

Leading the Community During Crisis & Recovery: The KP Behavioral Health Way

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Kaiser's Response to a Community in Crisis

Las Vegas Shooting

- On the night of October 1, 2017, Stephen Paddock opened fire on a crowd of concertgoers at the Route 91 Harvest music festival on the Las Vegas Strip in Nevada. He killed 58 people and wounded 422, and the ensuing panic brought the injury total to 851. Paddock, a 64-year-old man from Mesquite, Nevada, fired more than 1,100 rounds of ammunition from his suite on the 32nd floor of the Mandalay Bay Hotel. The shooting occurred between 10:05 and 10:15 p.m. PDT, about an hour later, Paddock was found dead in his room from a self-inflicted gunshot wound. His motive remains undetermined.



Kaiser's Response to a Community in Crisis

Thomas Fire

- The Thomas Fire was a massive wildfire that affected Ventura and Santa Barbara Counties, and one of multiple wildfires that ignited in southern California in December 2017. It burned approximately 281,893 acres (440 sq mi; 114,078 ha) before being fully contained on January 12, 2018, making it the largest wildfire in modern California history at the time, being surpassed by the Ranch Fire, part of the Mendocino Complex, less than a year later in August 2018. The Thomas Fire destroyed at least 1,063 structures, while damaging 280 others; and the fire caused over \$2.2 billion (2018 USD) in damages, including \$230 million in suppression costs, becoming the seventh-most destructive wildfire in state history. As of August 2018, the Thomas Fire is California's eighth-most destructive wildfire. Ventura's agriculture industry suffered at least \$171 million dollars in losses due to the Thomas Fire.



Kaiser's Response to a Community in Crisis

Mud Slides

- A series of mudflows occurred in Southern California in early January 2018, particularly affecting areas northwest of Los Angeles in Santa Barbara County. The incident was responsible for 23 deaths, although the bodies of two victims were not found. Approximately 1,63 people were hospitalized with various injuries, including four in critical condition. The disaster occurred one month after a series of major wildfires. The conflagrations devastated steep slopes, which caused deforestation and destabilization of the soil and greatly facilitated subsequent mudflows. The mudflows caused at least \$177 million (2018 USD) in property damage, and cost at least \$7.7 million in emergency responses and another \$43 million (2018 USD) to clean up.



Kaiser's Response to a Community in Crisis

Borderline Shooting

- A mass shooting took place on November 7, 2018, in Thousand Oaks, California, United States, at the Borderline Bar and Grill, a country-western bar frequented by college students. Thirteen people were killed, including the perpetrator, who died of a self-inflicted gunshot wound, and a police officer who was shot multiple times, with the fatal wound accidentally being fired by another officer amidst the chaos. Ten to twelve others were injured.



Kaiser's Response to a Community in Crisis

Woolsey Fires

- The Woolsey Fire was a destructive wildfire that burned in Los Angeles and Ventura Counties of the U.S. state of California. The fire ignited on November 8, 2018 and burned 96,949 acres (39,234 hectares) of land. The fire destroyed 1,643 structures, killed three people, and prompted the evacuation of more than 295,000 people. It was one of several fires in California that ignited on the same day.



Phoenix Rising

Ventura's Plaza Park

Artist: John Mahoney with West Coast Arborists



Vicarious Trauma (VT)

- Vicarious traumatization (VT) is a transformation in the self of a trauma worker or helper that results from empathic engagement with traumatized clients and their reports of traumatic experiences. ... Its hallmark is disrupted spirituality, or a disruption in the trauma workers' perceived meaning and hope.



Coping With a Traumatic Event

- In our adult lives, we spend at least one-third of our weekday time at work. Some of us spend more time with our work families than we do with our biological families. When anything traumatic happens at work, we are understandably concerned and emotionally impacted. What we perceive as random, meaningless or arbitrary incidents enhance feelings of vulnerability. This can also elevate concerns about our personal safety.
- **Knowing what to expect can help to normalize your experience and reduce stress.** Understanding the nature and the impact of the event is a major part of coping. The following signs are normal, expected reactions to stressful events.



Physical Reactions

- Your body reacts to very stressful events by internally releasing chemicals, such as adrenaline, to help you take care of yourself. These chemical reactions, combined with intense emotions, may create the following:
 - Muscle aches and tension
 - Nausea and gastro-intestinal problems
 - Sleep disturbances
 - Headaches
 - Chest pain
 - Fatigue
 - Elevated blood pressure
 - Difficulty breathing
 - Thirst
 - Exhaustion
 - Appetite changes
 - Insomnia
- Remember to seek medical attention if you are concerned about any of these physical reactions.



Emotional Reactions

- Wide-ranging feelings are common after exposure to very stressful events and may fluctuate or even appear to swing from one to another. Feelings may include:
 - Shock/numbness
 - Anxiety, apprehension
 - Anger
 - Sadness
 - Frustration
 - Grief
 - Increased vulnerability
 - Fear
- It is quite possible to think that your emotional reactions may have nothing to do with the trauma you experienced. Remember though that allowing emotional reaction helps activate a normal healing process.



Cognitive Reactions

- Your thinking and ways of perceiving things can also be affected by:
 - Hyper alertness
 - Bad dreams
 - Forgetfulness
 - Difficulty making decisions
 - Questions of "Why" and "What if"
 - Intrusive images and thoughts
- All of the above reactions will generally lessen during the natural healing process that takes time, attention and support. Remember, if you are concerned about any of your reactions, seek professional help, especially if they persist or increase with time.



What You Can Do to Help Yourself

- There are many practical things to attempt for relief. Here are some suggestions:
 - Within the first 24-48 hours, alternate some form of physical exercise (e.g., brisk walking) with periods of relaxation to help alleviate physical reactions. Of course, before attempting any exercise, it is always wise to consult with your physician.
 - Verbalize or in other ways express your experience to appropriate supportive people. This combats internalizing the experience and may promote a greater feeling of control. You can speak candidly about the emotional impact of the event to your colleagues, family and friends, but also to a personal physician or Employee Assistance Program Coordinator.
 - Think back to other stressful times in your life. What helped you then? Can you do similar things now?
 - Spend time with people who you care about. Ask for support.



What You Can Do to Help Yourself

- Take care of yourself. Eat regularly, even if you don't feel like it, but watch your use of alcohol, caffeine, nicotine, sugar, medicine and other drugs. Make sure you rest and take time to relax. Practice deep breathing or meditate.
- Give yourself permission to do things you enjoy and focus on those things.
- Maintain as normal a personal schedule as possible to make sure you preserve some structure for yourself.
- Remember that each person experiences emotional stress differently, depending on life circumstances and life experiences. Be flexible and accepting of differences in others' responses. By increasing awareness of your own reactions and needs, you have a better chance of coping well with stress related to stressful events.


