



## **SEEKENYA - CRISIS POLICY**

**Issue: April 2026**

### **Policy Statement**

SeeKenya recognises that international travel is a key factor in the operations of the charity. The safety of our teams is of paramount importance and we have put in place procedures to ensure the safety of our UK clinic and admin teams (please refer to SeeKenya's Health & Safety Policy) and the procedures detailed in this policy in the event of a crisis. This document clarifies the responsibilities in the event of a crisis and gives guidance and contact information for use in emergencies and crises of various types.

Please note: This policy only covers our UK clinic and admin teams. Kenyan teams are the responsibility of Edfri International.

A crisis is defined as a significant, inherently uncertain event with the potential to inflict serious damage to our team members. This would include;

- A major incident such as terrorist attacks, major transport accidents, major pandemics and natural disasters such as earthquakes, hurricanes and tsunamis.
- Civil or political unrest which may require precautions or, in extreme circumstances, to leave the country.
- Events which – whilst not generally threatening lives – cause disruption and such as a volcanic eruption resulting in severe travel disruption or major airport shutdowns.

## Contents

Crisis Management Team Responsibilities .....	3
Emergency Folder Content .....	6
Medical Emergency .....	7
Assault.....	9
Death of a Team Member .....	10
Missing Team Member .....	13
Natural Disaster, Significant Political or Civil Unrest, War or Major Health Epidemic/Pandemic.....	15
Terrorism and Kidnapping.....	17
Arrest or Detainment of Team Member .....	18
Media & PR Procedures .....	19
Aftermath of Trauma or Crisis .....	20
Crisis Record Form .....	22

## Crisis Management Team Responsibilities<sup>1</sup>

In the event of a crisis happening in Kenya, the following individuals will form the Crisis Management Team;

- **Edfri International**
  - Prior to each trip, an Edfri Lead will be nominated. **They will be responsible for taking the lead in Kenya should any crisis arise** and will work with the Overseas Liaison to provide local advice and support.
- **Overseas SeeKenya Team**
  - Prior to each trip, an Overseas Liaison who is a trustee and part of the SeeKenya team will be nominated. They will be responsible for liaising with Edfri's Lead and the UK Lead.
  - If the nominated Overseas Liaison are themselves involved in the crisis, a SeeKenya trustee in Kenya will assume responsibility.
  - The Overseas Liaison should record all decisions made on the crisis record form.
  - The Overseas Liaison should record all emergency numbers in their phone before the trip and check the phone works when they arrive in Kenya.
  - Prior to each trip a member of the team will be nominated as the First Aider for the period of the trip
- **UK Team**
  - **UK Lead** – Prior to each trip a UK Lead will be nominated. **They will be responsible for taking the lead in the UK should any crisis arise** and be the point of contact for the Overseas Liaison and family of the team members involved. They should record all decision made. This should be a trustee in the first instance, however, if all the trustees are on a trip, one of The King's Church elders should be asked as a representative in place of a SeeKenya trustee.
  - **UK administrator** – The SeeKenya administrator should be available to support the UK Lead and Overseas Liaison where required and, if needed, to liaise with relevant organisations such as the insurance company. They should sign up to government travel advice alerts for Kenya for the duration of any work in Kenya and inform the rest of the Crisis Management Team if any new risks, threats or changes to government advice arise.
  - **Trustee** – Prior to each trip, the UK Lead will nominate a deputy trustee to assist where required should a crisis arise.

### CRISIS MANAGEMENT TEAM OBJECTIVE

The objective of the Crisis Management Team is to do all it can to resolve a crisis through avoidance, successful negotiation, management or elimination of the presenting problem. The Crisis Management Team should cooperate with local authorities, national agencies and other crisis experts where required.

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<sup>1</sup> Based on Newfrontiers *Crisis Management Policy*



## **COMMUNICATION**

The Crisis Management Team is responsible for all internal and external communications regarding the crisis and its resolution. This includes any statements given to the media – please refer to Media & PR Procedures (page 19) for further details.

