

Literature Review of Psychological Crisis Intervention

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Abstract

From the view of the world, whether developed or developing countries, various crisis events emerge in an endless stream, causing major losses to the people life property and economic development, and some also harm the national security and social stability. In twentieth Century 90 years, various public crisis have emerged in China, the frequency and degree of harmfulness also showed a rising trend."Psychological crisis intervention" is a word in the public crisis has entered people's vocabulary. In China all-round construction of well-off society and building a socialist harmonious society in the historical process, how to effectively deal with the public crisis management, as far as possible to prevent and reduce the public crisis and its negative influence, to construct a set of psychological crisis intervention mechanism, to better guarantee the people's safety of life and property, the maintenance of social order, safeguarding social stability to promote comprehensive, coordinated, sustainable, economic and social development, have a very important practical significance to improve the government's public crisis management ability. The report from the related theories of emergency psychological crisis intervention, and to USA, Japan, Britain, Singapore and other countries for example, characteristics of the emergent psychological crisis intervention system are expounded, the present situation and Practice on the basis of major natural disasters China psychological intervention, the emergency China psychological crisis intervention put forward the policy suggestion.

Keywords

Crisis; Psychological crisis; Psychological crisis intervention.

1. Introduction

Establish and perfect the social psychological intervention mechanism for public emergencies is to deal with the crisis, an important means to control the situation as soon as possible. The main content i. The main content is through clear social psychological intervention mechanism and draw on the social psychological intervention mechanism for public emergencies experience, focusing on several typical social psychological intervention in public emergencies. At the same time, we must make an intensive study of the psychology of the public in public emergencies and negative emotions, sudden public events in different stages of the public psychological changes. At present, established special institutions to provide mental health services for people affected by many countries and regions, and from the strategy acknowledged the important role of disaster mental health services system in disaster emergency rescue. Whether effective psychological crisis, has become related to the new symbol of human health and social harmony.

The related theory firstly, emergent psychological crisis intervention were reviewed and analyzed, and then to USA, Japan, Britain, Singapore and other countries for example, characteristics of the emergent psychological crisis intervention system are discussed and commented, on the basis of present situation and the practice of natural disasters psychological intervention in China, the unexpected events Chinese psychological crisis intervention policy recommendations.

To use a variety of psychological therapy, in the process of public emergency and then help the imminent problem, treatment, recovery of psychological balance, the dangerous period safely after the great hit, which we call social psychological intervention mechanism for public emergencies. The effective public relations, powerful media and high-quality team of experts in the construction, its main method includes emotional balance, cognitive balance and psychological support; its main function is to ease the psychological stress, stable social order, reshape the image of the government and to quell the crisis as soon as possible.

Everyone will encounter some unexpected public events in life, this will make people feel fear, anxiety, anger, frustration, depression, loneliness, pain, despair, nervous, people peace of mind was deeply stirred. If the individual or group can not use existing resources and the coping style of dealing with sudden public events and circumstances, called the psychological crisis. If people's assessment of their own abilities, experience, feeling completely in the controllable range, then the public emergencies parties to mobilize their own resources, actively face, selection strategy actively, effectively solve the problem of. Such events are generally not long time impact on people's physical and mental health. If the impact event that exceeded their capacity, equilibrium will be the heart is broken. Nervousness, anxiety, restlessness mood up, upgrade, appear to not know what course to take, even thinking and behavior disorders, cognitive will appear narrow-minded, inattention, memory loss, cognitive efficiency decrease, decline, cognitive bias of information capacity of negative, this is the psychological state of crisis. Suffered a serious emergency means facing major stress. Stress is a state of tension. Before the test anxiety is a kind of stress, but it clearly and face serious emergencies when the stress is different. The research shows that Glaser, students in Medical University are immune cells decreased significantly during the examination. But in the face of serious emergencies during stress, individuals reach out, disability level, not only the body's immune system severely damaged, but the psychological system may also appear serious obstacle. Milgram (1998) that there are 4 kinds of stress-related disorders, namely adjustment disorder (Adjustment Disorder), acute stress disorder (Acute Stress Disorder), posttraumatic stress disorder (posttraumatic stress disorder, PTSD) and extreme stress disorder (Disorder of Extreme Stress). There are a lot of researches on post traumatic stress disorder. Serious incident after months or years, individual may appear posttraumatic stress disorder (PTSD). PTSD is considered a disorder is difficult to diagnose. According to the American DSMIV diagnostic classification standard, the individual must have experienced traumatic events, and traumatic events must be serious, life-threatening. To experience the event, will appear repeatedly painful memories, nightmares, fantasy and the corresponding physiological responses; individuals have long avoided associated with traumatic events, ideas, emotions and memories of the war caused performance; a heightened state of alert in the long term, such as difficulty falling asleep, feeling bored; and lead to functions of the individual in society, occupation marriage life, such as damaged. Indonesia after the double whammy of earthquake and tsunami, medical institutions, medical personnel destroyed most of the collapse, a large number of casualties, the refugees are not treated effectively and timely. The survey found: post disaster farmer's rice fields were flooded, workers in the factories were destroyed, the refugees in the aftermath of daily living in the camps, and completely rely on government relief, open your eyes is everywhere Cang bruise street, close your eyes is dead. But Indonesia belongs to Muslim countries, forbids cremation, the tsunami is in humid rainy season, a great number of bodies to be buried, long time exposure, immersion, decay, and medical and health resources, possible outbreak of large-scale multiple infectious disease at. Most of them night insomnia, nightmares, can not see the future and hope, all day immersed in pain. These social factors are important sources of psychological disorders of refugees. Results the psychological status of Lamlhou refugee camp that forced, longan, 5 aspects of interpersonal relationship, depression, anxiety and terror is post disaster refugees most mental disorders prominent. Assessment is not only one of the

