



Ohio

Department
of Health



Mike DeWine, *Governor*
Lori Criss, *Director, OhioMHAS*
Dr. Bruce Vanderhoff, *Director,*
Ohio Department of Health
Aimee Shadwick, *Director, RecoveryOhio*

Stress First Aid

Learning to Manage Your Stress

Source

The materials in this presentation are adapted from the U.S. Department of Veterans Affairs, National Center for PTSD, Stress First Aid program.



Source: U.S. Department of Veterans Affairs,
https://www.ptsd.va.gov/professional/treat/type/stress_first_aid.asp

What is Stress First Aid?



A framework to improve recovery from stress reactions.



Helps foster longevity in the job.



Reduces stigma by changing culture.



Creates a common language to address stress.



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: Where Are You?

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
<p>DEFINITION</p> <ul style="list-style-type: none"> • Optimal functioning • Adaptive growth • Wellness <p>FEATURES</p> <ul style="list-style-type: none"> • 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 	<p>DEFINITION</p> <ul style="list-style-type: none"> • Mild and transient distress or impairment • Always goes away • Low risk <p>CAUSES</p> <ul style="list-style-type: none"> • Any stressor <p>FEATURES</p> <ul style="list-style-type: none"> • Feeling irritable, anxious or down • Loss of motivation • Loss of focus • Difficulty sleeping • Muscle tension or other physical changes • Not having fun 	<p>DEFINITION</p> <ul style="list-style-type: none"> • More severe and persistent distress or impairment • Leaves a scar • Higher risk <p>CAUSES</p> <ul style="list-style-type: none"> • Life threat • Loss • Moral injury • Wear and tear <p>FEATURES</p> <ul style="list-style-type: none"> • Loss of control • Panic, rage or depression • No longer feeling like normal self • Excessive guilt, shame or blame • Misconduct 	<p>DEFINITION</p> <ul style="list-style-type: none"> • Clinical mental disorder • Unhealed stress injury causing life impairment <p>TYPES</p> <ul style="list-style-type: none"> • PTSD • Depression • Anxiety • Substance abuse <p>FEATURES</p> <ul style="list-style-type: none"> • 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 Stress First Aid Skills



Recognize

- Recognize when a friend, family member, or coworker has a stress injury.

