

## Preparedness Activities

When a critical incident occurs, whether a natural disaster or a mass violence incident, there is often a behavioral health impact to the community. BHSDR partners with various agencies both within the County of Orange and outside the County for community preparedness activities. We often partner with County of Orange Health Disaster Management (HDM) and the American Red Cross.

## Trainings

BHSDR offers a variety of trainings to both County of Orange employees and community partners. Trainings include:

- Psychological First Aid (PFA)
- Disaster Service Worker (DSW)
- Disaster Preparedness
- Vicarious Trauma

## Contact Information

For response, training or participation in a preparedness exercise or for general inquiries:

Email: [BHSDisasterResponse@ochca.com](mailto:BHSDisasterResponse@ochca.com)  
Website: <http://ochealthinfo.com/bhs/disaster>



## OC Links

Behavioral Health Information & Referral Line  
(855) OC-LINKS or (855) 625-4657  
TDD Number: (714) 834-2332  
[www.ochealthinfo.com/bhs/about/pi/oclinks/](http://www.ochealthinfo.com/bhs/about/pi/oclinks/)  
Monday - Friday, 8 a.m. to 6 p.m.

## Crisis Assessment Team

Emergency Psychiatric Evaluation  
(866) 830-6011  
7 days a week, 24 hours a day

## 24 Hour Suicide Prevention

(877) 7 CRISIS or (877) 727-4747  
[www.suicidepreventionlifeline.org/](http://www.suicidepreventionlifeline.org/)

## NAMI WarmLine

Non-crisis support  
(877) 910-WARM or (877) 910-9276  
[www.namio.org](http://www.namio.org)  
Monday - Friday, 9 a.m. to 3 a.m.  
Saturday - Sunday, 10 a.m. to 3 a.m.

## 211 OC

Community Resources in Orange County  
Dial 211  
[www.211OC.ORG](http://www.211OC.ORG)

## SAMHSA

24/7 Disaster Distress Helpline  
(800) 985-5990 or  
Text TalkWithUs to 66746  
[www.disasterdistress.samhsa.gov](http://www.disasterdistress.samhsa.gov)



## Behavioral Health Services Disaster Response

405 W. 5th Street, Suite 211  
Santa Ana, CA 92701

[www.ochealthinfo.com/bhs](http://www.ochealthinfo.com/bhs)



## ABOUT US

### Who Are We?

Behavioral Health Services Disaster Response is a volunteer group of responders from all different areas of the Orange County Health Care Agency Behavioral Health Services. BHSDR is a well-rounded group of responders with a variety of expertise, cultural and language capabilities and trained in various crisis intervention modalities.

Response efforts include national, state and local natural and man-made disasters, mass-violence and other critical incidents within the community. BHSDR also participates in community-wide disaster preparation activities, collaborates with community partners and provides trainings.

### Our Volunteers

Variety of specialties:

- Older adults, adults, children
- Transitional aged youth (TAY)
- Substance use and mental health disorders
- Physical health needs
- Specialty populations

And have experience with diversity:

- Culture, ethnicity
- Sexual orientation
- Socioeconomic status
- Religion



## WHAT IS A CRITICAL INCIDENT?

A critical (or traumatic) incident is any event outside the usual realm of human experience that is markedly distressing (e.g. evokes reactions of intense fear, helplessness, horror, etc.). Such critical incidents usually involve the perceived threat to one's physical integrity or the physical integrity of someone else. Most importantly, critical incidents are determined by how they undermine a person's sense of safety, security and competency in the world.

[http://www.criticalincidentstress.com/critical\\_incidents](http://www.criticalincidentstress.com/critical_incidents)

Critical incidents can include:

#### Disasters

- Natural (earthquakes, fires, etc.)
- Man-made (terrorist attack, etc.)

#### Deaths

- Co-worker or Client

#### Mass Violence

- Place work violence or Acts of terrorism

## HOW IS THE TEAM ACTIVATED?

1. A mass-violence event, critical incident or disaster occurs
2. A request for the BHSDR Team is received and an assessment of the need is made
3. The team is notified by phone for immediate needs or by email for planned needs
4. Team members are selected based on availability, specialties and skills
5. Selected team members are briefed and provided logistical information
6. Selected team members receive a 'Just in Time' training and are briefed on the day of the response

## INTERVENTIONS

### Psychological First Aid (PFA):

- An evidence-informed modular approach to help in the immediate aftermath of disaster and/or terrorism
- Utilizes basic informational gathering techniques to make rapid assessment of immediate needs and concerns for people
- Core Actions
  1. Contact and Engagement
  2. Safety and Comfort
  3. Stabilization
  4. Information Gathering: Current Needs and Concerns
  5. Practical Assistance
  6. Connection with Social Support
  7. Information on Coping
  8. Linkage to Collaborative Services

<http://www.nctsn.org/content/psychological-first-aid>

### Critical Incident Stress Management (CISM):

- Formal and highly structured intervention developed specifically for dealing with traumatic events
- Not the same as therapy
- Several variations of interventions can be used including, but not limited to:
  - Debriefing
  - Defusing
  - Grief and loss session
  - Crisis management briefing
  - Pre-crisis education

<https://www.icisf.org/>