important steps of crisis intervention, always runs through the crisis intervention process. Crisis intervention effect of crisis intervention to assess skills to master's degree greatly. In the limited time, intervention must situation and response quickly and accurately grasp the callers. Risk assessment from the nature of the crisis, seeking help function level, coping mechanism and support system, self injury or harm to the risk, to identify intervention strategies need to be implemented. Properties of the crisis for evaluation. We must first understand the crisis is a one-time or recurring. For a one-time crisis situations, often through direct intervention, callers can quickly return to the equilibrium state before the crisis, usually can use normal coping mechanisms and existing resources; recurrent chronic crisis seeking help, often takes a long time to intervention, the establishment of new strategy. Chronic crisis seekers generally need referral, continue to longer-term treatment. To evaluate the function level on the caller. Can evaluate the function level seeking help from the three aspects of cognition, emotion and behavior. Cognitive assessment including aggression, threat and loss of three items; affective evaluation including anger, hostility, fear, anxiety, depression, sorrow three contents; behavior assessment including proximity, avoidance, loss of initiative three contents. Assessment of the patient prior functional level will determine the choice of strategy of crisis intervention and intervention after consulting the degree of. In addition, crisis intervention also should compare the caller function level and the current crisis before as far as possible, in order to determine the crisis caller emotion, cognitive, behavioral functional level of damage degree. In addition, evaluation of functional level should also runs through the entire process of crisis intervention, in the implementation of a certain stage of the intervention, whether the patient's crisis resolved, can also through the mood, behavior reflected. To test for evaluation of the intervention effect during the intervention. To support systems and other resources assessment mechanism, the caller. In the whole process of intervention, crisis intervention should collect all kinds of data, and evaluate the significance of these data. Can be used in the evaluation of alternative solutions, to help authors, initiative first fully considered, and the ability to apply these methods. Crisis intervention individual proposals as an additional part to consider. Risk assessment, risk assessment including assessment of patient self harm and hurt the possibility of. Experienced or witnessed such events, even in the absence of serious health problems, but the soul has left unable to erase the scars; like it or not, still lingering fear survivors, ventured to rescue workers were killed or wounded, family members, and through the media to see the miserable situation public, suddenly taste of major traumatic stress, later if not timely relieve and counseling, will lead to personal and social problems, there may be immediate, medium-term or long-term psychological impact. Survivor: after experiencing An important juncture of life and death, still lingering fear is a common reaction, may also escaped after the catastrophe, consciously live and dead guilt; sorry, rescuers: day in and day out in disaster relief, in addition to physical overdraft, witnessed the staff more casualties suffering, frustration, heart tired, even anger may burst out; the families of the victims: anxious, sad mood is very common, when relatives rescued hopes, anger, accused may follow close on succession; public: the people indirectly, receives the disaster information, inner shadow, anxiety may be a long time to leave. For the different situation of personnel, may have different psychological impact. Gilliland and James crisis intervention in six steps. Despite the crisis intervention does not have a unified and fixed program, but some basic steps are common. Gilliland and James proposed six steps: defining the problem of crisis intervention. From the perspective of seeking help, determine and understand person I know the problem. To ensure patient safety. In the process of crisis intervention, crisis intervention to ensure patient safety as a primary objective, the patient physiology, about self and other psychological risk to a minimum. In support of. Stressed and patient communication and exchanges, to help people understand the crisis intervention is completely can trust, is to give the care and help people. Coping style are proposed and validated alternative. Crisis intervention to let the caller know that there are

