Member Care Update

Ethnê-MC Facilitation Team
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Ethnê-MC Update **Issue 2: May 2007**

Welcome again to the *Update*! This monthly report informs you about important member care resources, news, and topics. We especially want to further equip people with member care responsibilities who are focussing on mission/aid personnel in least-reached people groups (LPGs). Each report is archived on our web site: **www.ethne.net/membercare**. Please share the *Update* with others and your networks. Feel free to submit materials for us to include too. May the Lord bless you!

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In this Issue—Crisis Care for Survivors and Helpers

> "We have had to ensure that our philosophy of member care, along with our crisis and contingency management approach, respect what God asks of our workers... [This philosophy and approach may] sometimes go against the prevailing attitude of "safety, security, and reduction of stress levels at all costs," that is characteristic of many Western cultures. Although no…worker morbidly…desires others to go through pain…or suffering, we have come to realize that such experiences, according to Scripture and history, normally accompany the spread of God's kingdom."
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> "Responsible Logistics for Hostile Places", *Doing Member Care Well* (2002), p. 447

SPECIAL RESOURCES: Tools to further equip you for member care

- *Mental Health in Emergencies (2003)* **www.who.int/hac/techguidance/pht/8656.pdf**

World Health Organisation guidelines for psychosocial care in emergencies; in four languages.

- *Core Resources for Helping with Trauma*

Visit these web sites/organisations for help with trauma care/complex humanitarian emergencies.

- *Worth Keeping: Global Perspectives on…Retention* **www.missionbooks.org/worthkeeping**

Get this new book on good practice in member care, with 50+ case studies. (pre-publication offer)

SPECIAL EVENTS: Events to help you connect/contribute to the member care field

- *USA: International Society for Traumatic Stress Studies; Conference 11/07* **www.istss.org**

The theme is preventing trauma and its effects. The web site also lists many related conferences.

SPECIAL TOPICS: Current issues and approaches related to member care

- *Guidelines for Crisis Intervention, by Dr. Michèle and Dr. Kelly O'Donnell*

Michèle and Kelly share 15 principles for helping people who are going through crises.

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The *Update* is compiled on behalf of the *Ethnê-Member Care Network*. We are a growing *network of colleagues* from different nations and organisations. Our passion is to see the least-reached people groups (LPGs) experience the transforming love of Jesus Christ. We are committed to help provide and develop member care resources in order to support the diversity of people/senders who are working among LPGs. Our *Network* is part of the Ethnê to Ethnê Movement (**www.ethne.net**).

Email: mc@ethne.net
Ethnê-MC Website: **www.ethne.net/membercare**
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SPECIAL RESOURCES

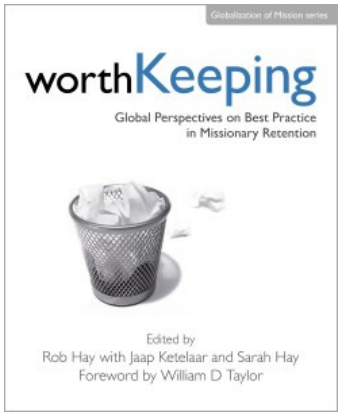
- *Mental Health in Emergencies (2003)*

NGOs and inter-governmental agencies play important roles during the many natural and human-made disasters. The World Health Organisation (WHO) for example, has an eight-page set of guidelines for psychosocial care in emergencies. It is also in French, Spanish, and Arabic. The guidelines include General Principles, Intervention Strategies, and WHO Resources. The General Principles section summarises the needs for pre-emergency preparation, assessment, collaboration, integration into primary health care, access to services for all, training and supervision, long-term perspectives, and monitoring indicators. This is a multidisciplinary, immensely important area of study in which the faith-based community can have an increasing impact. To get more or a feel for this area, visit: **www7.nationalgeographic.com/ngm/0512/sights_n_sounds/index.html** (this is a sort video related to the December 2005 feature article in *National Geographic* on humanitarian crises/interventions. Also see "Alert Map" at: **www.hisz.rsoe.hu/alertmap/woalert.php?lang=eng)**
Contact for the WHO guidelines: www.who.int/hac/techguidance/pht/8656.pdf

- *Core Resources for Helping with Trauma and Complex Humanitarian Emergencies*

Visit these web sites/organisations for helpful materials on trauma care.