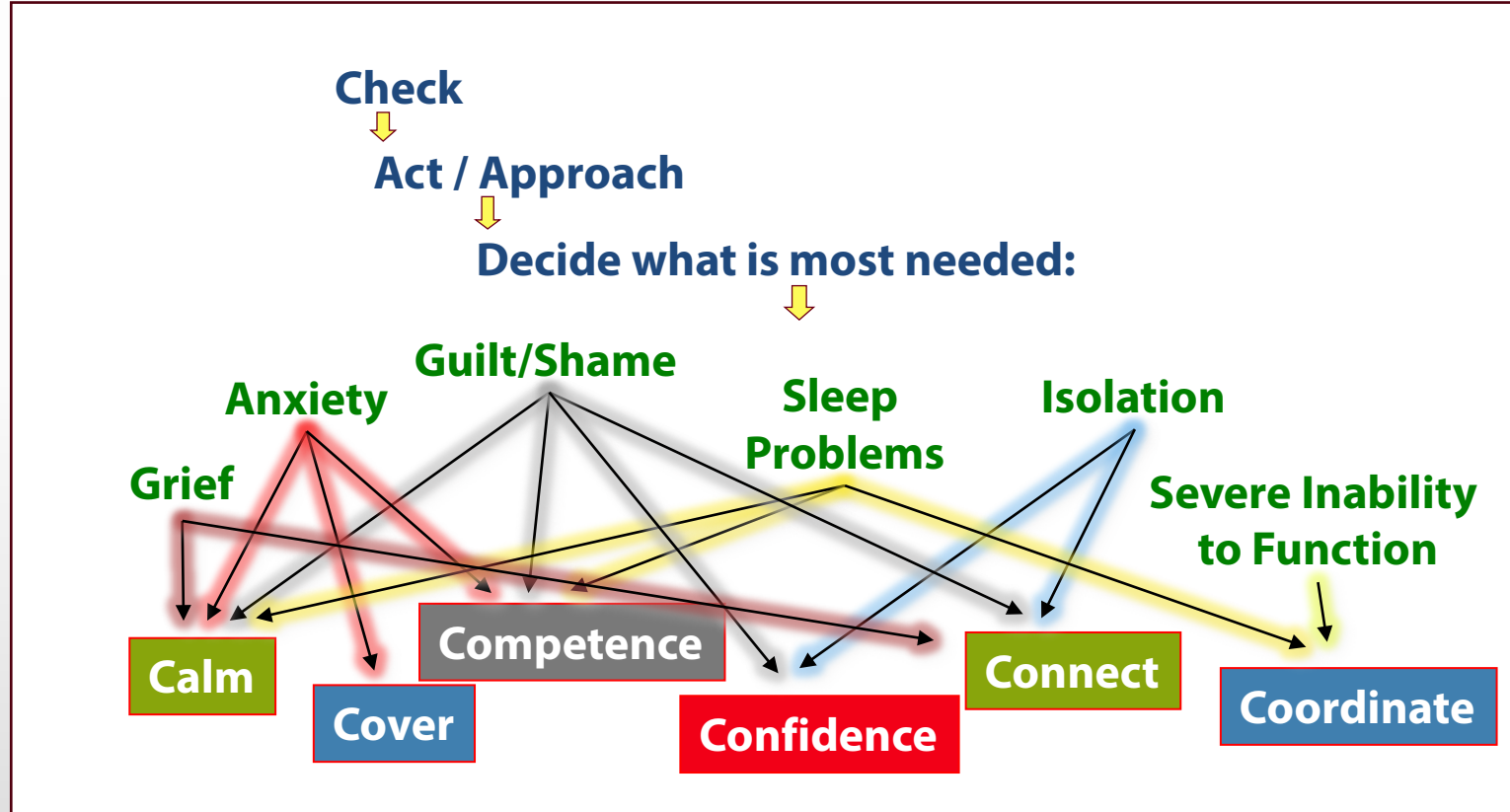
Act

- 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 two trusted resources you would access or offer to a friend, family member, or coworker in distress.

How Can You Use Stress First Aid?



Cover Actions

Stand By

Be ready to assist.
Watch and listen.
Hold their attention.

Make Safe

Authoritative presence.
Warn.
Protect.
Assist.

Make Others Safe

Protect.
Warn.

Encourage Perception

Be a caring presence.
Listen and communicate.
Reduce chaos and rumors.

Potential Stress First Aid 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 Stress First Aid 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 Stress First Aid Connect Actions



Ask about social support.



Help link with supportive others.



Provide support yourself.



Address potential negative social influences.

Competence Actions Foster

Occupational Skills

In the workplace, 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 Stress First Aid 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	Hope	Self-Worth	Meaning
Trust in: Coworkers. Equipment. Leaders. Self. Mission.	Forgiveness of self. Forgiveness of others. Imagining the future.	Belief in self. Accurate self-image. Self-respect.	Making sense. Purpose. Faith.

Potential Stress First Aid 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

Ohio CareLine and Crisis Text Line

Need additional guidance or help?

Contact the **Ohio CareLine** at 1-800-720-9616 for free emotional support

or reach **Ohio's Crisis Text Line** by texting 4Hope to 741 741.



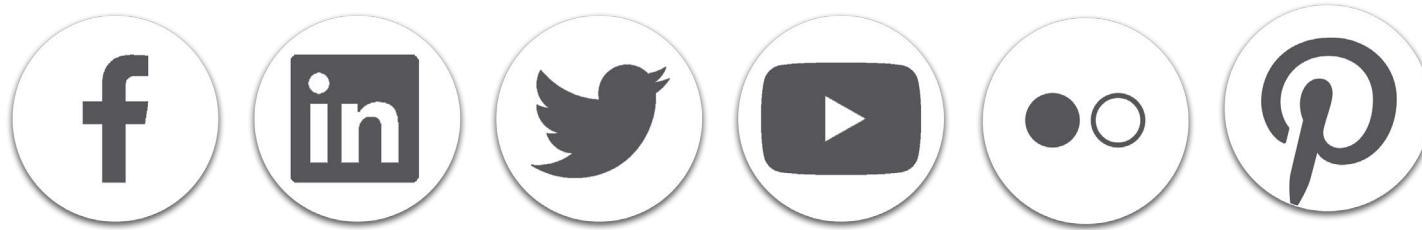
Ohio's CareLine is available 24/7 and is staffed with licensed behavioral health professionals.

1-800-720-9616



Department of Health





<http://mha.ohio.gov/stressfirstaid>

**Join our OhioMHAS e-news listserv
for all of the latest updates**

Ohio

Department
of Health



RECOVERY
Ohio