Group Crisis Intervention Process

NOVA

Introduction (Safety & Security)

"I'm sorry that….(name event)

Introduce team members/local caregivers

Explain role of scribe. Establish team credibility (we also work in schools, etc.).

Define ground rules:

    Confidentiality: Ask for agreement

    Come & go as you please (when age appropriate)

    Express your reactions (no verbal or physical violence)

    Not required to identify selves or speak

    Describe agenda: explore how people/families reacted, are reacting, cope in the future

    Logistics **–silence/put away phones**, bathrooms, refreshments, etc.

    Length of session: 60-90 minutes

Session Procedure (Ventilation & Validation)

Facilitator should summarize in general terms what has happened, recognizing the nature and extent of the tragedy. The focus is **resilience**.

Question 1: What experiences of the event would you like to talk about?

    How did you or your loved ones react at the time?

    What was most challenging during your experience?

    What was not helpful during and immediately following the experience?

Question 2: What was done by you or others **during** the event that was helpful to you?

    What was done by you or others in the **immediate aftermath** that was helpful?

Prediction and Preparation

Question 3: After all you've been through, what do you think will happen in the next few days or weeks (…in your job,…at home,… at school)?

    Do you think your family has been/will continue to be affected?

    Do you have any practical concerns about what will happen next?

Question 4: How do you think you will deal with the concerns you have raised? (Explore coping strategies, information seeking, problem solving) Suggest referrals, provide information on follow-up support

Conclusion/Education

Review notes made by the scribe - educate group about crisis reactions, **tear up sheets**

Draw connections between what they said and what we know about crisis

Again, "I am sorry…"

Thank you for attending

Mingle after session, make contact with individuals you might have concerns about