

Preparedness Activities

When a critical incident occurs, whether it be 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 of the County for community preparedness activities. We often partner with County of Orange Health Disaster Management (HDM) and American Red Cross.

<http://healthdisasteroc.org/prepare/pod>
www.ocair.com/NewsRoom/News/2014/NR-2014-04-08

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

Please use the following information to contact us for a response, a training, participation in a preparedness exercise or for general inquiries.

Email: BHSDisasterResponse@ochca.com

Kelly K. Sabet, Administrative Manager II
Mobile: (714) 581-7769

Nicole Reyes, Service Chief I
Mobile: (657) 250-4171

Website: <http://ochealthinfo.com/bhs/disaster>

County of Orange Health Care Agency



Resources

OC Links

(855) OC-Links or (855) 625-4657
TDD Number: (714) 834-2332
www.ochealthinfo.com/bhs/about/pi/oclinks/
Monday - Friday, 8:00 a.m. to 6:00 p.m.

Centralized 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/

SAMHSA

24/7 Disaster Distress Helpline
800-985-5990 or
Text TalkWithUs to 66746
www.disasterdistress.samhsa.gov/

Orange County Information Line
Dial: 211
www.211OC.org

**County of Orange
Health Care Agency
Behavioral Health Services
Disaster Response**

405 W. 5th Street, Suite 550
Santa Ana, CA 92701
<http://ochealthinfo.com/bhs>

County of Orange Health Care Agency



Behavioral Health Services Disaster Response



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Mission Statement

Making Orange County a safe, healthy, and fulfilling place to live, work and play, today and for generations to come, by providing outstanding, cost-effective regional public services.

Who Are We?

Behavioral Health Services Disaster Response (BHSDR) is a volunteer group of responders from all different areas of Orange County Health Care Agency Behavioral Health Services (BHS). 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 and 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 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.”

Critical incidents can include:

- Disasters
 - Natural (earthquakes, fires, etc.)
 - Man made (terrorist attack, etc.)
- Deaths
 - Co-worker
 - Client
- Mass Violence
 - Work place violence
 - Acts of terrorism

www.criticalincidentstress.com/critical_incidents

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. The Team members are selected based on availability, specialties and skills
5. The selected Team members are briefed and provided logistical information
6. The 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 terrorism
- Utilizes basic informational gathering techniques to make rapid assessment of individual’s immediate needs and concerns
- 8 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

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

www.icisf.org/