

Strategic Response to Crisis

Victor Welzant, Psy.D.

Introduction

- The Human Side of Crisis Management

Clinical experience also
demonstrates that
terrorism
will create more
psychological casualties
than physical casualties

(Holloway, et al., 1997, JAMA;
DiGiovanni, 1999, American J.
Psychiatry)

No disaster plan is complete without preparing to meet both psychological and physical needs.

(Institute of Medicine, 2003)

Behavioral/ disaster mental health issues need to be taken into consideration at the earliest points in disaster planning.

(NIMH, 2002; Flynn, B. (2003). *Mental Health All-Hazards Disaster Planning Guidance*. DHHS Pub. No. SMA 3829. Rockville, MD: Center for Mental Health Services, SAMHSA.)

Characteristics of Crisis Events

- Sudden or Unexpected
- Challenge One's Competence
- May be Overwhelming
- Perception of Threat / Danger/ Loss
- Negative Outcome Common
- Impacts Belief Systems (e.g. control, safety)
- May Involve Traumatic Sensory Stimuli (exposure to grotesque)
- Fear Inducing

Crisis Impacts:

- Victims
- Families
- Community
- Business / Organizations
- Caregivers

The Workplace Environment

- Employees are often totally unprepared for a critical incident in their workplace. Example: office workers versus emergency services work

