

RRM

Regional Response
Mechanism

PSYCHOSOCIAL HANDBOOK

a support tool for effective deployment

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THANK YOU

We at CDEMA value all our partners and stakeholders as we cannot fulfill our mandate to our region and Participating States without you. Disaster responders are a critical part of our Regional Response Mechanism and as a result we have created this Psychosocial Handbook to aid you in the critical work you do. Thank you for your service and sacrifice and we trust this book will be of great benefit to you when deployed.

DISCLAIMER

This psychosocial handbook was designed as an information resource tool to support you as a disaster responder. It isn't intended to provide nor be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your doctor or other qualified health care professionals with any questions you may have regarding a medical condition or treatment. Never delay or disregard professional medical advice because of something you read in this book.

1 Introduction to CDEMA and the RRM

1.1 Who is CDEMA?

The Caribbean Disaster Emergency Management Agency (CDEMA) is a regional inter-governmental agency for disaster management in the Caribbean Community (CARICOM).

The Agency was established in 1991 as CDERA (Caribbean Disaster Emergency Response Agency) with primary responsibility for the coordination of emergency response and relief efforts to Participating States that require such assistance. It transitioned to CDEMA in 2009 to fully embrace the principles and practice of Comprehensive Disaster Management (CDM). The authority for the establishment of CDEMA is provided for under Article 2 of the CDEMA Agreement.

1.2 Participating States of CDEMA

CDEMA presently comprises nineteen (19) Participating States (PS): Anguilla, Antigua and Barbuda, Cayman Islands, Commonwealth of the Bahamas, Barbados, Belize, Commonwealth of Dominica, Grenada, Republic of Guyana, Haiti, Jamaica, Montserrat, St. Kitts & Nevis, Saint Lucia, St. Vincent & the Grenadines, Suriname, Republic of Trinidad & Tobago, Turks & Caicos Islands and the Virgin Islands. These participating states are geographically formed into four (4) sub-regions to better support response activities.

1.3 Sub-Regions and Sub-Regional Focal Points

The PS are divided into four sub-regions: North-Western, Eastern, Southern and Central. Each sub-region has a sub-region head, also known as Sub-Regional Focal Points (SRFPs) that provide essential support to the CDEMA CU in the coordination of response initiatives.

North-Western Sub-Region

Focal Point – Jamaica

Members – Bahamas, Belize, Cayman Islands, Haiti, Turks and Caicos Is.

Eastern Sub-Region

Focal Point - Antigua

Members – Anguilla, Montserrat, St. Kitts and Nevis, British Virgin Is.

Southern Sub-Region

Focal Point – Trinidad and Tobago

Members – Grenada, Guyana, Suriname

Central Sub-Region

Focal Point – Barbados

Members – Dominica, St. Lucia, St. Vincent and the Grenadines

1.4 The Regional Response Mechanism (RRM)

The Regional Response Mechanism (RRM) is a network of CDEMA Participating States (PSs), national, regional and international disaster stakeholders through which timely and

coordinated response support and relief operations is delivered to affected participating states. This response can be offered through the regional response units.

1.5 The Regional Response Units

There are five (5) standard regional response units which provide surge capacity to an impacted CDEMA PS in the areas of relief management – CARICOM Disaster Relief Unit (CDRU), emergency coordination – CARICOM Operational Support Team (COST), initial humanitarian needs assessments – CARICOM Disaster Assessment and Coordination (CDAC), initial sectoral assessments – Rapid Needs Assessment Team (RNAT), and search and rescue – Regional Search and Rescue Team (RSART). However, the RRM is able to put together specialized technical teams based on the nature of the hazard and request from the impacted state.

The RRM is coordinated through the Regional Coordination Center (RCC) housed at the CDEMA HQ in Barbados, and is staffed by a combination of personnel from the CDEMA Coordinating Unit (CU) and the RRM partner agencies. It is through the RCC that the combined resources of the RRM are aptly matched to needs of the impacted state(s), and all the requisite administrative, financial, and logistical arrangements are coordinated.

For more information on CDEMA, please visit www.cdema.org

2 RRM Psychosocial Considerations

How prepared are you for deployment when a disaster requires your support and expertise?