The Crisis Management Team should ensure that fellow team members and family are informed of developments in the crisis before all others – aside from government or agencies involved, or legal requirements such as informing the insurance company. The information may be confidential and a high security risk, therefore no person involved should share this information in any format other than to those within the Crisis Management Team or family members as detailed within this policy.

In the event that communication is unable to take place between the UK and Kenya, the Overseas Liaison and UK Lead should follow the advice in this policy where possible and make decisions as they are best able.

## **POST CRISIS EVALUATION**

Following the resolution of any crisis, the Crisis Management Team should review the circumstances of the crisis including actions taken, areas of weakness, lessons learnt and SeeKenya's position following the closure of the crisis. This crisis review should be initiated by the SeeKenya administrator and any amendments or new procedures should be put in place where required and the risk register updated accordingly.

## Emergency Folder Content

In the case of an emergency, both the UK and Kenya team have identical files containing the information detailed below. This information is updated prior to each trip. The Overseas Liaison or a trustee nominated by them will keep the Kenyan Team folder and the UK copy will be kept by the UK Lead. Contents are as follows:

### Section 1: Team Member Details

- Emergency Cards and Spare Cards
- Team Contact Details
- Team Emergency Contact Details
- Team Medical Information
- Passport Details

### Section 2: Crisis & Risk Information

- Crisis Policy
- Crisis policy flow charts
- Emergency Numbers & Key Information**
- Crisis Record Forms
- Gov.UK Foreign Travel Advice
- Risk Assessment Matrix

### Section 3: Flight Information

- Electronic Ticket Receipts
- Extra Baggage Confirmation
- Invitation Letter
- Copies of Passports

### Section 4: Insurance

- Insurance Schedule
- Insurance Business Travel Policy Full T&C's
- Insurance Terms of Business
- Any individual team members with separate insurance - policy documents

### Section 5: Policies

- Health & Safety Policy
- Data Privacy Notice
- Data Protection Policy
- Complaints Policy
- Safeguarding Policy
- Crisis Policy is under Section 3*

### Section 6: Forms & Other – Kenyan folder only

- Safeguarding Report of Suspected Abuse Forms
- Photo/Video Consent Forms
- Risk Assessment Forms
- Crisis Record Forms under Section 3*

## Medical Emergency <sup>2</sup>

In a medical emergency (emergency is defined as any situation requiring urgent medical care) the **Overseas Liaison** should;

1. Call 999 (or alternatively try 112 or 911)
2. Inform the **Edfri Lead** and **UK Lead** of the situation. Contact numbers are on the emergency contact sheet. Basic details should be shared with the **UK Lead** including confirmation if the team member involved is of sound mind and whether they want their family informed. The **UK Lead** should follow the procedures outlined below under 'UK Lead Procedures'.
3. If an illness or bodily injury requires treatment, the **Overseas Liaison** should notify the insurers on the 24 hour helpline **before seeking treatment** where possible and at the earliest point in time. Insurers contact details are on the emergency contact sheet. Please see further details required by insurers under 'Insurance Medical Assistance Details' in the Emergency folder.
4. Record all actions in the Crisis Record Form

**NOTE:** Any medical charges incurred should be backed up by a signed and dated receipt so that insurance claims can be sorted out easily.

If any further support is required in Kenya, the British/relevant Embassy may provide additional services. Contact details are on the emergency contact sheet.

### UK LEAD PROCEDURES

Once notified of a medical emergency, the **UK Lead** should **only** contact the injured person's emergency contact if the injured person has given consent or they are not in a fit state to advise. They should prepare a summary of the medical situation before contacting the family and be available as a point of contact and update them with the latest news. If the injuries are severe and their next of kin need to travel to Kenya, please discuss this in the first instance with the insurance company. They should inform you if reimbursement is possible and what procedures/information is required for expenses to be covered under the policy.

### INSURANCE DETAILS

See Kenya's insurance company, Banner Insurance, currently use the services of CEGA Group Services Limited ("CEGA"), who may be contacted at any time, should the Insured Person require advice or assistance regarding all emergency matters. In the Event of an Insured Person requiring evacuation/repatriation, it is imperative that CEGA is contacted and authorisation obtained prior to such treatment and/or evacuation/repatriation taking place. Failure to contact CEGA and obtain authorisation may prejudice the claim and could mean that some or all of the costs involved may not be paid. The Insured and the Insured Person should not attempt to find their own solution and then expect full reimbursement without prior approval first having been obtained from the CEGA.

