



Stress First Aid

CONCEPTION



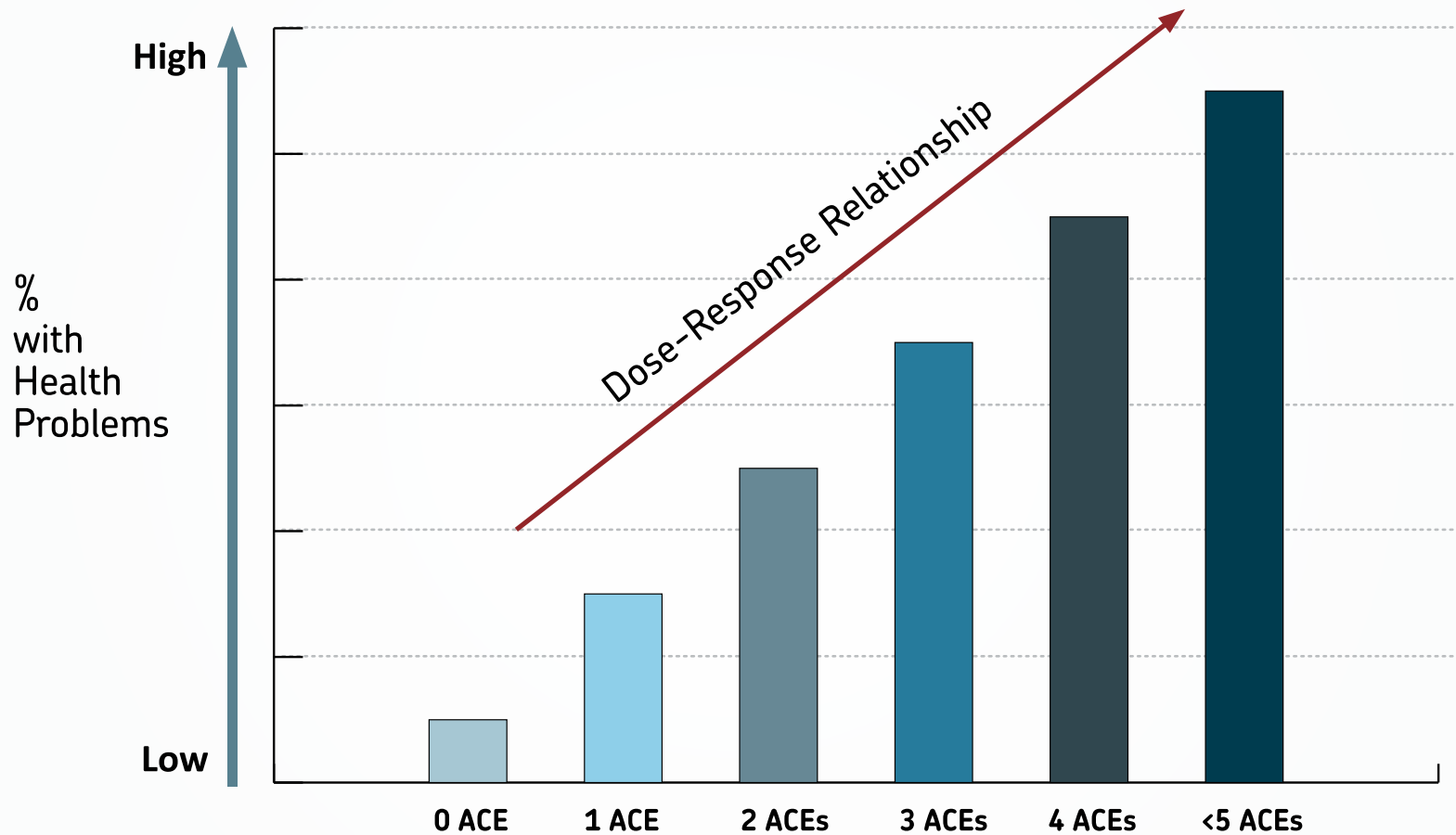
Childhood Experience

Adaptation

Adult Functioning



ACE Score and Health Problems



EXAMPLES OF ACE-ATTRIBUTABLE PROBLEMS

Alcoholism & Alcohol Abuse

Chronic Obstructive
Pulmonary Disease

Coronary Heart Disease

Depression

Drug Abuse & Illicit Drug Use

Fetal Death

Intimate Partner Violence

Liver Disease

Mental Health Problems

Obesity

