
UTAH STRONG RECOVERY PROJECT

CRISIS COUNSELING PROGRAM

FEMA/SAMHSA/DSAMH

-
- Funded by the Federal Emergency Management Agency
 - Facilitated by the Substance Abuse and Mental Health Services Administration
 - Operated by the Utah Department of Human Services Division of Substance Abuse and Mental Health



FEMA

SAMHSA

Substance Abuse and Mental Health
Services Administration

utah department of
human services
substance abuse and mental health

PURPOSE OF UTAH STRONG

- To help prevent the development of mental health and substance abuse problems after the Covid-19 disaster
- To promote constructive coping and problem-solving skills
- To build resilience

COVID-19 IS A NEW EXPERIENCE IN OUR CENTURY

Natural Disasters

- Localized to a specific area
- Time limited
- Most people know how to escape its effects
- The source of the disaster is recognizable

Covid-19

- Covid-19 virus is everywhere
- Uncertain time frame
- Physical distancing, masks, eye protection and handwashing help
- Virus are invisible; can't be detect it with our five senses.



PHASES OF DISASTER

COLLECTIVE REACTIONS: PHASES

- Pre-disaster phase
 - Disasters with warning can cause guilt or self-blame for failing to heed warnings
- Impact phase
 - Can range from shock to panic
 - Initial confusion and disbelief are followed by focus on self-preservation and family protection
- Heroic phase
 - Adrenaline-induced rescue behavior
 - High activity with low productivity

COLLECTIVE REACTIONS: PHASES (CONTINUE)

- Honeymoon phase
 - Community bonding
 - Optimism that everything will quickly return to normal
- Disillusionment phase
 - Stress and fatigue take a toll
 - Optimism turns to discouragement
 - Community returns to business as usual
- Reconstruction phase
 - Rebuilding and people adjustment to new circumstances/recognition of growth and opportunities

Where are we as a community?

COMMON DISASTER REACTIONS

Emotional

- Shock
- Denial
- Anxiety
- Helplessness
- Anger
- Depression
- Hopelessness

Physical

- Fatigue
- Nausea
- Headache
- Muscle tension
- Sleep disturbance
- Worsening of chronic conditions

Spiritual

- Feelings of abandonment by deity
- Finding it difficult to engage in spiritual activities
- Increased reliance on deity/spirituality

COMMON DISASTER REACTIONS

Social

- Loneliness,
- Withdrawal
- Relationship tension
- Protectiveness
- Parent/child conflict

Mental/Cognitive

- Nightmares
- Difficulty setting priorities or making decisions
- Distorted sense of time/reality
- Impaired judgement
- Forgetfulness
- Confusion

GROUPS MOST AT RISK FOR MENTAL HEALTH PROBLEMS



- People directly or indirectly in contact with the virus
- People already vulnerable to biological and psychosocial stressors
- Health professionals with high levels of exposure
- People exposed to and following ongoing media news about the pandemic

RANGE OF CRISIS COUNSELING SERVICES

- Individual Counseling
- Support Groups
- Referrals and connection to needed community service
- Completely confidential
- Anonymous/no identifying information collected
- Zero Cost

INDIVIDUAL COUNSELING

- In the home, over the internet, on in the community
- Provide education of common reactions to disasters
- Reinforce skills and teach new coping strategies
- Provide emotional support
- Linkage to resources

Counseling provides an opportunity for people to talk about their thoughts and feelings about this Covid19 experience.



SELF-HELP GROUPS

- Group members offer support to one another
- Initially facilitated by a crisis counselor
- Can transition to member facilitated group

SUPPORT AND EDUCATION GROUPS

- Facilitate the exchange of information about life situations
- Help develop new ways of adapting and coping
- Provide tools to obtain and process new information
- Provide practical and concrete assistance
- Provide handouts applicable to group members
- Provide speakers relevant to the content area and group members needs
- Increase social support network

STRESS VS. ANXIETY

Stress: is a response to an external cause. The pandemic is an example.

Anxiety is your specific reaction to stress and it originates from inside you.

“Anxiety is an overestimation of threat and an underestimation of your ability to cope.”

ADDITIONAL CRISIS COUNSELING RESOURCES



FREE HELP
for **COVID-19**
related stress

Call/Text 385-386-2289
UtahStrong@utah.gov
Everyday 7a-7p

THE UTAH STRONG RECOVERY PROJECT

FEMA human services SAMHSA



AYUDA GRATUITA
para el estrés relacionado con
COVID-19

Llame o envíe un mensaje de
texto al 385-386-2289
UtahStrong@utah.gov
Todos los días de 7a-7p

EL PROYECTO DE RECUPERACIÓN UTAH STRONG

FEMA human services SAMHSA

- Utah Strong Crisis Line 385-386-2289
 - 7 days a week from 7 a.m. to 7 p.m.
- Email UtahStrong@utah.gov
 - Email your first name and mobile #
 - 7 days a week from 7 a.m. to 7 p.m.
- UNI Crisis Line 800-273-8255
 - After hours
- SAMHSA Distress Hotline 800-985-5900
 - After hours