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<sup>2</sup> Based on Banner *Group International Emergency Medical Expenses & Travel Insurance*

**Please note:** Dental and optical expenses are included only if necessitated by Bodily Injury following an Accident or incurred for emergency treatment.

## Assault<sup>3</sup>

If a team member is assaulted, the **Overseas Liaison** should;

1. Contact the local/Kenyan police on 999 (or alternatively try 112 or 911)
2. If medical treatment is required, follow the procedures under Medical Emergency on page 7.
3. Inform the Edfri Lead and UK Lead (contact details are on the emergency contact sheet) – please confirm with UK Lead if the team member involved is of sound mind and if so, whether they want their family informed. UK Lead should follow procedures below under ‘UK Lead Procedures’.
4. Inform Insurance Company of what has happened in case further treatment/transportation back to the UK is required. Contact details are on the emergency contact sheet.
5. Inform the British/relevant Embassy if required (they can help with the local/Kenyan police and legal procedures particularly in the case of a sexual assault) - contact details are on the emergency contact sheet.
6. Record all actions in the Crisis Record Form.

### UK LEAD PROCEDURES

Once notified of an assault, they should **only** contact the injured person’s emergency contact if the injured person has given consent or if they are not in a fit state to advise. They should prepare a summary of the situation before contacting the family and be available as a point of contact and update them with the latest news. If the injuries are severe and their next of kin need to travel to Kenya, please discuss this in the first instance with the insurance company. They should inform you if reimbursement is possible and what procedures/information is required for expenses to be covered under the policy.

### POST-ASSAULT

Account must be taken of the team member’s physiological and emotional state. If they need to travel home, a suitable individual should accompany them. In all cases, the **Overseas Liaison** should discuss this with both the **UK Lead** and with the insurance company (contact details are on the emergency contact sheet) to ensure any flight arrangements are covered under the policy where possible. The British/relevant Embassy may be able to provide additional support services in the UK if further support is needed. Contact details are on the emergency contact sheet.

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<sup>3</sup> Based on Newfrontiers *Crisis Management Policy*

## Death of a Team Member<sup>4</sup>

It is very important that the next of kin hear from SeeKenya rather than from another source (e.g. the media or Facebook). The following procedures should be followed;

### IMMEDIATE

The **Overseas Liaison** should;

1. Contact local doctor/authority to confirm death if not in a medical setting (call 999 or alternatively try 112 or 911).
2. Notify the **Edfri Lead** and **UK Lead** (contact details are on the emergency contact sheet.). The UK Lead should follow procedures as outlined below in 'UK Lead Procedures'.
3. Inform the insurance company - contact details are on the emergency contact sheet.
4. Inform the team members and ask them not to share this information with anyone else.

Please be sensitive in how this news is shared;

- Be present – Try not to let your own emotions prevent you from being present with the team and from being an authentic and caring presence.
  - Prepare – Write down what you'd like to cover and the next steps including available support for the team.
  - Present the information to the whole team and be direct and compassionate. Tell them what has happened and what will happen next.
  - Provide an opportunity for staff to talk and ask questions and understand there may be mixed responses.
  - Personal wellbeing – giving bad news is very stressful. Be compassionate to yourself and time to rest as you may have an adrenaline crash. Follow up with team members and ensure support is provided where required.
5. Record all actions in the Crisis Record Form

### NEXT

1. All deaths must be registered with the local authorities in the country where the death occurred and a local death certificate should be obtained. They may need passport details and other medical information so please take along all the deceased paperwork as well as your passport as proof of identity.
2. Telephone/visit the doctor or local/Kenyan police inspector in charge of the case and obtain the fullest information possible. If the death is as a result of a terrorist (or similar) event, please refer to the local authorities for procedures as there may be delays in releasing the body.