2.1 Overview

A disaster¹ is a very stressful and traumatic event which affects the social structure and usual functioning of a society. The consequences of a disaster are not only physical and materialistic, but also psychological and psychosocial. Although disasters affect most segments of a population, it's the poor and marginalized groups that are most impacted by such devastating circumstances.

Disaster responders are also affected by these devastating circumstances as they are exposed to very demanding, complex, and intense situations during and after disasters. However, responders provide the most valuable help to victims when they take care of themselves physically, emotionally, and most importantly, mentally.

Deployment can be stressful, as it is filled with uncertainty, complexity, challenges, and fluidity of the situation. Although one cannot eliminate stress related to deployment, team members can learn methods to mitigate, prevent and manage much of the stress they may experience. Team members may unknowingly contribute to their own stress when you they don't have a plan as stress intensifies when one is unprepared. A psychosocial self-care plan can help in the management and mitigation of stress and provide team members with the necessary tools to help in their preparation prior to, during and post-deployment.

~ You aren't any help to others if you aren't any help to yourself ~

¹ UNDRR Definition of a Disaster: A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic and environmental losses and impacts (<https://www.undrr.org/terminology/disaster>)

3 Stress and it's relation to deployment

3.1 What is Stress?

Stress is your body's normal response to everyday pressures. It is the feeling of being overwhelmed with mental or emotional pressure and can become unhealthy when it distorts your day-to-day functioning.

Despite in our day-to-day living, we often use the word "stress" to describe a negative situation, but stress is not always a bad thing. There are two types of stress: Eustress and Distress.

Eustress - also known as good stress or positive stress is the stress that motivates you to do more and achieve more. Some characteristics of eustress are:

- Motivates and improves performance
- Is short-term.
- Is perceived as within our coping abilities.
- Promotes feelings of excitement

Distress - also known as bad stress or negative stress is the stress that demotivates you, leaving you overwhelmed and unable to cope. Some characteristics of distress are:

- Demotivates and decreases performance
- Causes feelings of worry and anxiety
- Feels unpleasant and painful
- Can lead to mental and physical illness

No stress can cause you to be apathetic, unmotivated, and unproductive and isn't considered healthy. Too much stress is considered to be unhealthy as it can negatively affect a person physically (tired), emotionally (attitude) and mentally (decision making). Low to moderate amounts of stress are good for healthy growth and development. As a disaster responder, it is important to manage your own stress, as a failure to do so will affect how useful you are to yourself, your team and how efficient you are in executing your duties.

3.2 Warning Signs of Stress

What To Look For

Before you can begin dealing with stress, one must be able to recognize its warning signs. These signals are like indicator lights on the dashboard of a vehicle; they tell you something is wrong.

Stress generally manifests itself in five areas:

1. Physical: How your body might react
Tension in your body, headaches, muscle aches, extreme fatigue, shortness of breath, sweating or shaking, insomnia, upset stomach, constipation, bloating or diarrhea
2. Emotional: How you may feel
Irritability, depression, restlessness, feeling discouraged or hopeless, having desires to isolate yourself and retreat, having difficulty concentrating, lack of motivation, feelings of panic and anxiety.
3. Mental: How you may think or process information
Shortened attention span, unable to make decisions, poor judgement, lack of focus, difficulty retaining information and remembering recent details, feeling confused with familiar tasks.
4. Behavioral: How you may behave
Difficulty with sleep, inability to relax or destress, anger issues, trouble with decision making, increased use of self-medicating approaches such as alcohol or other drugs, overeating or not wanting to eat at all.
5. Relational: How you may interact
Communication difficulties, avoiding others or withdrawing, working long hours, avoiding interaction, or communicating with people.

3.3 What are Stressors?

Although the words 'stressors' and 'stress' sound similar, they are not the same thing. As mentioned above, stress is your body's normal response to everyday pressures, while stressors, on the other hand, are the triggers that cause stress. They are the events, environments, or situations you are exposed to or dealing with. For example, deployment or a disaster.

An easy way to remember them:

stressors = triggers

stress = response

It is very important to keep this difference in mind as separating the stress from the stressor will help greatly in the management of stress.

Types of Stressors

There are many types of stressors. However, because a situation or an event is a stressor for one individual, doesn't mean it is a stressor for another. In other words, if something didn't cause you stress, it wouldn't be a stressor for you.