many alternative options, some of which have to choose the more appropriate choice. Make plans. Imbalance of crisis intervention to help joint action steps to correct the patient mood. Obtain commitment. To help the makers retelling of the plan, and from the caller to get clear on schedule guarantee. Everly (1999) think psychological services in crisis intervention mainly has 3 goals: to reduce the risk of acute, severe psychological crisis and trauma; stability and reduce the direct consequences of crisis or traumatic situation; promote the restoration or rehabilitation of individuals from the crisis and traumatic events. Division stage. To sum up, many intervention models have several characteristics: one is the division stage, the intervention process into different stages, measures and Strategies of different characteristics in different stages of. The second is the integration tendency (someone called eclectic tendency), model, intervention to support different resources will be integrated, so that the effect of intervention to the best level. The third is the specific development, namely, for different groups, different stress situation in-depth development, exert specific effects of intervention. Division stage is the general technique of crisis intervention model, a lot of intervention are stage division. For example, Lindemann proposed a model of 4 phase of intervention. The main task of enlistment intervention in these 4 stages are: the psychological disorder in balance; the short-term treatment effect; the parties attempt to solve the problem; to restore balance. O'Halloran (2000) proposed the intervention model of a 7 stage, roughly the same as the 4 stage of Lindemann theory, but more detailed. In recent years, there are two kinds of intervention model is known, this is a serious emergency report model (CISD) and critical incident stress management model (CISM). This model is the CISD intervention is divided into several different stages, different intervention according to the characteristics of different stages of. The division of stages: Introduction (Introduction), stage (fact phase), in the idea stage (thought phase), reaction (reaction), symptom stage (symptom phase), education (teaching phase), and then log (re-entry). The effectiveness of Everly on the CISD model as the element analysis, the findings support this model is an effective crisis intervention model point of view. One of the important components of CISM model stresses as comprehensive intervention in the crisis in the family, pay attention to the survivors family service, and generalizes the stress and time lines for many families facing the survivors, the different emotional state, put forward different intervention strategies for each stage. Naser et al. (2001) the Kuwait soldiers in Iraq after the invasion caused by them to CISM stress. The cognitive interpretation plays an important role in reducing the stress response in human traumatic events. The positive cognitive tendency to explain and to stress events more healthy and effective response to relate in together, and cognitive explanation of negative and more helpless, ineffective response together.

The Belkin model proposed by Belkin et al. 3 kinds of intervention mode: balance model (equilibrium model), the cognitive model (cognitive model) and the psychological transformation mode (psychosocial transition model). Balance mode is suitable for early intervention, the main objective is to help people to achieve a balance in the previous; The cognitive mode that people thought the event error distorted is an important object of intervention. By correcting the wrong way of thinking, can help the parties to overcome the irrational and self denial, self control, suitable for crisis stability after the intervention; the main purpose of psychological transformation mode is evaluated with the determination and crisis related internal and external difficulties, help the parties to use of environmental resources, seeking social support and coping style own gain adjustment the independent control over their own lives. The balanced mode, cognitive mode and psychological transition model together, forming a unified, comprehensive model, is of great significance. This is the integration of a different intervention models. Integration model. In addition, there are some of the support resources integration patterns. For example, North (2000) proposed a new model, namely social resources engineering education, support and training model (CREST). The development of this model provides support for some social groups based on crisis up, its purpose is when

