**Crisis Response Training**

**Initial Response to Crisis – the Interview**

Is the scene safe? Assess and remove dangers

Determine number of persons injured – ask victim if there are others

Evaluate injuries. Note the times throughout the rescue response

Know when to ask for assistance – direct someone to dial 911

What is the person’s condition & what do I need to do?

Observe bystanders who may be witnesses (or perpetrators)

What information do I have to obtain from the person or by observation?

“Can you hear me? What can I do for you? What is your name?

Get name and use it – “friend” works

How old are you? What is your birthdate?

Where do you live? Who should we try to contact for you?

(The person may lose the ability to communicate, so get the most important info. first.)

Are you hurt? Can you move? Are you in pain? What hurts?

Are you dizzy? Are you nauseous? Are you cold/hot?

What happened? Do you have a medical condition?

Are you diabetic? Do you have any known allergies or allergic reactions?

What is the last thing you remember? Do you know where you are?

Can you tell me the day of the week? Who is our President? How did you get here?

Mental and emotional perspective of the victim is critical. We all need hope.

You can possibly change the outcome simply by changing their perspective.

Remove fears. Pray. Cry out to Jesus.

Physical touch can be very important – holding a hand, head, or shoulder (state trooper)

Let the person know you are not leaving them alone (drunk by the ditch)

How can you calm them down? Do not create confusion, anxiety, or fear.

Often a victim can hear even if they cannot speak.

Keep the person informed as to what you are doing and going to do.

Describe for them the environment around them.

Find out if they can see. If so encourage them to keep eye contact with you.

Keep the person talking. Use distracting conversation in which they are interested:

spouse, children, siblings, where born, schooling, hobbies, work, etc.

(Practice at a nursing home.)

**Initial Response to Crisis – Treatment**

Provide warmth and comfort

Provide hydration

Provide nourishment

Division of labor (when possible): shepherd/director and the doers

Question the victim vs. treat the victim

Unless you are alone, do not both direct the response and execute the response.

Extra help “stands down and stand by” until needed.

Do not make unnecessary noise. Speak gently and away from victim.

Create space. (shoot the horse far away)

**Initial Response to Crisis – Transfer**

Know when to transfer responsibility to someone more qualified than yourself.

Humbly transfer responsibility by providing necessary information:

name, age, birthdate, what you have learned and observed, what you did, time log

Tell the victim you are transferring responsibility to a more qualified person.

Note the time. Make sure all that has been learned about the victim is written down.

Comfort, encourage, and care for one another. Process what your senses perceived.

**Initial Response to Crisis – Debrief**

What was done well?

What did not go so well?

What can be improved and how can it be improved?

Lack of proper prior planning produces poor performance.

For what was I prepared?

For what was I not prepared and how could I have prepared?

What was the purpose/objective and was it achieved?

What were the resources and were they well used?

Was there a helpful division of labor?

Did we get all the relevant facts and understand them?

Did we discern the feasible outcomes?

Did we properly evaluate risk?

Did we efficiently and decisively set a course of action?

Did we develop a viable plan?

Did the leadership provide effective briefing and delegation?

**Initial Response to Crisis – Debrief (continued)**

Did we work as a team?

Was there a proper time to re-evaluate our direction?

Did we yield to make any needed course correction?

How do we clean up our mistakes?

Are we humbly receiving criticism?

Are we learning from the debrief?

Are we ready to go again?   
Did I listen?

Was I focused?

Did I abide in Jesus?

Did I honor God, the Company, my dad, and myself?

Was I strong to overcome?