

The nature of a crisis

- It never happens when you have the time or the resources to cope.
- There is usually little time in which to act or respond.
- Generally there is a threat to people or to resources, sometimes both.
- There is often not enough reliable information on which to make decisions.
- People deal with a crisis in different ways. Men typically bottle it up while women are more ready to seek support.
- At times of a crisis we need support networks. Get together with friends and neighbours.
- Learn to talk about it and to encourage others to talk back, then:
 - give them your full attention;
 - respect their situation and their feelings—they are real;
 - demonstrate empathy; and
 - be open, honest and respectful.

Look after yourself.

- Talk to friends, colleagues and relevant professionals.
- Be wary of scaremongers, rumour and half-truths.
- Stay positive. Don't submit to the 'I can't be bothered anymore' feelings.
- Stay active.
- Find what works for you to get a good nights' sleep.
- Look for things to laugh at, with or about.
- Take time to 'get away from it all' from time to time.
- Have a plan of action, any action, and get on with it.