limited staff resources, through the training of community leaders to provide crisis intervention first and relieve the emotional pain of service, thus missions in mental health resources to obtain maximum utilization. This model also includes other personnel such as priest and police training, is trying to develop environmental support resources success. Eaton (2000) analysis to USA Pennsylvania Erie suburbs experienced crisis intervention services 5 types of crisis everyone 7 days a week, 24 hours a day. The 5 crisis intervention: telephone crisis services, petition crisis services, mobile crisis services, and the outbreak of the crisis region to maintain contact and critical incident stress management. A combination of the 5 forms of intervention in a consistent and comprehensive intervention system. Dodgen (2002) of the public mental health response USA established 911 incidents in the Consortium (the Mental Health Community Response Coalition, MHRC).The intervention group since its inception in September 23rd, the main purpose is to mental health agencies and other organizations to provide local network and information exchange for the military, America Red Cross, opportunity, prevention of different organizational overlapping services is the focus of its work. These efforts to support the integration of resources is very important. Successful integration can greatly improve the effectiveness of intervention. Intervention model for special groups and special situations. Other studies on special groups and special situation of intervention. Gordon (1999) discussed in those who experienced catastrophic events interventions for children. Put forward the corresponding intervention measures, including: provide information about the event itself, the rationality of enhanced anxiety and fear are experiencing, encourage them to express their own feelings in the group or individual occasions (for young children mainly through painting or playing to express), enhance their personal and family coping ability, provide specific coping skills to reduce stress reaction. Huleatt (2002) discussed 2001 911 incidents in the family assistance center (FAC) was established and the services provided. The purpose of FAC is to provide intervention for the missing and the deceased relatives, these interventions are unstructured non directive, emotional support. In addition, there are many studies in the school environment crisis intervention. Doherty (1999) discusses the importance of cultural factors in crisis intervention. Everly (2000) considered in crisis intervention, although the development of 50 years proves its utility, but like any attempt to change the behavior of human effort, crisis intervention also has its own risk. This is the so-called early intervention risk. Early intervention is not only a waste of valuable resources, natural healing mechanism and interferes with the victim. This may be the basic principles that should be paid more attention in crisis intervention. Crisis intervention is the sooner the better, but not too early. To evaluate the measured depends on the corresponding environment and stress response, passion for fast, accurate and the objective. Some researchers studied factors in crisis management. For example, Cornell discusses the important restriction factors in crisis management, think quality of leadership, team work and responsibility is an important factor in the success of crisis management. Found in the analysis of some cases: leadership, team work, the problem of weak cannot take responsibility is an important factor affecting management success. Defining positive psychological intervention should first understand the concept of "psychological intervention", "positive intervention" and "positive psychology" three concepts. Psychological intervention (psychological intervention), is the use of psychological theories and techniques for certain objects psychological process, the psychological characteristics of personality or psychological problems systematically influence, and make the process of change to the expected target. According to the different target groups and psychological interventions can be divided into three categories: First, type of health promotion for the general population, the goal is to promote good object adaptive behavior and lifestyle, promote mental health and well-being; Second, the type of prevention interventions for High-risk groups, the goal is to reduce the risk of mental disorders; Third type of psychotherapy, psychological disorders arise out of the crowd for himself, the goal is to reduce a variety of psychological

