

Interdisciplinary Work

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PFA - BREAKING NEW GROUND



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- ✘ When providing physiological first aid in an affected area be mindful of the Emergency Responders. The way you interact with the responders could very well determine the amount of access you have at the incident.

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- ✘ Remember... Relationships are not suddenly developed at the scene of the incident. They are cultivated over time by building a relationship with your local responders.

THE DISASTER CYCLE



THE INCIDENT SCENE



PREPARATION FOR ARRIVING ON THE SCENE

- ✘ Learn about the crisis event.
- ✘ Learn about available services and support.
- ✘ Learn about safety and security concerns.

LEARN ABOUT THE CRISIS EVENT

- ✘ What Happened?
- ✘ When and where did it happen?
- ✘ How many people are likely to be affected and who are they?



LEARN ABOUT AVAILABLE SERVICES AND SUPPORT

- ✘ Who is providing for basic needs like emergency medical care, food, water, shelter or tracing family members?
- ✘ Where and how can people access those services?
- ✘ Who else is helping? Are community members and other private organizations involved in responding?

SAFETY AND SECURITY CONCERNS

- ✘ Is the crises event over or is it on going, such as an aftershock from an earthquake or a continuing conflict?
- ✘ What dangers may be in the environment such as the criminal element or damaged infrastructure?
- ✘ Are there areas to avoid entering because they are not secure due to physical dangers or you're just not allowed?

MAKING CONTACT



The single most important item to remember is knowing your target group. Emergency responders are going react to your efforts differently than affected civilians.

DO'S FOR MAKING CONTACT

- ✘ Try to find a quiet place to talk.
- ✘ Respect privacy and keep the person's story confidential... **if appropriate.**
- ✘ Be patient and calm.
- ✘ Acknowledge the person's strengths and how they have helped themselves.
- ✘ Provide factual information **IF** you have it. Be honest about what you do and don't know.
- ✘ Allow for silence.
- ✘ Acknowledge how they are feeling and any losses or important events that they tell you about.
- ✘ Respect personal space.

DON'TS FOR MAKING CONTACT

- ✘ Don't pressure someone to tell their story.
- ✘ Don't interrupt or rush someone's story.
- ✘ Don't touch someone if you're not sure it's appropriate to do so.
- ✘ **Don't make up things that you don't know!**
- ✘ Don't talk about your own troubles.
- ✘ Don't judge what they have or haven't done or how they are feeling.
- ✘ Don't take away the person's sense of strength and what they can do for themselves.
- ✘ Don't give false promises or false reassurances.
- ✘ Don't tell someone else's story.

DEALING WITH EMERGENCY RESPONDERS

Remember that all emergency responders both volunteer and paid are professionals.

Be aware of the role that they are performing, what agency they are with and keep in mind that you are the outsider.



Actions always speak louder than words.

**SOMETIMES THE BEST PFA IS BEING
“THE QUITE PROFESSIONAL”**

IN CLOSING

- ✘ Don't forget to debrief with your peers... daily.
- ✘ Remember you are supposed to be the rock in the storm.
- ✘ Start mental preparation now.

