

Psychosocial emergency care



For further information about psychosocial emergency care – additionally in different languages – will you please scan the QR code or visit the website (web link below):

 <https://kurzlinks.de/ibcn>



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Information leaflet

Psychosocial emergency care

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Extremely stressful experiences such as attacks, accidents or natural disasters can cause strong physical and psychological reactions. This leaflet provides you with information and practical tips on how to deal with these reactions. It is important to understand that these reactions are normal due to extraordinary experiences.

Typical symptoms of mental stress:

- **Intrusive memories and nightmares:** These unwanted thoughts and images occur frequently and are difficult to control.
- **Anxiety and panic attacks:** Overpowering feelings of fear, which can also trigger physical symptoms such as trembling or heart racing.
- **Difficulties to concentrate and scariness:** Problems to focus or increased stress reactions are possible.
- **Avoidance and emotional numbness:** Consciously or unconsciously avoiding memories of the event and feelings of indifference.
- **Estrangement and gaps in memory:** Feelings to be distant from others or difficulties to remember certain details of what happened.



What can you do as person concerned?

- **Talk about it:** Talking can help you to get along with the experience. Entrust friends or family.
- **Regular routines:** Try to maintain your normal daily routines as much as possible, including regular meals, exercise, and enough sleep.
- **Take care of your needs:** Dedicate yourself to activities that will bring you joy or relaxation.
- **Self-care is important:** Be kind to yourself and don't put yourself under pressure. It is normal that you need time for processing.



How family and friends can help:

- **Listen actively:** Take time to listen and be understanding for the feelings of those people concerned.
- **Be patient:** processes to get along with the problem can take time. Don't insist that "everything will get better in a short time".
- **Support in daily life:** Offer help with daily tasks to reduce stress and promote a sense of normality.
- **Encourage people to accept professional help:** If you realise that the person concerned is overpowered, gently encourage him/her to look for professional support.

When will professional help be necessary?

Usually, the intensity of symptoms decreases over time. However, if symptoms remain intense for longer than four weeks, we recommend that you look for professional psychological support – particularly, if daily life is permanently affected or if the consume of e. g. alcohol, nicotine or drugs increases in order to get along with the problems.



To whom you may contact?

In addition to general doctors, the following contact addresses all over Germany can also be helpful for finding support services:

telephone counselling service:

☎ 0800 111 0 111

☎ 0800 111 0 222

www.telefonseelsorge.de



number against grief:

(child and youth helpline)

☎ 116 111

www.nummergegenkummer.de