Sexual Behavior Problems

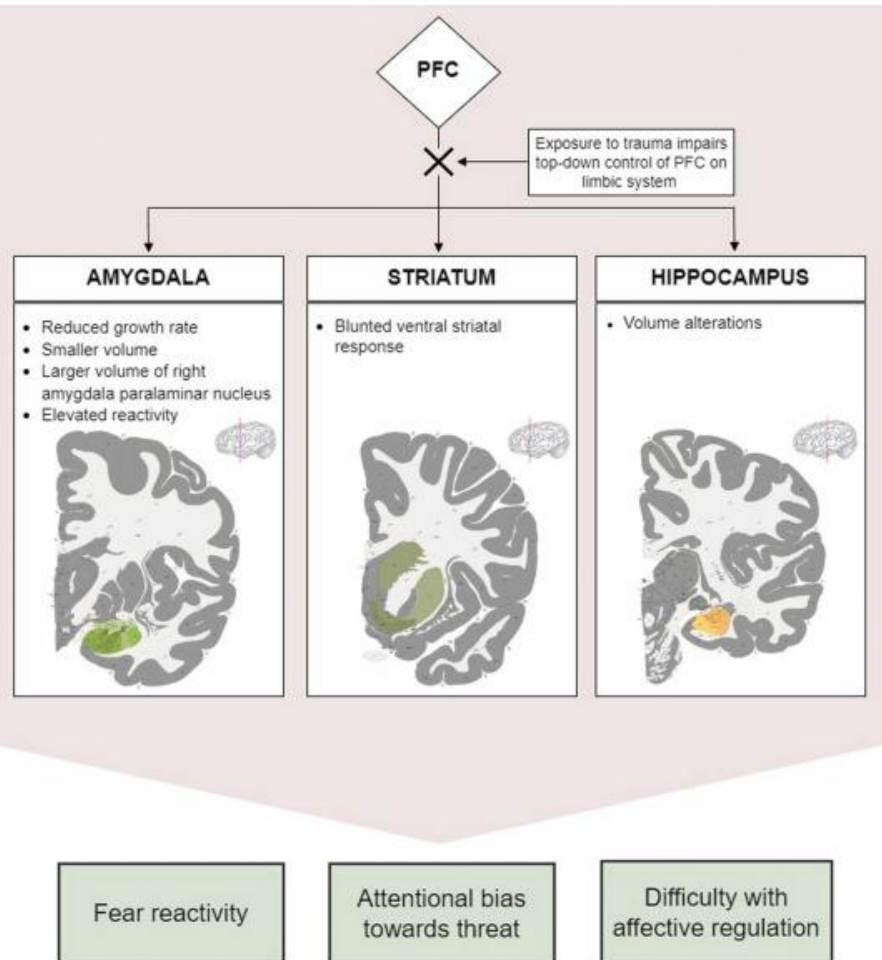
Smoking

Unintended Pregnancy

Violence

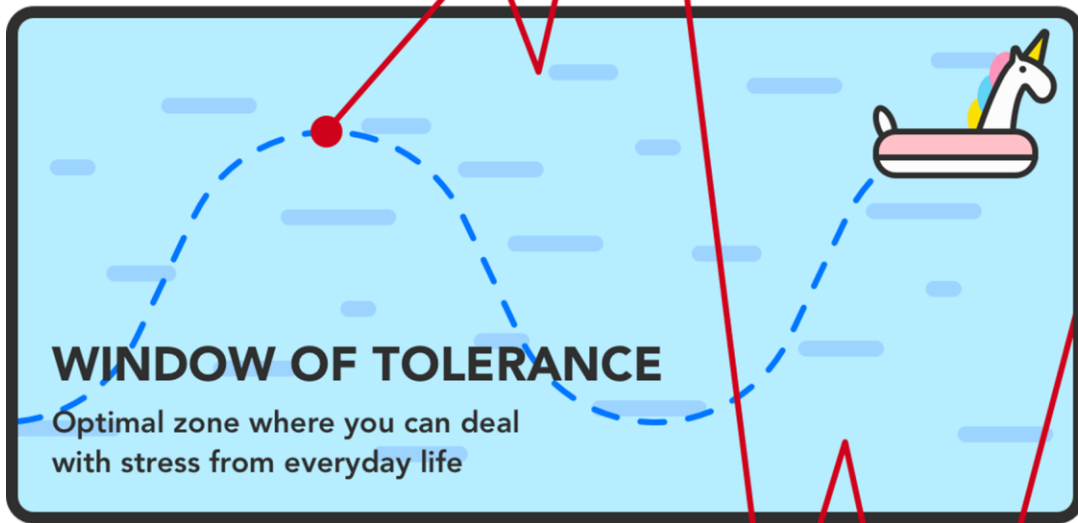
Workplace Problems

LIFE TRAUMA



HYPERAROUSAL

Excessive activation/energy in the form of fight/flight responses



HYPOAROUSAL

Freeze response, emotionally flat, lack of energy and response

- SMOOTH SAILING
- DYSREGULATION
- FIGHT/FLIGHT/FREEZE

What is Stress First Aid?