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<sup>4</sup> Based on Sightsavers *International Travel and Security Policy*

3. Ensure the information is put in writing and signed either by the doctor or local/Kenyan police authority concerned.
4. Inform the Embassy of the nationality of the person involved (contact details are on the emergency contact sheet). There should be a consular section experienced in handling such emergencies. They can give further advice if required.
5. If a press statement is required, a brief official statement of the facts should be written by the media representative (please see Media & PR Procedures on page 19).
6. Prepare a written report using the Crisis Record Form as a basis as soon as possible to act as statement of record for the event.

### **UK LEAD PROCEDURES**

The **UK Lead** will take responsibility for informing the next of kin. They should prepare a summary of the circumstances surrounding the death before contacting them and be available as a point of contact for the next of kin and liaising as further details arise.

They should also;

- Inform the SeeKenya administrator to assist with any travel or insurance matters
- Inform the SeeKenya trustees
- Ensure the most appropriate member of staff writes to the next of kin in due course

### **DISPOSAL OF THE BODY**

SeeKenya will, where possible, give the next of kin the choice of local burial or cremation, or repatriation of the body. It will be necessary to ascertain as quickly as possible;

- If immediate burial is essential
- The availability otherwise of refrigeration facilities
- Whether or not cremation is available locally
- The religious ceremonies available

### **Flying the body home**

SeeKenya should discuss with our insurers the procedures for flying the body home. The Embassy of the person's nationality may also be able to help, including with names of undertakers and information about local formalities.

A post mortem may be required before the body can be repatriated. The following documentation will be needed;

- Death certificate
- Full name, Date of birth, place of birth\*
- Permanent home address\*
- Passport of the deceased

- Full names of next of kin\*

\*Details can be found in the emergency folder

#### **DEATH CERTIFICATE**

SeeKenya will require a certified copy of the death certificate as soon as possible in order to claim from the insurance company. Normally the next of kin should be sent the original.

## Missing Team Member<sup>5</sup>

If a team member is discovered missing, the **Overseas Liaison** should;

1. Try to contact them on their mobile number (please see contact details in the emergency folder)
2. Check with all team members as to;
  - When and where they were last seen
  - If going off-site;
    - Where they were going & if they were with anyone
    - How long they were going to be
    - when they were expecting to return
  - If they use social media, consider if it has any information that can help to locate or contact them
3. Inform the Edfri Lead
4. Record all actions in the Crisis Record Form

If after doing this you are still concerned;

- Report the missing person to the local/Kenyan police on 999 (or alternatively try 112 or 911)
- Inform the UK Lead – contact details are on the emergency contact sheet. The UK Lead should follow the procedures outlined below under ‘UK Lead Procedures’.
- Report the missing person to the British/relevant Embassy (contact details are on the emergency contact sheet).
- Inform the insurance company - contact details are on the emergency contact sheet.

They may need the following information that can be found in the emergency folder;

- Name, date of birth and place of birth
- Passport details
- The last place, date and time you or anybody else had contact with them
- Travel itinerary and who they are travelling with
- Whether they have a medical condition
- Mobile phone number, email address, social media account
- Insurance details

### UK LEAD PROCEDURES

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<sup>5</sup> Gov.uk *Missing Abroad Guidance*

The **UK Lead** will take responsibility for informing the missing person's emergency contact. They should prepare a summary of the circumstances and be available as a point of contact as further details arise.

## **Natural Disaster, Significant Political or Civil Unrest, War or Major Health Epidemic/Pandemic<sup>6</sup>**

In the event of a serious disaster (earthquake, flood etc), the **Overseas Liaison** should **IMMEDIATELY**;

1. If in danger, call 999 (or alternatively try 112 or 911)
2. Consult with the **Edfri Lead**
3. If there is a medical emergency, please refer to Medical Emergency on page 7
4. If there is confirmed death of a team member, please refer to Death of a Team Member on page 10

If a team member is missing due to a disaster, please refer to:

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<sup>6</sup> Based on Newfrontiers *Crisis Management Policy*  
Based on Banner Group *International Emergency Medical Expenses & Travel Insurance*

- Missing Team Member on page 13
- Record all actions in the Crisis Record Form

When safe, they should contact the **UK Lead** to update them on the situation. The **UK Lead** should then follow the procedures below under 'UK Lead Procedures'.

