From targeted attacks to natural disasters, epidemic diseases, accidental fires and more; OCHA staff have to be ready to support each other, as well as ensure the continued functioning of the Office.

Every crisis situation leads to stress, which can appear in almost any form during the crisis—A checklist

Mutual Support

What can we do to help a friend, a neighbor or a co-worker in urgent need of care?

How can you help?

Provide support to others. This is a valuable way to reduce own stress.

Listen empathetically and offer useful educational information about stress, but avoid being judgmental.

Common signs of stress

- Feeling removed from the experience; as if it never happened – surreal
- Emotional numbness
- Irritability
- Difficulty concentrating
- Difﬁculty remembering things
- Decreased tolerance for differences of opinion
- Gastrointestinal symptoms (stomach pains or upset bowels)
- Changes in appetite
- Fatigue
- Feelings of helplessness
- Frustration
- Slurred speech
- Irrational behavior
- Risk-taking
- Accident prone
- Cynicism
- Distrust
- Loss of self-confidence
- Loss of moral or ethical standards

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What has/is being done?

- Introduce all new arriving responders to their back-ups in advance
- Rotate personnel to allow for breaks away from the crisis area and ensure that they are rested

What is advised further?

- Help or information?
- What are plans for future?
- What can leaders, decision makers, and managers do?

Self Care

- Make maximum use of your time off
- Make maximum use of your recuperation
- Encourage the person not to make any life-changing decisions in the first few days
- Encourage and appreciate each other

Management & StaffWellbeing

- Encourage the person to find a new mental space which incorporates any events that have happened
- Encourage the person not to suppress memories

- Let the person know that they are not alone
- Let the person know that they are valued
- Let the person know that their contributions to the crisis response effort are recognized formally

Sometimes time is needed to recover from a major event

If possible ensure a separate area of your organization

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