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Support for staff working in disaster situations

A social work perspective

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English

This article illustrates how social work principles, servicing people in need, affirming individuality and using relationships are utilized in an American Red Cross program in Greater New York to help workers to better manage common stress. It also highlights implications for disaster providers, social work practitioners, administrators and educators.

French

Cet article illustre comment un programme de la Croix-Rouge américaine dans la grande région de New York fait appel aux principes du travail social être au service des personnes dans le besoin, affirmer l'individualité et utiliser les relations pour aider les travailleurs à mieux gérer leur stress. Il explique aussi comment ces principes peuvent s'appliquer aux fournisseurs en situation de catastrophe, aux praticiens du travail social, aux administrateurs et aux éducateurs.

Spanish

Se demuestra cómo un programa de la Cruz Roja de América en Nueva York, usando los principios del trabajo social (servicio a gente necesitada, respeto al individuo, y uso de la relación), ayuda a los trabajadores que están bajo estrés. Se subrayan las implicaciones para quienes trabajan en desastres, trabajadores sociales, administradores y educadores.

Key Words: compassion fatigue • disaster mental health • disaster relief • disaster worker stress • disaster worker support • social work principles

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