



Maryland Institute for Emergency Medical Services Systems (1-800-648-3001)

CRISIS REACTION

A NORMAL REACTION TO AN ABNORMAL SITUATION

Possible Reactions

Numbness	Flashbacks
Crying	Regression
Fatigue	Confusion
Sleep disturbances	Feeling overwhelmed
Headaches/upset stomach	Feeling inadequate
Change in appetite/weight	Frustration
Low resistance to illness	Helplessness
Concentration problems	Irritability
Memory problems	Depression
Religious confusion	Despair
Loss of trust	Grief
Anniversary difficulties	Guilt
Alcohol/drug use	Anger
Excessive use of sick leave	Outrage
Work/School/Family problems	Insecurity
Suicidal thoughts	Fear
Withdrawal	Anxiety
Difficulty returning to normal activity level	Self-doubt

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- All of these feelings and reactions are normal and natural even though they may seem unusual and some are very different from others.
 - We are all individuals and respond in our own unique way.
 - The incident cannot be erased – the memory will always be a part of your life.
 - Everyone moves at their own pace through the stages of crisis and healing.
 - Everyone has their own clock.
 - For some people, there may be ongoing problems.
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Some Things You Can Do To Manage Your Own Stress

1. Do some vigorous exercise – play as hard as you work.
2. Eat balanced meals – the “good stuff” is good for you.
3. Keep your daily routine – regular activities provide structure.
4. Talk about what happened with coworkers involved – they understand.
5. Talk about what you are feeling with a family member or friend – that is what friends are for.
6. Laugh – it is good for the soul.
7. Relax – get some rest, even if you don’t sleep.
8. Don’t fight going to sleep – it will come when you are ready.
9. Dreams and nightmares happen – talking will help them go away.
10. Don’t Monday-morning quarterback – you did your job.
11. Avoid alcohol and drugs.
12. Remember:
 - You can’t save them all – so save yourself.
 - You can afford to be good to yourself.
 - Today is what you have – make it count.
 - Get a hug.
 - Don’t sweat the small stuff - it’s almost all small stuff.
 - If you wish to be a good service provider, it is important to take care of yourself.

*Please use the MIEMSS EMRC CISM number
for assistance: 1-800-648-3001.*