience-building strategies do you use?
- Which of these resilience-building strategies would you like to use more often or improve upon?

Stress

- Stress is a common and expected part of our lives.
- When challenging, difficult or even dangerous situations arise, **stress can motivate us to act.**
- When stress is extreme, or prolonged, people often have stress reactions.

Individual Stress Reactions

- Feelings
- Thoughts
- Behaviors
- Physical Conditions
- Spiritual Life

***"Every human mind feels pleasure
in doing good to another."***

Thomas Jefferson



What Can You Do?

There are many ways you can assist:

- Create a compassionate environment for others during stressful situations.
- Provide immediate support during times of stress.
- Offer positive coping strategies in times of stress.
- Are a means by which people can connect with others.
- Help those who provide the aid to strengthen their own personal resilience.

Guidelines

- Be Tolerant of Differences
- Keep Boundaries
- Respect People's Privacy
- Know When to Ask for Help
- Take Care of Yourself

Respect Boundaries

We respect boundaries by:

- Not pushing for more information than people wish to share.
- Not becoming overly involved with other's difficulties or responsibilities.
- Allowing others to make choices that feel right for them.
- Not imposing our own views, beliefs and values on others.

Actions

1. Observe and be aware.
2. Make a connection.
3. Help people feel comfortable and at ease.
4. Be kind, calm and compassionate.

Actions

(Continued)

5. Assist with basic needs.
6. Listen.
7. Give realistic reassurance.
8. Encourage positive coping.

What Is Your Strategy?

- What other positive coping strategies can you think of, or do you use?
- What coping strategies would you like to use more often?

Actions

(Continued)

9. Help people connect with others.
10. Give accurate and timely information.
11. Suggest a referral resource.
12. End the conversation.

“Half of knowledge is knowing where to find it.”

Unknown



Resources and Making Referrals

- General Information and Resources
- Mental Health Information and Referrals
- Mental Health Emergencies

Making Mental Health Referrals

- Suggest they contact their regular healthcare provider
- Rossmoor Counseling Center
(925) 988-7750 counseling@rossmoor.com
- NAMI of Contra Costa Warm Line
925-942-0767
- Contra Costa Crisis Line
800-833-2900

Mental Health Emergencies

It is always okay to ask for help.

Next Steps

- Build and use your resilience.
- Practice the steps to help.
- Seek resources when needed.

Course Evaluation

Thank you!