Examples of Stressors may be:

1. Biological Stressors

These are conditions that make it difficult for your body to take part in daily activities. They can include:

- *Extreme change in temperature*
- *Illnesses (flu) and injuries (broken bone).*
- *Exposure to some drugs or toxic substance*

E.g., You may have the flu and be restricted to lying in bed all day

2. Psychological Stressors

These are sensory triggers that remind you of past events and situations which may have caused some measure of mental trauma. They can include:

- *Loss of a job*
- *Divorce*
- *Death of a loved one*
- *An accident*
- *Experiencing a disaster*

E.g., You are about to board a boat and it triggers a memory of your father dying because of a boat that sank. It may lead to emotional responses such as fear, anxiety, and sadness.

3. Environmental Stressors

- *These are external triggers that you experience from the world around you They can include: Natural hazards: hurricanes, tornadoes, earthquakes, tsunamis*
- *War: destruction and displacement caused by conflicts*
- *Air pollution, large crowds, and loud noises*

4. Psychosocial Stressors

These are triggers that can be caused by human relationships and social factors. Human relationships maybe relationships with family, however, it also includes relationships with co-workers or deployment team members. Psychosocial stressors also relate to other stressors mentioned above.

E.g., The death of a family member would be considered both a psychosocial and psychological stressor.

4 Stress Management

It is important to remember that stress is not always a bad thing and, in any emergency, or disaster, there will be stressful components. As a disaster responder, it is important to manage your own stress, as failure to do so can lead to distress, which will affect how useful you are to yourself, your team and how efficient you are in executing your duties.

4.1 How to cope with stress

If you are a team leader, you should take care of yourself and manage your stress first, then take care of your team. Some tips to do so include:

1. Prepare or obtain a personalized Stress Management Plan (SMP).

- *Having this proactive strategy in place will help you identify stressors, mitigate distress and be able to cope in the field.*
- *If you have or was given a general SMP, you can modify it based on your personal stressors and known stress warning signs.*

2. Know yourself and be honest with yourself

- *Know the kinds of things and activities that are stressful for you. This way, you already know what to expect and you can refer to your SMP for guidance to cope and manage.*

3. Recognize when stress becomes a problem

- *Do not ignore the warning signs of stress. Remember, these warning signs are like indicator lights on a dashboard of a vehicle; they tell you when something is wrong.*
- *If your warning signs are increasing in intensity or severity, inform your team leader and seek help.*

4. Do you need to H.A.L.T.?

- *HALT is an acronym which stands for Hungry, Angry, Lonely and Tired. You are more likely to trigger the negative effects of stress if you are experiencing any of these.*

Ask yourself:

H – Hungry

Unresolved hunger can lead to irritability, lack of focus, headaches, stress, and poor judgement.

- *When was your last meal?*
- *Does your body need food or is your hunger being triggered by an emotional situation?*
- *If you are hungry, eat. If you are unable to eat a full meal, eat a snack to temporarily address the issue.*

A – Angry

Unresolved anger can lead to irritability, outburst, poor judgement, and communication. If you are angry, talk, don't act.

- *What has triggered your anger?*
- *Find healthy ways to release your anger*
- *example, journaling, talking to someone, favorite music, going for a walk*

L – Lonely

Humans are social beings and need to belong. Loneliness can lead to negative thoughts, depression, mood disorders and increased stress.

- *Can you identify what is causing you to feel lonely?*

- *Do you feel isolated from your team?*
- *Are you not connecting or relating well to your team?*
- *Do you feel undervalued or underutilized during the deployment?*

T – Tired

Tiredness and exhaustion increase your risk of getting sick and reduces your cognition, memory, and ability to make sound decisions. Taking into consideration you are in a disaster zone.

- *Have you been getting enough sleep?*
- *How can you improve your sleep quality? (pillow, sleeping bag, etc.)*
- *Can short power naps help?*
- *Are you taking breaks during the day?*
- *Do you need to go to sleep earlier?*

5. The Four As (4As) – Avoid, Alter, Adapt, Accept

Avoid:

Identify stressors in your life which you have control over, aren't important and can avoid.

- Know and respect your limits and learn to say no. Avoid overwhelming yourself with duties and responsibilities.
- Distinguish between the "coulds" and the "musts": (what could be done and what must be done)
- If possible, avoid people who stress you out

Alter:

If you can't avoid a stressor or stressful situation, try to alter how it plays out.

