Helping Distressed Individuals

Promote Safety

- Provide repeated, simple, and accurate information on how to access basic needs.

Promote Calm

- Be friendly and empathetic, even if individuals are being difficult.
- Be aware of your tone, voice volume, and rate of speech. Often, we will match others in conversation.
- Listen to individuals who wish to share their stories and feelings. Remember there is not a right or wrong way to feel.
- Offer accurate information about the disaster and relief efforts that are underway to help survivors understand the situation.

Promote Connectedness

- Help people connect with loved ones and friends. Knowing the status of their loved ones can significantly reduce stress.

Promote Help

- Direct individuals to services that are available.
- Remind individuals that more help and services are on the way.

Promote Self-Efficacy

- Direct individuals to services that are available to assist and empower individuals to meet their needs.

Remember: You’re assisting individuals that are displaying normal reactions to an abnormal situation. Kindness and empathy will go farther than you will ever know.

<table>
<thead>
<tr>
<th>SAMSHA Disaster Distress Helpline</th>
<th>211</th>
<th>National Suicide Prevention Lifeline</th>
<th>American Red Cross Virtual Family Assistance Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>A national helpline that provides crisis support to disaster responders that are experiencing emotional distress. 1-800-985-5990 Text: TALKWITHUS to 66746</td>
<td>211</td>
<td>Call or text 988 or 1-800-273-8255</td>
<td>1-833-492-0094</td>
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<tr>
<td>All calls are directed to a local helpline with crisis counselors who can provide information on resources.</td>
<td></td>
<td>A national helpline linking individuals experiencing a crisis to resources and treatment.</td>
<td>A national support helpline for people in distress.</td>
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