disorders. Active intervention, mainly on the development of individual potential and to enhance the intrinsic purpose is to enhance the positive psychological qualities, rather than simply in order to eliminate negative mental state. Positive psychology, positive psychology is an initiative of the correct perception of a positive evaluation, optimistic positive emotional experience pleasant and positive personality traits mental state. The concept combines the first type of psychological intervention and positive psychology, this paper considers the positive psychological intervention, refers to the use of positive psychology theory and technique, and develop a positive mental quality of ordinary people's mental health, enhance their social adaptation, and promote virtue and psychological value realization process. Because this study mental health of this special group of college students and enhance SWB strategy, therefore, actively carry out psychological intervention universities, is the means of the use of lectures, role play, directed activities, group discussions and a combination of culture inspire students to actively cognitively normal, positive emotions, positive act of will and positive psychological characteristics of personality, so take the initiative to get the process to stimulate and enhance the quality of potential. Positive psychological intervention study based on the theory of positive psychology unfold. Positive psychology is a new field of psychology psychology use existing development tools and more robust experimental methods for measuring the positive aspects of human virtue, strength, and other potential research 1. This theory stems from the fifties and sixties of last century, the humanist representatives Maslow and Rogers "to party-centric", gradually began to focus on human psychology research from the positive aspects of various mental activities, emphasizing the positive life strength for the rise of modern positive psychology has laid a theoretical foundation. Positive psychology emerged in the nineties, Seligman (Sdigeman) began to make "positive psychology" when thinking became APA President, then sounded the clarion call of the positive psychology movement. Seligman & Csikzentmihalyi in "positive Introduction to Psychology," a paper formally proposed "positive psychology" of the concept. In 2002, Snyder & Lopez editor of the "Handbook of positive psychology," the official publication of the declaration of independence of the positive psychology movement. Research on positive psychology scholars focused on its content and methods. First, the use of positive psychology research thesis Seligman in Akumal Conference 1998 hosted by the proposed mainly includes three aspects: positive emotional experience on the subjective level; positive personality traits on a personal level; the population level positive organizational systems. Positive emotions (positive emotion) refers to the need to meet with the individual's subjective experience of pleasure and happiness. Positive relationship between subjective experience positive emotional experience related research focuses on SWB (subjective well-being), happy (happiness), love, etc., as well as positive emotions and physical health of individuals between the upper. Positive emotional state has a trigger effect on the mental health. BL Fredrik (1998) proposed expansion of a theoretical construct (broaden-and-build), think positive emotional experience to expand individual moments of knowing and (thought-action) capability, so that the individual has the face of negative emotions timely resilience, but also can improve individual psychological adaptation. Under the influence of this mechanism, the individual in the face of negative emotions scenario can quickly return to normal emotional state. Meanwhile, positive emotions broaden individual psychological mechanisms can also improve the ability to adapt. Stalikas & Fitzpatrick studies support this theory. In this paper, the above theory to enhance the persuasiveness positive psychological intervention on mental health of college students. Positive personality traits, ie, positive personality traits, it is the premise and basis of positive psychology to create positive emotional experience and positive organizational systems should be in people's self-management, self-directed, and the whole premise of adaptability adaptable . Positive psychologists believe that the positive potential and positive personality have mutually reinforcing effect on the individual potential of mining and strengthen help shape positive personality traits, habitual

automated full potential, promoting the formation of a positive personality traits. Positive personality helps individuals take better adapt to life. Some researchers summarized include self-critical (self-determination), optimism and other 24 kinds of positive personality traits, including self-determination and optimism on mental health and subjective well-being a better predictor, and therefore covered in this paper, the active intervention program content being. Self-critical and self-concept is similar to another category of self-awareness, which refers to the individual according to their characteristics of their development can make some kind of choice and the right to insist on its own characteristics. Optimistic, is to treat things take a positive attitude. Many psychological qualities, who can have a positive trait in a positive state of mind to face the reality of life. This paper will consider the design activities to enable students to enhance their self from how decisive and begin to experience increased optimism, through the cultivation of positive personality traits to achieve to improve mental health and subjective well-being levels purposes.

2. The Theoretical Research

Government - the dominant force in the public psychological intervention. In public crisis management, the government should be no doubt that the first responsibility of the main body, which directly determines the success or failure of the actions of crisis management, which is the meaning of existence by the government and the nature of the decision itself. Government as a provider of public services and public affairs manager, holds a public authority, dominated public resources. It was established that in order to maintain social stability, security and achieve the interests of the people. Therefore, the government must be responsible for public safety, and property of the people responsible for life. Therefore, the Government occupies a central place in public crisis management, which also makes it a dominant position in the public psychological intervention becomes perfectly justified. Like role in crisis management, as government intervention in the psychological aspects of people also shoulder the responsibility of macro guidance, not only can provide protection for the people of institutional psychological intervention into the legal system so that, in the future and ensure that people in public crisis psychological intervention can be rule-based, according to the law, but also to grasp the opponent's resources in a reasonable and effective configurations for the public to provide financial and material support of psychological intervention on to achieve and sustain the process to resolve the crisis in the social order; Meanwhile, the use of remote collaboration between governments and international, but also able to obtain assistance locally scarce resources or technical support due to limitations and lack.

However, we have to see the impact of public crisis is not just for people on the psychological level as well as on the material level, and often the latter is more important. However, in the past we have conducted public crisis management attention only on tangible sense of crisis, the material sense, but little attention was paid on intangible sense of crisis, the psychological sense. In fact, in any of a public crisis faced by the Government to compensate the victims are not only material, but also the whole society to face people's psychological comfort. This has not just stop at the level of the management of public affairs, the tangible, but to intervene into the consciousness of people affected by the crisis to go. Previous article we mentioned, the public crisis will make people produce a variety of negative psychological, and this mentality will quickly spread to the entire community, causing stress response groups, and even lead to a negative mass incidents, thereby undermining the social order, threat social stability. The government, after all available resources are limited and can not meet the needs of all people. Therefore, when the magnitude of the crisis gradually expanded, the government will be very weak. While the people suffer as a direct object the crisis, the government would always hope in, waiting for the government to solve the crisis as soon as possible. This reality makes the

government must find other contradictory forces support. I believe that when people conduct psychological crisis intervention in the public, the media and non-governmental organizations is the best government "right hand man."