- If something is bothering you, don't bottle it up. Express your feelings in a respectful and assertive manner.
- If you know something is a stressor, have a plan on how you will respond or adapt to it

Adapt:

Changing or eliminating a stressor may not always be possible. During such times, try changing yourself. In other words, adapt to the situation.

- Learn to compromise
- Adapt your standards. Perfectionism is a common source of avoidable stress.
- Adjust your mindset.

Accept:

- Thinking you can't cope with a situation is a common stressor. Recognize that stress is natural and normal and some stressors are unavoidable. You just have to accept the situation for what it is.
- Adjusting your expectations will help you in your acceptance.

6. Connect with your support network

- *Friends, family, and deployment team members can be a source of support. Having people, you can talk to, share your feelings, and seek advice from, can help reduce stress.*

7. Recreation and Down-time

- *Use time off to decompress and “recharge the batteries”. (e.g., sleep, watch TV, exercise, read a book, play a game, listen to music, go for a walk, surf the internet)*

5 Psychosocial Self-Care Plan.

Psychosocial health encompasses an individual’s physical, emotional, and mental wellbeing in relation to how they function with society or within a relationship or an environment.

A psychosocial self-care plan is a tool created to assist in your preparation prior-to, during and post-deployment.

Consider these three areas in your self-care preparations:

1. Psychological preparedness
For you, your family and support network
2. Practical preparedness
Personal and professional affairs
3. Situational preparedness.
You should study and understand, as far as possible, the operational context in which you will be working.

Prior Preparation and Planning Prevents a Poor Performance

5.1 Psychological Preparedness

For You:

1. Always be mindful that you can be called to be deployed at short notice.
Keeping this reality at the forefront of your mind will help mitigate stress and shock that may come if called up to be deployed at short notice.

2. Create a mental picture of what you are about to experience

This will help you identify possible challenges you potentially can face, and the resources required to cope and manage them. If you have been deployed before, reflect on your past deployments, and compare them to the upcoming deployment. Reflect on what went well previously; what didn't go well; where you could improve; what was challenging.

3. Does deployment cause you eustress or distress?

Deployment can be a negative stressor for some and can cause distress, which can lead to anxiety, stress, frustration, worry and similar responses. For others, deployment can be a positive stressor and cause eustress, which evokes feelings of excitement and motivation. Knowing which type of stress deployment causes for you is important as this will determine if stress management techniques are required.

4. Activate your PDP (Personal Deployment Plan)

As a disaster responder, you should have a personal deployment plan/check list which is triggered once you are placed on standby for deployment. The PDP is an itemized checklist of activities that must take place before you leave for deployment.

5. Access your psychosocial wellbeing

Conduct an objective mental, emotional, and physical assessment of yourself

Some questions you should ask yourself include:

- Am I mentally, emotionally, and physically able to be deployed?
- Do I have any injuries or illnesses which will hinder my performance while deployed?
- Am I going through any traumatic or highly emotional or stressful situations?
- If I am deployed, how does it affect my work (career), my family and other responsibilities.
- Have I had enough sleep and slept well recently?
- Am I exhausted and mentally drained?

These questions are important as they will help you decide if you should or shouldn't accept the invitation to be deployed.

6. Be mindful of stressors you may encounter on deployment

- Personal experience with the disaster
- Exposure to the negative effects of the disaster
- Repeatedly hearing survivors' stories and experiences
- Approaching survivors to offer assistance and they reject it
- Depth of survivors' loss, pain, grief, and sadness
- Inability to alleviate the pain of others
- Working long hours in difficult and uncomfortable environments
- Insufficient supervision, support, or team members
- Inexperienced management and leadership in the impacted country
- Poor communication
- Plans and orders being changed

For Your Family and support network:

1. Communicate to family and friends that you are being deployed
2. Discuss where possible what your deployment involves and any worries, fears or concerns you may have
3. Ask them to share their concerns or worries with you being deployed
4. Discuss expectations regarding communication while on deployment
5. Discuss if human support is needed for the family while you are gone
6. Take advantage of offers from family and friends to support you and your family during your deployment.
7. Share expectations regarding your communication with family and friends and decide before you leave what types of things you will want to talk about during deployment and what you might not want to talk about until you return.

