

Wearing a uniform does not shield the human being from the possible emotional impact of his/her work. Repeated exposure to emergencies and disasters, can leave behind an emotional trail. The build-up of emotions in combination with frustrating, uncontrollable situations at work, can lead to burnout.

One of the main risks for the well-being of people in helping professions is not a post-traumatic stress disorder, but the cumulative side-effects of their work. Physical complaints, leading to medical leave, increased turnover and a lower job performance, are the inevitable result.

“European Law and international tribunals impose a duty of care on EU member states and International organizations. States are specifically requested to promote continuous improvement of occupational safety and health to prevent injuries, diseases and deaths.”\*

CivH has more than 20 years of international experience in crisis prevention and intervention for emergency responders and people in other helping professions.

CivH provides training to staff to prepare them for the possible psychosocial impact of their work. We teach them to recognize the symptoms of this impact and to apply stress management techniques for themselves and for their colleagues in distress.

Through our training programme, staff become well-equipped peer supporters. We train existing peer support teams or assist organizations to set up such teams.

\*Andrea de Guttery – Duty of Care of the EU and its Member States towards Their Personnel



## Peer Support Training

### Psychosocial Education

*(2 days)*

- Stressors specific to aid workers: cause and effect
- Self-care and psych-education
- Effects of stress and team approach
- Stress within the organization: what can you do?

### Individual Crisis Intervention

*(2 days, university course certificate)*

- Psychosocial crisis intervention
- Resistance, Resilience and Recovery
- Individual Crisis Intervention Model
- Reactions to crises
- Referral

### Group Crisis Intervention (GCI)

*(2 days, university course certificate)*

- Psychosocial crisis intervention for groups
- Assessment and planning
- Critical Incident Stress Management model
- Tailoring interventions for groups

### Advanced GCI

*(2 days, university course certificate)*

- Complex situations, the 'Big 5'
- Assessment and strategic planning
- Managing complex interventions
- Complex group processes

"The only person who understands what I went through is the person who experienced the same as I did."

*Johara Boukaa, Director and Founder CIVH*

"People who experienced critical incidents are affected and not sick. They have a normal reaction to an abnormal situation."

*Andrea Walraven-Thissen, trainer and Interventionist*

"I thought I was the only one who was affected by the incident."

*Fire fighter to peer supporter*

"You are the reason I didn't go crazy."

*Victim sexual intimidation to peer supporter*

"Your support and advice gave me a push in the right direction."

*Rescue worker to peer supporter*

"Extraordinary work exposes us to extraordinary situations. Training and passion for the job are not enough to protect you from emotional harm."

EMS staff and peer supporter (US)



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voor Hulp- en dienstverleners  
(Crisis Intervention for Helpers)

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