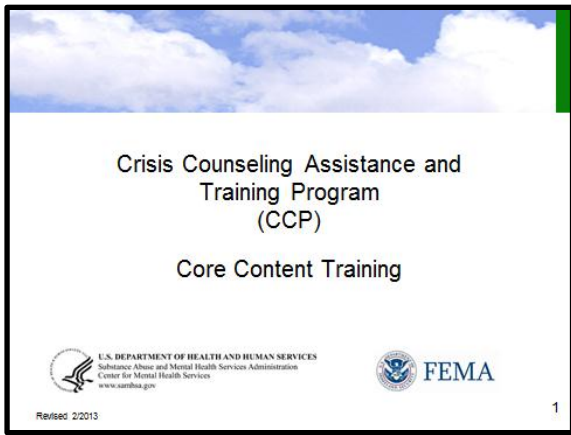


Ethical Considerations



<http://beta.samhsa.gov/dtac/ccp> (#1 - #13 from slides 150 - 151)

1. Maintain confidentiality.
2. Follow state and local reporting regulations in cases of suicidal or homicidal intent.
3. Follow the state and local regulations on mandatory reporting for child or elder abuse and neglect.
4. Safeguard interests and rights of individuals who lack decision-making abilities.
5. Treat all individuals in an unbiased manner with regard to race, ethnicity, gender, religion, sexual orientation, and age.
6. Do no harm.
7. Remember that participation is voluntary.
8. Consider reactions in relation to the disaster phase and context.
9. Respect individual coping styles.
10. Ensure that immediate interventions are supportive.
11. Remember that talking with a person in crisis does not always mean talking about the crisis.
12. Be aware of the situational and cultural contexts of the survivor and the intervention itself.
13. Always ensure the safety of yourself and the survivor.

+PLUS+

14. Competence in Disaster Crisis Counseling

Safety

- Crisis counselors should always attempt to assess safety prior to and during work in disaster settings.
- Crisis counselors should ensure that encounters take place in safe, secure, and comfortable settings.
- The safety of crisis counselors should always be a CCP priority.

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Ethical Considerations

#6 Do No Harm –
Make a Positive Difference

#13 Safety

Always ensure the safety of
yourself and the survivor.

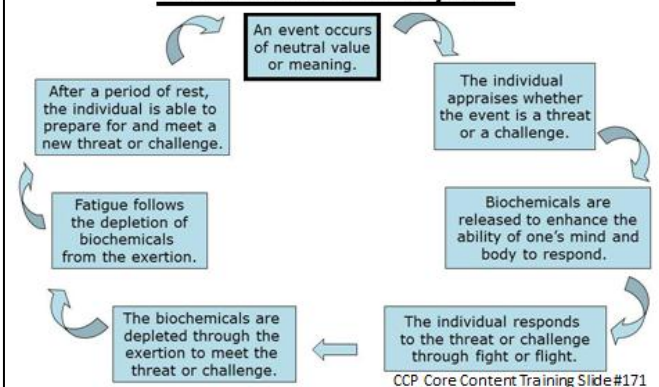
Job Burnout & Stress management

Definition of Stress

- Stress is a response to a challenge or a threat.
- Stress is tension, strain, or pressure that requires people to use, adapt, or develop new coping skills.
- Stress can be positive or negative.
- Perception plays a key role in interpreting stressful situations.
- An optimum level can act as a motivational force.

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The Stress Cycle



Typical Stressors for Crisis Counselors

- Repeatedly hearing survivors' stories
- Approaching survivors who may reject their help
- Feeling overwhelmed by the sadness of others
- Feeling helpless to alleviate the pain of others
- Working long hours
- Having personal experience with the disaster

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Warning Signs of Excessive Stress

- You cannot shake distressing images from your mind.
- Work consumes you at the expense of family and friends.
- You experience increased substance use or abuse.
- You are excessively irritable and impatient.
- You exhibit other serious or severe reactions.

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Individual Approaches to Stress Management

- Self-awareness
- Management of workload
- Balanced lifestyle
- Stress-reduction techniques
- Effective supervision and training

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