



# SAFETY FUNCTION ACTION STRATEGIES & TACTICS

## SFA FOR DISASTER RESPONDERS

### SFA PROVIDER: APPROACH TO THE RESPONDER



#### PRESENCE:

Connect. "Be there" physically and emotionally.



#### EMPATHY:

Perceive, recognize. Listen actively.

## PREPARE

PREPARE to maximize psychological well-being, performance, resilience and coping for disaster responders.

- Plan for optimal psychosocial support during disaster response
- Integrate psychosocial support for disaster responders within the incident command system
- Maintain organizational and family disaster plans

- Train to mastery on disaster role
- Train First Aid skills
- Train on responder resilience
- Train SAFETY FUNCTION ACTION skills for self, team and survivor support
- Promote healthy lifestyles for disaster responders

TARGET OUTCOMES	STRATEGIES	RESPONDER NEEDS	TACTICS: WHAT TO DO
<b>SAFETY</b>	<b>SAFEGUARD</b> SAFEGUARD and protect disaster responders from harm.	<ul style="list-style-type: none"> <li>• Safety for self, team and family while on disaster duty</li> </ul>	<ul style="list-style-type: none"> <li>• Provide on-scene safety and security for responders</li> <li>• Provide personal protective equipment</li> <li>• Limit exposure to scenes of harm, trauma and loss</li> <li>• Protect the family</li> </ul>
	<b>SUSTAIN</b> SUSTAIN disaster responders with vital supplies and equipment.	<ul style="list-style-type: none"> <li>• Basic survival needs, communications, equipment for response, resources to aid survivors</li> <li>• "Go-kits" for home, work, disaster duty and deployment</li> </ul>	Provide: <ul style="list-style-type: none"> <li>• Food and water</li> <li>• Rest areas</li> <li>• Survival gear and clothing</li> <li>• Communications</li> <li>• Transportation</li> <li>• Supplies to aid survivors</li> </ul>
<b>FUNCTION</b>	<b>COMFORT</b> COMFORT, support, manage stress and diminish distress for disaster responders.	<ul style="list-style-type: none"> <li>• Stress management skills</li> <li>• Supportive team relations</li> <li>• Healthy lifestyle</li> <li>• Attentive management</li> <li>• SFA for peer and team care</li> <li>• Comfort items in Go-Kit</li> </ul>	<ul style="list-style-type: none"> <li>• Apply stress management skills</li> <li>• Actively support team members</li> <li>• Promote healthy lifestyle on scene</li> <li>• Self-monitor health and stress level</li> <li>• Limit work hours and take actions to reduce fatigue and stress</li> <li>• Act to prevent compassion fatigue</li> <li>• Seek/provide comforting behaviors</li> </ul>
	<b>CONNECT</b> CONNECT disaster responders to team members and peers and maintain contact with home and family.	Connection to: <ol style="list-style-type: none"> <li>1 Family and support systems</li> <li>2 Response professionals:               <ul style="list-style-type: none"> <li>• Teammates and buddies</li> <li>• Peers and supervisors</li> <li>• Other responder groups</li> </ul> </li> <li>3 Behavioral health support</li> </ol>	<ul style="list-style-type: none"> <li>• Communicate with family</li> <li>• Provide communications equipment</li> <li>• Connect to buddies and teammates</li> <li>• Connect to other responders</li> <li>• "Be there" for survivors and seek opportunities to serve</li> <li>• Seek/provide connection and support</li> </ul>
<b>ACTION</b>	<b>ADVISE (INFORM)</b> ADVISE disaster responders about the disaster situation. Educate about positive coping strategies.	<ul style="list-style-type: none"> <li>• Information about the disaster and the deployment</li> <li>• Information on ways to cope and adapt</li> </ul>	<ul style="list-style-type: none"> <li>• Update responders about the disaster situation</li> <li>• Inform responders regarding mission and resources (team orientation, safety briefings, end-of-shift sessions)</li> <li>• Educate responders about positive ways to cope and adapt</li> </ul>
	<b>ACTIVATE</b> ACTIVATE disaster responders to serve survivors effectively and emerge resilient.	<ul style="list-style-type: none"> <li>• Support responders to maintain high performance</li> <li>• Support responders to maintain behavioral health</li> </ul>	<ul style="list-style-type: none"> <li>• Perform response role at the highest level of capability</li> <li>• Lead by example</li> <li>• Motivate and encourage teammates</li> <li>• Serve survivors with compassion</li> <li>• Maximize self-efficacy and resilience</li> </ul>



# SAFETY FUNCTION ACTION STRATEGIES & TACTICS

## SFA FOR DISASTER SURVIVORS

**SFA PROVIDER:  
APPROACH TO THE SURVIVOR**



### PRESENCE:

Connect. "Be there" physically and emotionally.