Disaster zones can be very dangerous and uncertain and as a result, part of your preparation must include the possibility of you being seriously injured or even death.

5.2 Practical Preparedness

1. Get your documents in order
Important documents should be gathered and given to someone you trust like a spouse, parent, sibling, or close friend. Some examples include:
 - Contracts and rental agreements
 - Insurance (vehicle, house, health, life)
 - Degrees and qualifications
 - Your will and funeral instructions
 - Medical reports and prescriptions
 - A list of passwords to electronic devices (these can change when you return)
2. Organize your finances
 - If you have a spouse or a partner, organize a budget for cash to take with you on deployment. It isn't wise to rely on per diems nor ATM machines since electricity may not be available.
 - Where possible create auto-pay electronic systems to take care of major expense like rent, loans, utilities etc. Alternatively, pre-payments can also be done.
3. Manage your home and work responsibilities
 - If you are an employer, make sure to get permission to go on deployment and explain to your employer what your deployment entails if necessary.
 - Can your home or work responsibilities wait until you return, or do you need to delegate those responsibilities to someone else or hire someone to complete them?

4. Review child and elder care arrangements

If you need support with these responsibilities, seek assistance from a family member or friend. If you already have systems in place, review them to make sure your absence doesn't compromise them.

5. Pack for deployment

Packing is individualistic. What you may deem necessary for you may not be necessary for others. Pack according to your needs as well as the type of emergency or disaster you are deploying to. Here are a few items to consider taking:

- Medications, vitamins and personal first aid kit
- Water sterilization tablets, hand sanitizer, personal and disinfectant wipes
- Mosquito repellent
- Working gloves
- Mobile phone chargers and power banks
- Flashlight, portable radio, batteries
- Headphones or ear pods,
- Book to read, crosswords, sudoku, dominoes, playing cards etc. (for relaxation purposes)
- Snacks, water and non-perishable food items

*** after your first deployment, you should create a packing check list, which would only need tweaking for future deployments.*

6. Exercise, good nutrition, and health

There are some hazards that are seasonal (hurricane season) which, you can prepare in advance for. There are others which are non-predictable. Being healthy and in good physical health reduces stress and contributes to your productivity and focus.

7. Spend time with family and friends

Make time before deployment to spend alone time with your spouse or partner before you leave. It is also important for children to have alone time with a parent before deployment. Group family time is also important. These activities can help reduce the stress and worry deployment can cause to both you and your family.

8. Help your children cope with your deployment

Children interpret things much different to adults.

- Talk to them about what deployment is, why you are going and what your duties entail.
- Make sure they don't feel like they are being abandoned and your leaving is because of them doing anything wrong.
- Using phrases like, "going to work", "going on an assignment", "going to assist and help others" may help children understand why you are being deployed.

5.3 Situational Preparedness

Your situational preparedness is broken down under two sections: 3Cs – country, community, culture and Operational and Operation Details.

1. Three Cs (3Cs) – Country, Community and Culture

In most cases, your deployment will be to a country other than your own. As a result, it is important to gain as much information about the country, the community/area where you will be deployed and the culture(s) of the people there.

- This would help you in your physical preparation.
For example, you may be deployed to a mountainous region with heavy rainfall, which requires you packing to suit that climate and terrain.
- This would help you in your emotional and mental preparation.
For example, you may be deployed to a country or community with severe poverty.
- This would help you in your psychosocial preparation
For example, you may be deployed to an Islamic community and if you are a male, you may not be able to interview females directly as you gather information.

2. Operation Details

Before deployment, you should know and understand what the deployment entails.

Below is a list of some of the information you should know:

- Terms of reference - your role, duration of deployment, per diem
- Who do you report to on the ground and who is your team leader?
- Chain of command and communication procedures
- Code of Conduct guidelines
- Who are your team members and what are their skillsets?
- An administrative and technical briefing on the operation
- Situational Report
- Other teams on the ground or being deployed
- Safety and security protocols
- Evacuation criteria and procedures
- Accommodation, meals, and transportation arrangements
- Operation planning documents - maps, contingency plans
- Type of disaster, scale of impact
- Are utilities, communication and water impacted
- Important contacts and numbers while in theatre

6 Deployment Teams

One determining factor on how well you navigate the demanding and chaotic environment of an emergency or disaster, is your ability to function and relate well to your team members.