If the team are in no immediate danger, an assessment of the potential risks should be made by the **Overseas Liaison**. They should consult with;

- The **Edfri Lead** and **UK Lead**
- The British Embassy and Embassy of any other nationals travelling for latest advice on their website/social media/contact line.
- The insurance company (contact details are on the emergency contact sheet) to ensure any procedures they advise are followed where possible.

If the team decides to stay, guidelines will be agreed within the Crisis Management Team to regularly keep in contact and monitor the situation. If any disaster recovery in the local community is required, such as in the case of a natural disaster, this should be discussed with the Crisis Management Team and with the insurers, to ensure the activities do not invalidate the insurance policy.

**Note:** If an Insured Person needs to leave the country they are in, the Evacuation Services must be contacted beforehand to confirm cover via the insurance company. Where possible the Evacuation Services will make the travel arrangements.

#### **UK LEAD PROCEDURES**

The **UK Lead** should check with the **Overseas Liaison**, if in no immediate danger, whether individual team members can contact their family. If not, the **UK Lead** will take responsibility for informing them. They should prepare a summary of the circumstances and be available as a point of contact as further details arise.

If no contact can be made with the **Overseas Liaison** (e.g. natural disaster has destroyed all communication routes), the **UK Lead** should contact the British Embassy for the latest news and advice (contact details are on the emergency contact sheet). This can be relayed back to family members and the **UK Lead** should update them as further details arise.

## Terrorism and Kidnapping<sup>7</sup>

There is a threat of terrorism and the possibility of kidnap in Kenya. If team members are caught up in or affected by an act of terrorism or subject to kidnapping the **Overseas Liaison** should;

1. Contact the local/Kenyan police on 999 (or alternatively try 112 or 911). Inform them if it is a **TERRORIST ATTACK** or **KIDNAP/RANSOM**.
2. Inform the **Edfri Lead** and **UK Lead** - contact details are on the emergency contact sheet.
3. Inform the insurance company – contact details are on the emergency contact sheet.
4. Inform the British/relevant Embassy - contact details are on the emergency contact sheet.
5. At all times liaise closely with the relevant authorities.
6. Record all actions in the Crisis Record Form

### UK EMERGENCY CONTACT PROCEDURES

The **UK Lead** will take responsibility for informing the missing person's emergency contact. They should prepare a summary of the circumstances and be available as a point of contact as further details arise.

### KIDNAP/RANSOM

Terrorists have long used kidnap for ransom to raise money to increase their capability. Payment of terrorist ransoms not only strengthens terrorists' ability to organise and carry out terrorist attacks; it also enables them to maintain their groups, recruit and retain members – and it incentivises future kidnaps. Please liaise with the local authorities and British Embassy for advice regarding negotiation.

If a kidnap situation is confirmed, the rest of the team should evacuate if safe to do so and if agreed with the insurance company regarding flight amendments. This is to:

1. Ease the mind of the hostage and eliminate the possibility of threat to the rest of the team
2. Ensure negotiations can be conducted without the disruption of team members at the scene of the crisis

### THREAT OF TERRORISM OR KIDNAPPING

In the event of a terrorist threat or kidnapping within the local area/threat to the team, the **Overseas Liaison** should discuss the risk to the team with the Crisis Management Team. If unsure, contact the British/relevant Embassy and the insurance company (contact details are on the emergency contact sheet). If it is decided the team should travel home, the insurance company should be consulted prior to any flight bookings etc. If the Crisis Management Team agree it is safe to stay, regular contact should be agreed and maintained with all parties to ensure any changes are continually assessed.

