



Emotional Support Resources for Disaster Survivors

Helping Distressed Individuals

Promote Safety

- Provide repeated, simple, and accurate information on how to access basic needs.

Promote Calm

- Be friendly and empathetic, even if individuals are being difficult.
- Be aware of your tone, voice volume, and rate of speech. Often, we will match others in conversation.
- Listen to individuals who wish to share their stories and feelings. Remember there is not a right or wrong way to feel.
- Offer accurate information about the disaster and relief efforts that are underway to help survivors understand the situation.

Promote Connectedness

- Help people connect with loved ones and friends. Knowing the status of their loved ones can significantly reduce stress.

Promote Help

- Direct individuals to services that are available.
- Remind individuals that more help and services are on the way.

Promote Self-Efficacy

- Direct individuals to services that are available to assist and empower individuals to meet their needs.

Remember: You're assisting individuals that are displaying normal reactions to an abnormal situation. Kindness and empathy will go farther than you will ever know.

SAMSHA Disaster Distress Helpline	211	National Suicide Prevention Lifeline	American Red Cross Virtual Family Assistance Center
A national helpline that provides crisis support to disaster responders that are experiencing emotional distress.	All calls are directed to a local helpline with crisis counselors who can provide information on resources.	A national helpline linking individuals experiencing a crisis to resources and treatment.	A national support helpline for people in distress.
1-800-985-5990 Text: TALKWITHUS to 66746	211	Call or text 988 or 1-800-985-5990	1-833-492-0094