## OHCC **SERT Basic Training Session 3 Unit 4: Disaster First Aid Operations – Part 2 Unit 5: Disaster Psychology** ... ... OCEAN HILLS COUNTRY CLUB

SERT CLUB (Safety & Emergency Response Team) Neighbor-Helping-Neighbor

#### Session 3 - Unit 4 Objectives



- Review the role of the SERT volunteer during a mass casualty incident.
- Review the functions of disaster first aid operations.
- Review the set-up of a survivor treatment areas.
- Perform head-to-toe patient assessments.
- Take appropriate sanitation and hygiene measures to protect public health.



PM 4-1

## **Role of SERT Volunteers**

- Put on PPE and any SERT affiliated gear.
- Check-in at the SERT staging area.
- Once assigned a specific task ... implement:
  - Document findings;
  - Report back to command.



PM 4: 2-3

### Functions of Disaster First Aid Operations

- Triage/Assessment.
- Treatment.
- Arrange Transport.
- Morgue.
- Supply Replacement.







# Safety for Rescuers and Survivors



#### Individual safety is the number one priority!

- In structures with light damage:
  - Assess survivors as they are found,
  - Further medical treatment is performed in a safe location inside the designated treatment area.
- In structures with moderate damage:
  - Assess survivors as they are found,
  - Survivors are sent to a medical treatment area a safe distance from the incident.



SERT Basic Training Unit 4: Disaster First Aid Operations – Part 2 3/28/2021

### Head-to-Toe Assessment

- **Objectives** of head-to-toe assessment:
  - Determine extent of injuries,
  - Determine type of treatment needed,
  - Document injuries.



PM 4-7





## Order of Assessment

- 1. Head
- 2. Neck
- 3. Shoulders
- 4. Chest
- 5. Arms
- 6. Abdomen
- 7. Pelvis
- 8. Legs







PM 4-8

#### Closed-Head, Neck, Spinal Injuries



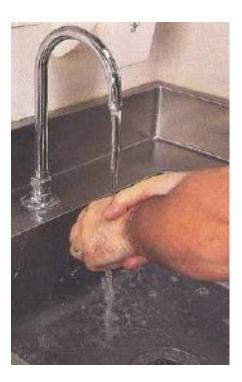
- If injuries to the head or spine are <u>suspected</u>, do no harm.
  - Minimize movement of head and neck while treating life-threatening conditions.
- If survivors exhibit signs or are found under heavy debris, treat them as having a closedhead, neck, or spinal injury.



PM 4: 8-9

## Maintaining Hygiene

- Wash hands frequently
  - Or use alcohol-based hand sanitizer.
- Wear gloves non-latex.
- Keep dressings sterile.
- Wash areas that come in contact with body fluids.



• Wear a face mask.



PM 4-11

#### Session 3 Unit 4 Summary:



- During a mass casualty incident, SERT volunteers should:
  - **Identify self** as SERT volunteer.
  - Assess and provide life-saving interventions.
  - Provide detailed information:
    Communication is key.
- Head-to-toe assessments should be: – Hands-on and verbal.
- To **safeguard public health**, maintain proper hygiene and sanitation.



## OHCC SERT Basic Training

#### Session 3 Unit 5: Disaster Psychology





SERT CLUB (Safety & Emergency Response Team) Neighbor-Helping-Neighbor

#### Session 3 - Unit 5 Objectives



- **1. Understand disaster trauma** for survivors and rescuers, including SERT volunteers.
- 2. List steps to take for **personal and team** well-being.
- **3. Review key steps** to apply when providing aid to someone with survivor's trauma.





#### Causes of Disaster Reactions



- Dealing with your own personal losses.
- Working within OHCC:
  - Assisting neighbors or friends who have also been injured.
  - -Feeling unsafe and insecure.









- Freeze: "Stop, look, and listen," or be on guard and watchful.
- Flight: Flee.
- Fight: Attempt to combat the threat.
- Fright: Tonic immobility (you freeze) when in contact with a predator or playing dead.
- Faint: Fear-induced fainting.



# Psychological Symptoms of Trauma



Emotional



Cognitive



Spiritual

PM 5:2-3



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## Team Well-Being



- Actions can be taken before, during, and after an incident to help manage emotional impact of disaster response work.
- Knowing possible psychological and physiological symptoms of disaster trauma helps manage impact.
- Learn to **manage stress**:
  - SERT volunteers for themselves,
  - SERT leaders during response.



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## Take Care of Yourself

- Be aware of trauma that can follow a disaster.
- Explain to family members and friends what you need:
  - Listen when you want to talk.
  - Do not force yourself to talk until you are ready.



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PM 5-4

#### How ERT Members Reduce Stress

- Brief SERT personnel beforehand.
- Remember SERT is a team.
- Rest and regroup.
- Take breaks away from the incident site.
- Establish a culture of acceptance.
- Eat properly, stay hydrated.
- Be aware of changes in teammates.
- Rotate teams and duties.
- Phase out workers gradually.
- Defuse after shift.



## **Traumatic Crisis**



- A traumatic crisis is an event experienced or witnessed in which people's ability to cope is overwhelmed by:
  - Actual or potential death or injury to self or others.
  - Serious injury.
  - **Destruction of their homes**, neighborhood, or valued possessions.
  - Loss of contact with family or close friends.



## **Stabilizing Survivors**

- Assess survivors for injury or shock.
- Get uninjured people to help.
- **Provide support** by listening and empathizing.
- Help survivors connect with natural support systems.





PM 5-10

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## What <u>Not</u> to Say:

- "I understand."
- "Don't feel bad."
- "You're strong."
- "You'll get through this."
- "Don't cry."

- "It's God's will."
- "It could be worse."

- "At least you still have..."
- "Everything will be okay."



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PM 5-12





- "I'm sorry for your pain."
- "I'm so sorry this has happened."
- "Is it all right if I help you with...?"
- "I can't imagine what this is like for you."
- "What do you need?"



# Managing the Death Scene



- Cover the body; treat it with respect.
- Follow local laws and protocols.
- Talk with SERT leadership.



PM 5-12

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#### Session 3 Unit 5 Summary



- **Prepare yourself**, as rescues may be unpleasant and uncomfortable.
- Know the psychological and physiological symptoms of trauma.
- Understand the six emotional phases of a disaster.
- Take **steps to reduce stress**, which affects cognition, health, and interactions.
- Stabilize individuals.
- Listen, protect, and connect to support survivors.
- Be an empathetic listener.



### Homework Assignment



## **Prepare for session 4**. Read these pages below <u>before</u> you come to class.

#### **SERT Session 4 Readings**

- Unit 6 Pages 1-3
- Unit 7 Pages 1 and 3-18
- Units 8 & 9 No Reading Assignments, this material will not be covered in class.