### EMPATHY:

Perceive, recognize. Listen actively.

**RESPOND**  
RESPOND to survivors respectfully, appraise survivors' needs and select SFA strategies and tactics to address the needs.

- Enter the scene
- Verify personal and survivor safety
- Observe survivor prior to approach
- Introduce yourself and your role
- Ask permission to talk
- Communicate effectively
- Maintain calm "presence"
- Practice "empathy"

- Extend respect, courtesy and kindness to disaster survivors
- Listen attentively and actively
- Appraise survivors' immediate needs
- Organize information on survivors' needs in relation to SFA strategies and tactics
- Select SFA strategies and tactics to meet survivors' needs

TARGET OUTCOMES	STRATEGIES	SURVIVOR NEEDS	TACTICS: WHAT TO DO
<b>SAFETY</b>	<b>SAFEGUARD</b> SAFEGUARD survivors from harm and offer protection.	<ul style="list-style-type: none"> <li>• Safety and security</li> <li>• Safety from exposure to traumatic scenes</li> <li>• Accurate perception of safety</li> <li>• Intervention for high-risk behaviors</li> </ul>	<ul style="list-style-type: none"> <li>• Provide safety and security</li> <li>• Remove from the scene of disaster and trauma</li> <li>• Provide shelter</li> <li>• Verify that survivors accurately perceive safety</li> <li>• Protect and intervene as necessary</li> </ul>
	<b>SUSTAIN</b> SUSTAIN survivors by providing basic survival needs.	<ul style="list-style-type: none"> <li>• Assistance obtaining basic survival needs</li> </ul>	Provide: <ul style="list-style-type: none"> <li>• Food and water</li> <li>• Medical care, medications</li> <li>• Clothing and bedding</li> <li>• Sanitation, power, light</li> <li>• Heating, ventilation, air conditioning</li> </ul>
<b>FUNCTION</b>	<b>COMFORT</b> COMFORT, calm, stabilize and orient distressed and emotionally overwhelmed survivors.	<ul style="list-style-type: none"> <li>• Decreased feelings of distress</li> <li>• Decreased stress</li> <li>• Stabilization for strong reactions or overwhelm</li> <li>• Orientation</li> <li>• Comfort following traumatic exposure</li> <li>• Comfort for loss</li> </ul>	<ul style="list-style-type: none"> <li>• Comfort distressed survivors</li> <li>• Teach stress management skills</li> <li>• Stabilize</li> <li>• Orient</li> <li>• Comfort survivors who have been severely exposed to trauma</li> <li>• Comfort survivors who are bereaved</li> </ul>
	<b>CONNECT</b> CONNECT survivors to family, friends, support systems, responders and community helping resources.	Connection to: <ul style="list-style-type: none"> <li>• Family, friends, support systems</li> <li>• Response professionals</li> <li>• Other survivors</li> <li>• Psychosocial support</li> </ul>	<ul style="list-style-type: none"> <li>• Keep families together and intact</li> <li>• Reunite separated survivors</li> <li>• Reunite parents with children</li> <li>• Connect survivors to available personnel and other survivors</li> <li>• "Be there" - be a source of connection for survivors</li> </ul>
<b>ACTION</b>	<b>ADVISE (INFORM)</b> ADVISE and inform survivors about the disaster, validate survivor reactions and teach coping strategies.	<ul style="list-style-type: none"> <li>• Information about the disaster</li> <li>• Reduction of uncertainty</li> <li>• Information about the range of common survivor reactions</li> <li>• Information on ways to cope and adapt</li> </ul>	<ul style="list-style-type: none"> <li>• Inform survivors about what has happened, what will happen and what to do</li> <li>• Replace uncertainty with accurate information</li> <li>• Reassure survivors that their reactions are "expectable"</li> <li>• Teach survivors about positive ways to cope and adapt</li> </ul>
	<b>ACTIVATE</b> ACTIVATE survivors to participate in disaster recovery, access resources and aid other survivors.	<ul style="list-style-type: none"> <li>• Guidance regarding disaster recovery</li> <li>• Opportunities to assert control</li> <li>• Opportunities to help other survivors</li> <li>• Referral to recovery and support services</li> </ul>	<ul style="list-style-type: none"> <li>• Guide survivors to take simple "first steps" toward recovery</li> <li>• Engage survivors actively in self-help and recovery tasks</li> <li>• Provide opportunities for survivors to help each other</li> <li>• Refer survivors to recovery and support services based on needs</li> </ul>