SFA is a framework to improve recovery from stress reactions



SFA fosters longevity in the job



SFA can reduce stigma by changing culture



SFA creates a common language to address stress



SFA addresses stress reactions before they create problems

Characteristics of Stress First Aid



- Flexibility and “tiny steps” are emphasized
- Timing and context are important
- Mentoring and problem solving are highlighted
- SFA is not meant to address all ranges of issues
- Bridging to higher care is recommended when indicated

Stress Continuum Model

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
DEFINITION - Optimal functioning - Adaptive growth - Wellness FEATURES - At one's best - Well-trained and prepared - In control - Physically, mentally and spiritually fit - Mission-focused - Motivated - Calm and steady - Having fun - Behaving ethically	DEFINITION - Mild and transient distress or impairment - Always goes away - Low risk CAUSES - Any stressor FEATURES - Feeling irritable, anxious or down - Loss of motivation - Loss of focus - Difficulty sleeping - Muscle tension or other physical changes - Not having fun	DEFINITION - More severe and persistent distress or impairment - Leaves a scar - Higher risk CAUSES - Life threat - Loss - Moral injury - Wear and tear FEATURES - Loss of control - Panic, rage or depression - No longer feeling like normal self - Excessive guilt, shame or blame - Misconduct	DEFINITION - Clinical mental disorder - Unhealed stress injury causing life impairment TYPES - PTSD - Depression - Anxiety - Substance abuse FEATURES - Symptoms persist and worsen over time - Severe distress or social or occupational impairment

Stress First Aid Model



Seven Cs of Stress First Aid:

1. **CHECK**
Assess: observe and listen
2. **COORDINATE**
Get help, refer as needed
3. **COVER**
Get to safety ASAP
4. **CALM**
Relax, slow down, refocus
5. **CONNECT**
Get support from others
6. **COMPETENCE**
Restore effectiveness
7. **CONFIDENCE**
Restore self-esteem and hope

Essential SFA Skills

Recognize

Recognize when a coworker has a stress injury

Act

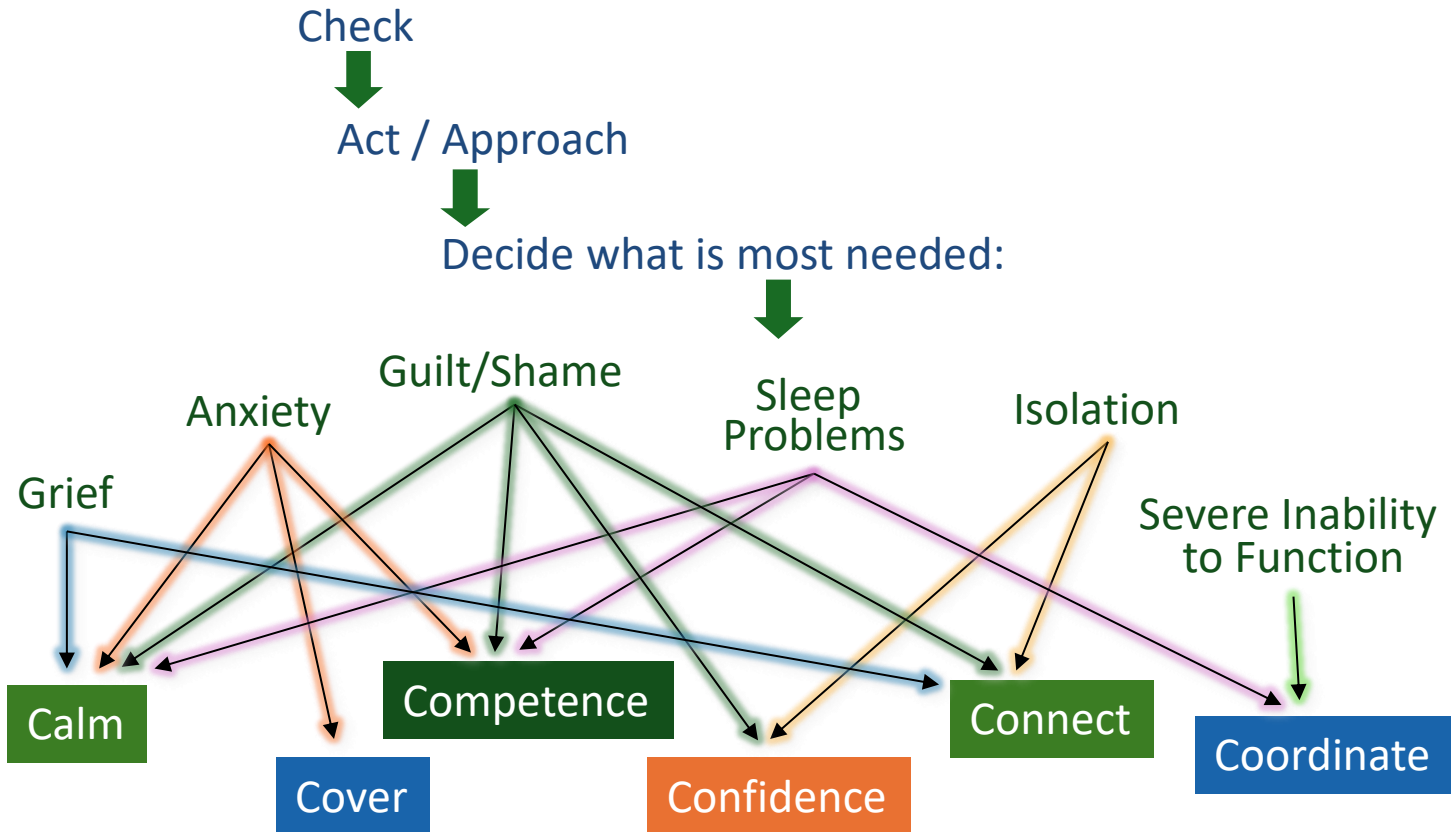
Act: If you see something, do or say something

