HEALTH CARE IN DANGER

MHPSS community of practice

Erin Downey
HCiD referent
ICRC Geneva

Carla Uriarte
MHPSS Specialist
ICRC Geneva
Help the Helpers
Programs

Carla Uriarte
MHPSS Specialist
ICRC Geneva
Key community actors

“Helpers”
DOUBLE BURDEN

Exposed to stressful and distressing situations of violence - they experience the same difficulties as the communities they are serving &

They may not feel equipped to deal with the emotional and psychological reactions of the people they aim to help.
TOOLS

ENABLE HELPERS TO HELP THEMSELVES
Managing the stress & psychological impact arising from their role and exposure

Equip helpers with
BASIC PSYCHOLOGICAL SUPPORT SKILLS TO HELP OTHERS
Skills are culturally appropriate and adapted to the local situation to improve helpers’ effectiveness in their role
ENABE HELPERS TO HELP THEMSELVES

Analyse the specific needs and decide content

What are they exposed to?
What are their needs?

- Stress, stress management
- Prevention vicarious trauma
- Emotional regulation techniques
- Fear management
- Critical incidents
- ....
TOOLS

Equip helpers with
BASIC PSYCHOLOGICAL SUPPORT SKILLS
TO HELP OTHERS

Analyze the specific needs and decide content

*What are they exposed to?*
*What are their needs?*

- Support skills (active listening, verbal and non verbal communication, etc.)
- Normalization of reactions to violence and other shocking events
- Crisis interventions
- Supporting others to keep calm
- Detecting acute and severe needs and refering
- Communication in difficult situations
- …..
Methodology

- Peer support groups
  - Select facilitators among the helpers and develop a capacity building process

- Directly building capacity of the helpers (i.e., teachers)

- Management sensitization

- Structural support
Protocol of Intervention

Helping the Helpers

- Evaluation
- The Helper
- Stress
- Self Compassion
- Coping
- Stress Mgmt
- How to Help?
- Tree of Life
## Methodology

### Building capacities

<table>
<thead>
<tr>
<th>Sessions No.</th>
<th>Group Type</th>
<th>Helping the Helpers program</th>
<th>Description</th>
<th>Components</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Large Group</td>
<td>To define the program, its history importance, vision and achievements</td>
<td>45 min</td>
<td>12 Facilitators&lt;br&gt;Introduction&lt;br&gt;Objective of HH&lt;br&gt;Why Helpers&lt;br&gt;How to support Helpers&lt;br&gt;History of the program&lt;br&gt;Protocol session 1 page 1-4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>75 min</td>
<td>2 Facilitators, Questionnaires, Bristol paper, pens&lt;br&gt;To detect participants feelings and thoughts related to their work as helpers, filling the measurement tools (DASS &amp; Crisp)</td>
</tr>
<tr>
<td></td>
<td>Small Group</td>
<td>The Helper</td>
<td>20 min</td>
<td>Welcome and introduction, group rules&lt;br&gt;15 min</td>
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</tbody>
</table>
Monitoring MH of the helpers

DASS Depression Curve 2017

DASS Anxiety Curve 2017

Beneficiaries

Depression PRE  Depression POST

Anxiety PRE  Anxiety POST

<table>
<thead>
<tr>
<th>Extremely Severe</th>
<th>Severe</th>
<th>Moderate</th>
<th>Mild</th>
<th>Normal</th>
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<tbody>
<tr>
<td>Depression PRE</td>
<td>30</td>
<td>38</td>
<td>72</td>
<td>54</td>
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<tr>
<td>Depression POST</td>
<td>6</td>
<td>18</td>
<td>45</td>
<td>43</td>
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</thead>
<tbody>
<tr>
<td>Anxiety PRE</td>
<td>69</td>
<td>30</td>
<td>68</td>
<td>21</td>
</tr>
<tr>
<td>Anxiety POST</td>
<td>34</td>
<td>22</td>
<td>50</td>
<td>30</td>
</tr>
</tbody>
</table>
“Better support the people they help”

“I gained capacity in dealing with others including work colleagues, beneficiaries, family and friend. It was very good to learn meditation and relaxation.”

“I learnt how to deal with the patients on daily life. Patients with whom we often meet and was able even to help them in dealing with their own problems.”

“As a manager I became more aware of my team needs, I started to accept their needs deal with them more patiently.”

“I used to suffer from excessive tension and nervousness, and get easily and quickly irritated and agitated. My face would become quickly red, my hands restless and I would not get quiet until I would break something. Now I am able to control my anger, emotions, the tensions decreased and I learnt patience and tolerance. I learnt how to relax and take a deep breathing and to work on stressors more positively; this enabled me to support myself and my family and also improved my relation with others at work and home.”
Comments, Reactions, Questions…

SARC peer supporters (Syria, 2017)