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<sup>7</sup> Based on <https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/kidnap-and-extortion>  
Based on Newfrontiers *Crisis Management Policy*

## Arrest or Detainment of Team Member<sup>8</sup>

If a team member is arrested or detained in Kenya, the **Overseas Liaison** should remain calm and cooperative and not abusive or violent to the local authorities – this will make things worse. They should:

1. Inform the Edfri Lead (contact details are on the emergency contact sheet)
2. Inform the UK Lead (contact details are on the emergency contact sheet)
3. Inform the British/relevant Embassy - contact details are on the emergency contact sheet and see additional information below
4. Inform Insurance Company of what has happened in case further support is required. Contact details are on the emergency contact sheet.
5. Record all events on the Crisis Record Form

### BRITISH EMBASSY

The British Embassy staff, once notified, should be in contact within 24 hours to assess how they can help. They will then provide assistance depending on the circumstances. This includes a list of English-speaking lawyers and interpreters that can be contacted to enquire availability/costs, information on the legal system, inform the relevant local/Kenyan police doctor of any medical conditions, help transfer money from relatives.

They will do all the can to help the team member, but they cannot interfere with the local justice system, get you out of jail, or pay for services such as a lawyer.

### UK EMERGENCY CONTACT PROCEDURES

The **UK Lead** will take responsibility for informing the detained person's emergency contact. They should prepare a summary of the circumstances and be available as a point of contact as further details arise.

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<sup>8</sup> Taken from British High Commission Nairobi information Pack

## Media & PR Procedures<sup>9</sup>

In the case of a SeeKenya incident it is important to ensure that where an official statement is required, our media procedures are followed.

If a member of the press calls:

- Please do not engage in conversations with journalists over the phone
- Regardless of any question that is asked, please do not give an answer, not even “no comment”
- Instead, say you will take their details and someone will get back to them ASAP. Do not put them through to anyone. Ask them;
  1. Their name, number and where they are calling from (e.g. is it someone from the Observer? The BBC?) Take this information down. Do not put them through.
  2. “When is your deadline?” And make a note of this. Tell them that you will pass their message on to our ‘press officer’ ASAP and someone will get back to them shortly.
- Pass their message to **UK Lead** by hand immediately or contact them if they are not at The King’s Centre. If they cannot be contacted, speak to SeeKenya’s **UK Administrator**.

It is very easy to be drawn into conversation – please don’t! If you are asked questions, the response is always, “I will ask our press officer to get back to you.”

### COMMUNICATION

It is expected that communication will only take place in the form of prepared statements. If a spoken statement is required, this should be read directly from the prepared statement. No questions should be responded to.

If any communication with the media is required whilst a team is overseas, written statements will be compiled by the UK Lead.

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<sup>9</sup> Based on The King’s Church Mid-Sussex *Media Protocol 2019*

## Aftermath of Trauma or Crisis<sup>10</sup>

We all respond to crisis in different ways. Some may respond with a strong emotional reaction, while others may feel detached, some with anger and others with sadness. Response to crisis is as varied as each of our personalities, yet most of us will usually feel quite disoriented in facing new realities and the need to make adjustments.

### DEBRIEFING

All those involved in the crisis should receive a debrief and have access to further support. Ideally, the initial debriefing should happen within 72 hours by the **Overseas Liaison**, with a second debriefing within 6 months.

Below is a useful information sheet that can be given out to team members involved in a crisis to understand their reactions to the situation:

#### Post Trauma information sheet for individuals

Take a look through the common reactions after a traumatic event and keep tabs on changes you are experiencing. These are normal reactions, and will vary from person to person, event to event. However, if these symptoms persist and are having a negative impact on your life one month after the event, we recommend getting professional help.