- Mental Heath Workers Without Border has free materials on community-based trauma care: Coping With Disaster (Spanish also), Caring for Others/Self, Bibliography: **www.mhwwb.org**
- International Federation of the Red Cross has a free short booklet for workers called "*Managing Stress in the Field*" (English Spanish, French) and *Best Practices for Psychosocial Support* with brief cases of care in disasters (Health/Social Welfare section at:) **www.ifrc.org/publicat/catalog**
- World Health Organisation has regular updates on many health issues. **www.who.org**
- Centers for Disease Control has excellent information on public health issues and materials related to disasters. e.g., "Health Information for Humanitarian Workers" **www.cdc.gov**
- Office for the Coordination of Humanitarian Assistance (OCHA) is the United Nations body to help joint efforts in times of human and natural disasters. **www.opchaonline.un.org**
- Reuters Alertnet service provides updated crisis information internationally **www.alertnet.org**
- Aid Workers Network links relief/development staff for support/ideas; **www.aidworkers.net**
- National Center for PTSD has superb material on crisis care/PTSD. **www.ncptsd.org**
- International Society for Trauma and Stress Studies has short pieces linked to its home page on mass trauma, helping children, the indirect effects of trauma etc. **www.istss.org**
- Mobile Member Care Team is a faith-based group offering trauma materials; **www.mmct.org**



- *Worth Keeping: Global Perspectives on…Retention*

(pre-publication offer through 31/05/07)
Rob Hay, Valerie Lim, Detlef Blöcher
Jaap Ketelaar and Sarah Hay

Worth Keeping is based on several years of collaborative work by the WEA Mission Commission task force called ReMAP II. The task force followed-up the previous research on attrition (published and discussed in *Too Valuable to Lose*, 1997). The focus on this new book is on both retention and best practices. The book presents the outcome of the 20 nation study from REMAP II, and includes 29 chapters and 58 case studies from around the world.
Contact: www.missionbooks.org/worthkeeping

SPECIAL EVENTS

- *USA: International Society for Traumatic Stress Studies; Conference 15-17 November 2007*

ISTSS is an international multidisciplinary, professional membership organization that promotes advancement and exchange of knowledge about severe stress and trauma. Its web site lists many related conferences and includes links to many trauma resources. The 24th annual conference is in Baltimore, Maryland, focusing on preventing trauma and its effects.
Contact: www.ISTSS.org

SPECIAL TOPICS

Principles of Crisis Intervention

Michèle Lewis O'Donnell and Kelly O'Donnell
www.COREmembercare.blogspot.com

A crisis is a time-limited event that demands a response or some sort of intervention. It is usually temporary, accompanied by mental or cognitive uncertainty, disequilibrium, perhaps even immobilizing some of the participants, causing paralysis of thought and will.
("Crisis Intervention", p. 137 in M. Care, 1992).

Some Do's and Dont's for Helpers

(see previous sources for helping with trauma/disasters)

- 1. Stay as calm as possible. Distinguish (in your own mind) between minor problems vs. actual crises, and the severity and duration of these. Make sure the person is out of physical danger. Are drugs and any medication involved? Should you receive information or help from any one else to assess and provide immediate care? Who else could be affected in this situation?
- 2. Be realistically supportive through active listening, reflecting back what you hear, and letting the person freely express both positive and negative feelings, without evaluation or criticism.
- 3. Normalise the person's reactions if possible--in as much as you sense it is a normal reaction to an abnormal situation. Reassure them that their feelings are manageable and they are not going crazy.
- 4. Help the person define the problem as they see it. Redefine it for them in manageable bits (if relevant--may need to just listen and offer support if someone has been traumatised significantly). Start with those aspects that can be worked on most directly or immediately. Is it possible to help the person see the problem in a new light? Explore with the person what they have done to get help and what has helped work through similar problems in the past. Define some alternative coping mechanisms. Pay attention to personal strengths. Reinforce with verbal feedback any appropriate coping mechanisms and helpful decisions he/she made in the current crisis.
- 5. Help the person make connections between other stressful events in their life and the present crisis/symptoms. What precipitated the problem? Are there any eating, sleeping, health, or weight changes/difficulties? Any previous psychiatric treatment? Describe to the person how you understand the problem and any connections between the current situation and patterns or previous events in his/her life. Any symbolic links with things in the past?
- 6. Let the person know the limits of confidentiality (usually danger to self, others, elder or child abuse, and in some settings any problem that significantly incapacitates the person or compromises the integrity of the organisation, such as moral failure, severe marital conflict, and major depression). Assess suicide or homicide potentiality by asking "SALSH" questions concerning: (specificity of any plan, availability of method chosen, lethality, significant others present to support the person, and history of such behaviour).
- 7. Remember that being directive at times (in addition to and following active listening) can be very supportive when someone is feeling out of control.
- 8. Help the person identify sources of support within his/her social world. Discuss how to use these sources of support.
- 9. Encourage the person to choose among the alternatives and to set manageable goals. Refocus on the person's responsibility for decisions and behaviour.
- 10. Direct the person to act on his/her choices. Set up a contract, role play future situations, and advise them of the consequences of not doing anything, if necessary.
- 11. Follow up by phone or visit within a few hours to a few days, depending on the severity of the crisis. Exchange names, phone numbers, and addresses.
- 12. Do not hesitate to consult with someone else or refer if necessary (respecting confidentiality).
- 13. Document what you do, and reasons for your decisions.
- 14. Debrief and reflect on what has just transpired, your own reactions, and how you handled the situation. Perhaps do this with a friend or on your own.
- 15. In faith-based settings: include prayer, Scripture, plus your compassion and personal stability.