- To the distressed person
- To a trusted support of the distressed person

Know

Know at least 2 trusted resources you would access or offer to a coworker in distress

How Can You Use SFA?



Cover Actions



Stand By

Ready to assist
Watch and listen
Hold attention



Make Safe

Authoritative presence
Warn
Protect
Assist



Make Others Safe

Protect
Warn



Encourage Perception

Caring presence
Listen and communicate
Reduce chaos
Reduce danger

Potential SFA Cover Actions



Reduce anything that makes the person feel unsafe



Reassure that they are safe in the moment



Educate the person about how to be or feel safer



Focus on what to do rather than what not to do



Provide an authoritative or accurate voice to limit perceived threat

Calm Actions



Quiet

Stop physical exertion
Reduce hyper-alertness
Slow down heart rate
Relax



Compose

Draw attention outwards
Distract
Re-focus



Foster Rest

Recuperate
Sleep
Time out



Soothe

Listen empathically
Reduce emotional intensity

Potential SFA Calming Actions



Maintain a calm presence



Reassure by authority and presence



Show understanding



Validate concerns



Provide information about reactions and resources



Provide brief instruction in grounding/breathing

Connect Actions



Be With

- Maintain presence
- Keep eye contact
- Listen
- Empathize
- Accept



Promote Connection

- Find trusted Others
- Foster contact with others
- Encourage contact with others



Reduce Isolation

- Improve understanding
- Correct misconceptions
- Restore trust
- Invite and include

Potential SFA Connect Actions



Ask about social support



Help link with supportive others



Provide support yourself



Address potential negative social influences

Competence Actions Foster



Occupational Skills

Improve occupational skills to reduce risk of stress reactions in inexperienced staff:

Train

Retrain

Reassign

Mentor back to duty



Well-Being Skills

Re-establish or learn new skills to deal with stress-reactions:

Calming

Problem-solving

Health and fitness

Managing trauma and loss reminders



Social Skills

Re-establish or learn social skills to deal with stress-reactions:

Requesting support

Conflict resolution

Assertiveness

Seeking mentoring

Potential SFA Competence Actions



Give extra training / mentoring



Remind of strategies and skills that have worked before



Encourage active coping



“Recalibrate” expectations/goals



Help problem-solve and set achievable goals



Connect to community resources

Confidence Actions Rebuild



Trust

Trust in:
Coworkers
Equipment
Leaders
Self
Mission



Hope

Forgiveness of
self
Forgiveness of
others
Imagining the
future



Self-Worth

Belief in self
Accurate self-
image
Self-respect



Meaning

Making sense
Purpose
Faith

Potential SFA Confidence Actions



Identify, amplify, concentrate on strengths



Normalize responses



Honor and make meaning



Reframe self-defeating statements



Reduce guilt about actions



Reduce rumors, misunderstandings, distortions

Next Steps



Training



Support