<p>Any changes in your body? Immediately after (first 24 hours):</p> <ul style="list-style-type: none"> <li>- Shaking</li> <li>- Sweating</li> <li>- Pounding heart</li> <li>- Shortness of breath</li> </ul> <p>Following days:</p> <ul style="list-style-type: none"> <li>- Digestive/stomach problems</li> <li>- Weight loss or gain</li> <li>- Fatigue/tiredness</li> <li>- Sleep problems</li> <li>- Headaches, or other general pain</li> <li>- Feeling physically charged or tense muscles</li> <li>- Heart problems</li> <li>- Susceptible to sickness/infections</li> <li>- Worsening of existing medical problems</li> </ul>	<p>Any changes in your thinking? Immediately after:</p> <ul style="list-style-type: none"> <li>- Disoriented and confused</li> <li>- Denial/disbelief</li> <li>- Intrusive thoughts or images</li> <li>- Impulse to make big decisions</li> </ul> <p>Following days:</p> <ul style="list-style-type: none"> <li>- Difficulty concentrating</li> <li>- Lack of creativity</li> <li>- Obsessing and/or ruminating</li> <li>- Poor decision-making ability</li> <li>- Cynicism and pessimism</li> </ul>
<p>Any changes in your emotions? Immediately after:</p> <ul style="list-style-type: none"> <li>- Intense fear</li> <li>- Easily startled/jumpy</li> <li>- Extreme emotions such as crying or shouting</li> <li>- Guilt and shame</li> <li>- Shock or numbness</li> </ul>	<p>Any changes in your behaviours? Immediately after:</p> <ul style="list-style-type: none"> <li>- Crying</li> <li>- Shouting</li> <li>- Substance use</li> </ul> <p>Following days:</p> <ul style="list-style-type: none"> <li>- Withdrawing socially</li> <li>- Increase in smoking/drinking</li> </ul>

<sup>10</sup> Taken from Thrive Worldwide Crisis Information

<p>Following days:</p> <ul style="list-style-type: none"> <li>- Sadness</li> <li>- Irritable/easily angered</li> <li>- Constant worry, fear or paranoia</li> <li>- Hopelessness or meaninglessness</li> <li>- Self-blame</li> <li>- Feeling flat, not finding pleasure</li> <li>- Low self-esteem</li> <li>- Disturbing dreams</li> </ul>	<ul style="list-style-type: none"> <li>- Eating more or less</li> <li>- Interpersonal conflict</li> <li>- Reduced performance</li> <li>- Staying in bed</li> <li>- Deflecting conflict or tension</li> <li>- Carelessness or risky activity</li> </ul>
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There is no “right” way of responding in the aftermath of crisis. There are however, choices you can make to reduce the negative impact in the long run. Here are a few ideas for you to consider as you and your colleagues, friends and families move forward:

**Self-compassion.** As noted, we all respond differently to trauma. Accept the way that you have responded and be kind to yourself. You may need to lower personal expectations, or decide not to fight the emotions inside you.

**Routine.** Put one foot in front of the other. Begin establishing a new routine with familiar tasks. Are there ways in which you can simply “show-up” in providing some structure in your day.

**Ask for help.** You may or may not feel the need for help. We recommend that you reach out to a trusted friend or a professional either way. Seeking help may mean that you overcome pride or scepticism for the sake of self-care. Processing the event mitigates the potential for delayed and cumulative effects of trauma and is a necessity in many humanitarian roles. If trauma symptoms persist for longer than one month, it’s time to get help.

**Connect.** Relationships have proven time and again to be the most significant protective factor during crisis—and in life in general. You may have an impulse to withdrawal-this is an impulse to resist. Be intentional about connecting.

**Move.** Do something that gets you sweating and breathing. Aerobic exercise makes our brains release endorphins that can lighten your mood and give you fresh perspective. It has the ability to turn the body’s stress reaction down, making it possible to become more relaxed. Whether it’s yoga, running, walking, football, etc...give yourself the gift of exercise.

**Be aware of the quick fixes.** Life after trauma is hard and it’s understandable that you may have needed some quick fixes. They may have served their purpose, but be mindful that their long term impact goes against your holistic wellbeing.

We turn to quick fixes, often unconsciously, because facing the thoughts and feelings of loss and grief can be overwhelming. Most of us have our “go-to” tactics for escaping. These habits become exceedingly dangerous when they become normal and, in effect, prevent us from accepting reality and moving forward.

What are your crutches? Check out the list of behaviours above and do some personal inventory. Let’s not forget that if we’re not well we can’t do our work well and our relationships will struggle. It may feel counterintuitive, but the best thing to do when recovering from a trauma is to prioritize yourself and your process.

## Crisis Record Form

Date & time of incident:

Name of Overseas Liaison completing form:

Names of individuals involved in incident:

Summary of incident:

DATE & TIME OF ACTION	ACTION TAKEN

DATE & TIME OF ACTION	ACTION TAKEN