

# COMING ALONGSIDE PEOPLE IN CRISIS

---

TOOL TIME FOR WOMEN

TAMMY GUSTAFSON  
TL.GUSTAFSON@GMAIL.COM

# COMING ALONGSIDE PEOPLE IN CRISIS

TOOL TIME FOR WOMEN

---

## AGENDA

---

Scripture basis

Questions to cover

Preparing yourself

Crisis 101

Abuse and neglect

Topics

    Suicide

    Cutting

    Hospital visits

    Grief & loss

    Stages of change

Self-care

Q&A

---

## QUESTIONS TO COVER

---

*What questions do you have that you want to make sure are covered this evening?*

---

## PREPARING YOURSELF

---

### CHARACTERISTICS OF A HELPER

Humility  
Authenticity  
Acceptance  
Gentleness  
Williness to learn

### KNOW YOURSELF

Before you are able to look to others, you must first look to yourself.

### KNOW YOUR LIMITS

What type of people are you naturally drawn to:

What type of person or situation do you have a hard time with:

What types of situations trigger you:

Identify areas of woundedness in yourself that you have not completely worked through:

### COUNTERTRANSFERENCE

Countertransference

Definition - when the person you are helping triggers your emotions or reminds you of someone you know to the point that it affects the way you view them.

Result - it influences your ability to remain objective and to help them.

Action – this is normal, but it is important that you talk through it with a confidential friend, mentor, or counselor.

Note - your stuff will be stirred up when helping others. Processing through it in a safe place is an important part of remaining healthy as you minister.

**THEORY OF HELPING**

Paradox

Helping is based on who you are

Helping is not about you

**RESPONSIBILITY**

*What is your responsibility and what is not?*

---

**CRISIS 101**

---

Safety

Stabilize

Basics: food, water, shelter

Listen

Empower

---

**ABUSE AND NEGLECT**

---

**OVERVIEW**

Factors

- Parents divorced/unmarried
- Previous abuse/neglect of either child or parent
- Step-parent/significant other living in house
- Children under the age of 5

General

- Fear of parent/spouse
- Flinching
- Excessive shyness

**NEGLECT**

- Dirty clothes
- Dirt caked in hair, crevices of skin

Clothes that are too small  
Lack of supervision  
Inadequate food

#### **PHYSICAL ABUSE**

Bruises  
Red marks  
Burns  
Broken bones  
Hair loss

#### **SEXUAL ABUSE**

Sudden changes of personality  
Reverting to earlier potty training practices  
Excessive knowledge about sex at a young age  
Masturbation at a very young age  
Inserting objects into vagina/rectum  
Acting out sexually  
Teenage rebellion...alcohol, drugs, promiscuity

#### **Stats**

1 in 4 women  
1 in 5 men

#### **DOMESTIC VIOLENCE**

#### **Cycle of abuse**

Tension/walking on eggshells  
Violence  
Honeymoon phase

#### **Signs**

Isolation  
Extremely controlling partner  
Overly jealous partner  
Making excuses for partner's behavior  
No access to money, important documents, etc

#### **REPORTING**

Child Abuse Hotline (Douglas County) – 303.688.4825 x9

In-depth information on trauma (warning: contains graphic content): Herman, J. (1997). *Trauma and recovery*. New York: BasicBooks.

---

**TOPICS: SUICIDE**

---

Action

- Call 911
- Suicide hotline: 303.860.1200

Further training: Youth Suicide Prevention Program. [www.yspp.org](http://www.yspp.org)

---

**TOPICS: CUTTING**

---

Self-mutilation

What it is

- Release
- Cry for help
- Coping mechanism
- Expression of internal pain and turmoil
- Addiction

What it is not

- Cutting is usually not a suicidal act, but a release that acts as an alternative to suicide

Signs (Penner)

- Scars, unexplained cuts, bruises, or burns
- Wearing long-sleeves or long pants in warm weather
- Broken disposable razors
- Knives, scissors found unexpectedly in room
- Traces of blood on clothing
- Rubbing arms (usually wrists) through long sleeves

Causes

- Emotional distress
- Lack of words or safe place
- Abandonment
- Abuse

Counseling

“The only way to participate in the healing journey of a young person who is self-injuring is to enter their pain through deep listening, chosen empathy, and a declared willingness to live in the mess with them. (Penner, 24)

Further reading: Penner, M. (2008). *Hope and healing for kids who cut: Learning to understand and help those who self-injure*. Grand Rapids: Zondervan/Youth Specialities.

---

**TOPICS: HOSPITAL VISITS**

---

- Call ahead
  - Up for visitors
  - Allows for modesty
  - Check visiting hours
- Smile
- Gifts
  - Card best
  - Flowers and latex balloons discouraged due to allergies
- Length
  - No longer than 15 minutes
- Sensitivity to confidentiality
  - If nurse/doctor comes in, ask if you should leave
- Never move a patient, help them go to the bathroom, or touch medical equipment
- Pray

---

**TOPICS: GRIEF & LOSS**

---

Truth #1: Grief and loss is an unfortunate, but normal part of life.

*Give an example of things that people experience grief or loss over.*

Truth #2: Everyone handles grief and loss differently and works through it at different rates.

**STAGES OF GRIEF**

1. Denial – I feel fine
  
2. Anger – Why me?
  
3. Bargaining – Just let me live long enough to...

4. Depression – What is the point?

5. Acceptance – It is going to be okay

Further reading: Kubler-Ross, E. (1969) *On Death and Dying*. New York: Scribner.

---

**TOPICS: STAGES OF CHANGE**

---

Precontemplation

Denial of the problem with no intention to change

Contemplation

Understand there is a problem and want to do something about it...but not quite yet

Preparation

Making plans to take action regarding the problem

Action

Behavioral changes made

Maintenance

Work to maintain changes and growth

Relapse

Normal part of change

Does not mean back at square one

Further reading: Prochaska, J., Norcross, J., & DiClemente, C. (1995). *Changing for good: A revolutionary six-stage program for overcoming bad habits and moving your life positively forward*. New York: Avon Books, Inc.

---

## SELF-CARE

---

### BOUNDARIES

Necessary  
Healthy  
Defines how I can give my 100% when I am with you  
Allows you to keep giving  
Confidentiality

Further reading: Cloud, H. & Townsend, J. (2002). *Boundaries: When to say yes, how to say no to take control of your life*. Grand Rapids: Zondervan.

Futher reading: Cloud, H. & Townsend, J. (1996). *Safe people: How to find relationships that are good for you and avoid those that aren't*. Grand Rapids: Zondervan.

### SELF-CARE

Care for your needs  
Decompress & transistion  
Pamper yourself

*What are some ways that you can specifically care for yourself?*

### WHEN TO GET OUT

Physical threat  
Get out of situation and call 911  
Emotional strain  
Helping others requires that you give of yourself  
If overwhelmed, crying excessively, can't focus on family or life you may need to seek help or get them connected with other people

---

### Q&A

---

Questions