Most deployments occur within the context of teams. Even if you are deployed alone, you will join or support some team on the ground. Each team member, although unique, adds value and purpose to the team. Your team is your first line of support, and it is therefore important to understand team dynamics.

A well-functioning team can significantly reduce some of the stresses related to disasters. However, a poorly functioning team where team members aren't relating well to each other can have the opposite effect. This can lead to unproductivity, stress, demotivation, frustration, and apathy.

6.1 Team Dynamics

Your attitude is a key factor in determining how efficient you will operate within your team. Here are some qualities which help in maintaining good team dynamics and morale.

- Be professional
- Be flexible, kind and understanding
- Be supportive and helpful
- Have a sense of humor
- Be patient and graceful
- Be encouraging
- Be respectful (cultural, spiritual, gender differences)

7 Post-Deployment

Returning from deployment can be an exciting and motivating experience. Responders leave with a sense of accomplishment having served the impacted country and people. There is also a sense of relief returning to a state of normalcy in their own country or community and a sense of joy being able to connect with family and friends again.

Returning from deployment can also present challenges and difficulties for emergency responders. One such challenge is post-traumatic stress disorder (PTSD).

8 Post-Traumatic Stress Disorder (PTSD)

PTSD is a psychiatric (or mental) disorder that may occur in people who have experienced, witnessed, or were exposed to a traumatic event such as a disaster, a serious accident, a terrorist act, war, or violence towards the individual.

PTSD can also result from indirect exposure to a traumatic experience. For example, a disaster responder learning of the violent death of a colleague who deployed to a previous disaster with them. They weren't there to see the violent death but hearing of it could lead to PTSD.

8.1 Symptoms - What to look for

PTSD symptoms are normally grouped into four categories: Re-experiencing, Avoidance, Negative thoughts and mood and Hyperarousal:

1. Re-experiencing Symptoms

- Nightmares and flashbacks of traumatic or distressing events are the most common symptoms of PTSD.
- During flashbacks, a person with PTSD may feel they are experiencing the traumatic event again.

2. Avoidance

- avoiding thinking or talking about the traumatic experience
- avoiding people, activities and places that trigger distressing memories.

3. Negative thoughts and mood

- negative thoughts about yourself, others, and the world in general
- challenges relating to people and feeling detached from family and friends
- challenges having positive emotions
- feelings of mistrust and hopelessness
- feeling emotionally numb

4. Hyperarousal

- being overly watchful, suspicious, and always "on guard"
- being irritable and outbursts of anger
- difficulty sleeping
- challenges concentrating and sleeping
- easily started by loud noises and sudden movements

8.2 When To Seek Help

PTSD symptoms may start as early as one month after your return from deployment but can present themselves years later. These symptoms interrupt and distort your ability to conduct your normal daily activities and can cause significant social, work and relationship issues.

If you experience any of the below for more than a month post-deployment, seek help:

- You are having nightmares and flashbacks of the traumatic event
- You are having difficulty readjusting to your normal activities
- You are experiencing the symptoms mentioned in the four categories above
- You are having suicidal thoughts or thoughts of hurting yourself or others

8.3 Who can you seek help from?

- Counselor
- Minister or spiritual leader
- Human Resource Manager at work
- Your doctor
- Mental health professional
- Reach out to a close friend or family member

8.4 Diagnosis and Treatment

Diagnosis

- Initial screening for PTSD can be done by your medical doctor. If needed, they will then refer you to a licensed mental health professional like a psychiatrist, to have an official diagnosis for PTSD.

Treatment

- PTSD treatment is very helpful as it allows you to regain a sense of control over your life and normal activities and provides you with tools to manage symptoms from your trauma.
- Psychotherapy also known as “talk therapy” is the primary treatment for PTSD. Medications can also be used in the treatment where necessary.

9 Debriefing²

Shortly after responders return from deployment, debriefing meetings are usually held to collect feedback on the deployment and identify solutions to challenges which arose.

It is recommended to have team and individual debriefing sessions with clinical professionals to identify any potential psychosocial stressors to provide pro-active psychological and emotional support and interventions.

² CDEMA provides psychological support through counselling with reputable organizations

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