

**CRISIS COUNSELING:
PREPARING FOR EMERGENCY AND DISASTER EVENTS
UTAH REACHING OUT**

The goal of the Utah Crisis Counseling Program is to develop infrastructure in Utah to effectively respond to the psychological consequences of terrorism and natural disasters.

The Division of Substance Abuse and Mental Health manages and arranges training to certify individuals as crisis counselors to provide psychological support for individuals and families in crisis. The Division works closely in collaboration with both state and federal agencies such as the Department of Health, Federal Emergency Management Agency, the Center for Mental Health Services, Department of Justice and other agencies to promote active mental health supports.

Crisis counseling certification training is designed for case managers, paraprofessionals and mental health professionals who have or will accept the challenge to provide crisis counseling in disaster events. The training will teach the participants who's who in the federal response plan and disaster declaration process, the state's & community mental health role, key concepts of disaster behavioral health, phases of disaster, avoiding burnout, and practical and effective interventions to help behavioral health crisis counselors assist survivors following a disaster or bioterrorism event.

This program is funded by grants made to the Department of Human Services, Division of Substance Abuse and Mental Health through the Utah Department of Health and other agencies. For more information contact Robert Snarr @ RSnarr@utah.gov or 801-538-4080.

UTAH DEPARTMENT OF HUMAN SERVICES

DIVISION OF SUBSTANCE ABUSE & MENTAL HEALTH (801) 538 -3939

Crisis Counseling Tip Sheet

How to Support Victims of Terrorist Attacks or Natural Disasters

NORMAL REACTIONS

- Grief, sadness, despair
- Anger
- Numbness
- Shock
- Sense of disbelief or denial
- Mood swings

WHEN TO CALL A PROFESSIONAL

- Disoriented—can't answer questions
- Suicidal or homicidal
- Drug or alcohol abuse
- Hears voices, sees visions
- Abusive or violent toward self or others
- Extremely fearful or overwhelmed

WHAT TO SAY TO VICTIMS

- I can understand why you might feel this way
- Your reaction is normal
- It's normal to feel upset and confused.
- Don't blame yourself; it's not your fault.
- Things won't ever be the same, but they WILL get better

WHAT NOT TO SAY

- I know exactly how you feel
- Things could have been worse
- You're lucky because....
- What you should have done was....
- Just put it out of your mind.
- You can always get another pet/home/business

SUGGESTIONS FOR COPING (NOW)

- Go to a place where you feel safe
- Share feelings with family, friends, and other victims who understand
- Avoid turning to drugs or alcohol
- Forgive yourself
- Don't dwell on fears or "What ifs?"
- Care for your mind and body

SUGGESTIONS FOR COPING (LATER)

- Call a friend if you feel overwhelmed
- Don't make any major life decisions
- Don't expect too much of yourself or others
- Simplify your life: pare down to essential tasks
- Do things that revive your spirit
- Start re-establishing daily routines
- Find small ways to help others

WASATCH FRONT CRISIS LINES

Davis County(801) 773-7060
Salt Lake County (801) 587-3000
Utah County(801) 373-7393
Wasatch County.....(801) 318-4016

Weber, Morgan Counties(801) 625-3700

Rural UTAH CRISIS LINES

Juab, Millard, Piute, Sanpete, Sevier,
Wayne Counties(800)523-7412
(877) 469-2822
Carbon County(435)637-6589
(435)637-0893
Emery County.....(435)381-2432
(435) 381-2404
Grand County..... (435)259-6131
(435) 259-8115
Washington County..... (435) 634-5600
Beaver, Garfield, Iron, Kane Counties(800) 574-6763
Box Elder County(435) 452-8612
Cache, Rich Counties.....(435)752-0750
(435)757-3240
Duchesne, Daggett, Uintah Counties....(435) 828-8241
San Juan County.....(435) 678-2992
Summit County..... (435) 649-9079
Tooele County..... (435) 882-5600