

5.1 RESPOND: APPROACH DISASTER SURVIVORS

The infographic is set against a dark blue background. At the top left is a small logo with the word 'SAFETY' and a colorful cube. At the top right is the 'SAFETY FUNCTION ACTION FOR DISASTER RESPONDERS' logo with a blue cube. The main title 'APPROACH DISASTER SURVIVORS' is in a green box at the top center. Below it, a blue box contains the 'SFA GOAL'. To the right, a blue box lists 'APPROACH SURVIVORS SKILLS'. On the left side, two green boxes are stacked: 'RESPOND SKILLS SET' and 'APPROACH DISASTER SURVIVORS'. The skills are listed in blue boxes on the right: PRESENCE, EMPATHY, RESPECT, and EFFECTIVE COMMUNICATION.

SFA GOAL
Achieve and maintain a high level of disaster health and well-being

APPROACH SURVIVORS SKILLS

PRESENCE:
"Be there" for survivors.

EMPATHY:
Attempt to understand survivor's feelings.

RESPECT:
Communicate respect.
Display cultural competence.
Use caution regarding physical contact.

EFFECTIVE COMMUNICATION:
Listen, paraphrase, summarize.

RESPOND SKILLS SET

APPROACH DISASTER SURVIVORS

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Disaster & Extreme Event Preparedness

SAFETY FUNCTION ACTION
FOR DISASTER RESPONDERS

The goal of **SAFETY FUNCTION ACTION** is: "Achieve and maintain a high level of disaster health and well-being." The **RESPOND SKILLS SET** is divided into three subsets of skills. **APPROACH DISASTER SURVIVORS** presents four precepts for approaching and dealing with disaster survivors: presence, empathy, respect, and effective communication.

PRESENCE. *"Be there" for the survivor.*

EMPATHY. *Perceive, recognize, and aim to understand the survivor's feelings.*

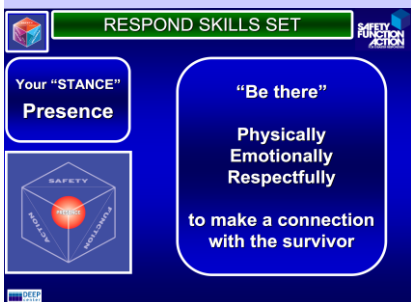
RESPECT. *Communicate respect. Display cultural competence. Use caution regarding personal space and physical contact with a disaster survivor.*

EFFECTIVE COMMUNICATION.

- *Introduce yourself. Explain your role.*
- *Communicate respect.*
- *Communicate with a calming and positive presence.*
- *Communicate empathy.*
- *Listen actively and attentively. Paraphrase and summarize. Let the survivor know he/she is being heard and understood.*

5.1 RESPOND: APPROACH DISASTER SURVIVORS

PRESENCE



RESPOND SKILLS SET

Your "STANCE"
Presence

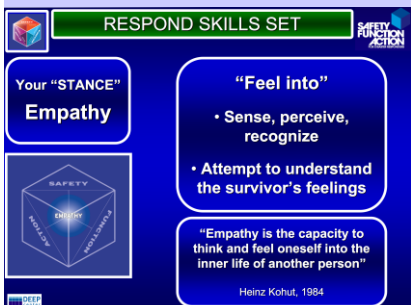
"Be there"
Physically
Emotionally
Respectfully
to make a connection
with the survivor

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PRESENCE. "Be there" for the survivor.

EMPATHY



RESPOND SKILLS SET

Your "STANCE"
Empathy

"Feel into"
• Sense, perceive,
recognize
• Attempt to understand
the survivor's feelings

"Empathy is the capacity to
think and feel oneself into the
inner life of another person"
Heinz Kohut, 1984

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EMPATHY. Perceive, recognize, and aim to understand the survivor's feelings.

RESPECT



RESPOND SKILLS SET

Respect: Appropriate Physical Contact



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RESPECT. Seek the survivor's guidance on physical contact. Allow the survivor to determine comfortable interpersonal distance.

COMMUNICATE RESPECT



RESPOND SKILLS SET

Communicate Respect

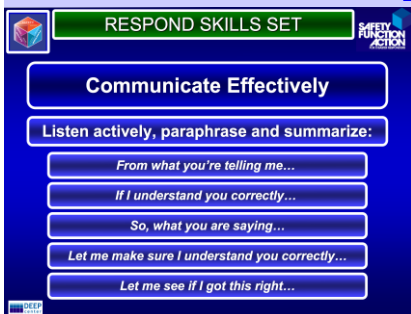
- Introduce yourself and your role
- Ask for permission to talk
- Show genuine interest
- Display gratitude
- Maintain a nonjudgmental attitude

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COMMUNICATE RESPECT. Introduce yourself by name, ask permission to talk, show interest, thank the survivor, and be nonjudgmental.

EFFECTIVE COMMUNICATION



RESPOND SKILLS SET

Communicate Effectively

Listen actively, paraphrase and summarize:

- From what you're telling me...
- If I understand you correctly...
- So, what you are saying...
- Let me make sure I understand you correctly...
- Let me see if I got this right...

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EFFECTIVE COMMUNICATION. Listen actively, paraphrase, and summarize.