Media - people associate psychological intervention force

When public crisis events, media management for government irreplaceable "Associate" role. Specifically in what areas:

The role of public crisis warning. There is a famous American reporter Pulitzer classic analogy: if a country is a boat sailing on the sea, the bow is a news reporter watcher. He wants to observe everything on the vast expanse of sea, reefs and shoals look ominous clouds on the sea, and timely alerts. Before the outbreak of the crisis in public more or less there will be some signs, the media can use their sense of smell sensitive information in a timely manner to capture changes in the society especially revealed traces of an abnormal state, and the identification, classification and treatment, and then news reports and other forms to the general public to provide true and complete information. At this point, the media to protect the public's right to know, which led to public attention, good psychological preparation before the official arrival of the crisis, to improve society as a whole "earthquake" capability. Especially when the gossip began to spread, the public is hungry for information, the media has become a crisis of public understanding of the importance of information window. American scientist Melvin spread • DeFleur's "dependence on the media" that major changes in society but it is unknown when, people often rush through the media know the truth, and the dependence will be significantly enhanced. Therefore timely warning and objective media coverage in favor of fair reassuring to prevent further deterioration of the situation.

Release and explain the role of public opinion in the ongoing process of public crisis, the main role of the media should be in people's emotional stability to meet the information needs of people on the basis of maintaining social functioning, that is, the media play a slow-release effect . "The so-called public-release, media organizations and individuals in order to ensure the ability to gather a certain crisis of social discontent give vent to legal protection under the premise that in order to achieve the purpose of ease or eliminate hostility or resentment, thereby maintaining social An opinion regulatory paradigm normal life groups and established social relations. "crisis facing the public, the media should be kept cool, to guide public opinion in favor of the right direction to solve the crisis came, so that people can soon from fear freed. However, due to different types of crisis, ease of sustained release action is not the same media. For like "9•11" and "anthrax" these "artificial crisis" can easily "turn grief into strength" because the crisis manufacturer is tangible, is real. And like "SARS", "bird flu" and do not have a real crisis, maker of such "artificial crisis" is more difficult to slow release.

Strengthen social "cohesion" role. Crisis communication in the public process, the media can stimulate people's sympathy and help people realize the potential threat of the crisis and other means to strengthen social cohesion and recognition of degrees, thereby helping the government access to social support. • American scholar Kenneth Burke (Kenneth Burke) to identify three types: "compassion identity, mistaken identity and confrontation with"

These three methods can be recognized to be reflected in the public through the media in crisis communication: compassion agree that the establishment of "family" relationship with the public by emphasizing the common sentiment, to alleviate some of the people psychologically isolated mood, people understand the public will work with the victims, the media reached a crisis identity, so understanding and support of relevant government action; opposition agree that it is a means to achieve the most urgent form of division and cohesion, the media coverage of the crisis makes people focus attention to the "external consistent enemy "on, which would also help to promote internal unity, forming a huge force; while mistaking belong to the "unconscious identity "in public crisis to realize their potential victims of threats through media

reports, in order to avoid or reduce the impact of the crisis on them, will assist the government's crisis management effort or spontaneous psychological intervention for people to enhance social cohesion.

NGO - important people involved in psychological intervention force. Without the participation of non-governmental organizations, the public mental crisis intervention people will certainly encounter many difficulties. As the NGO's own public sex, civil, professional, voluntary and other characteristics, so that the integration of social resources has a unique advantage. Therefore, if you want to improve the government's crisis management efficiency and reduce costs of crisis management, the power of NGOs is essential. Psychological intervention in the population, the main role of NGO's in:

NGO can help people mentally prevention. NGO's have a wide range of civil decisions of its mass base, easy to integrate various forces in society, this social advantage makes NGO can sniff before the official arrival of the crisis to some information, for people to hit a psychological agents shot.

NGO can provide professional psychological assistance to the community. NGO's and the public nature of private property means that it can absorb many from the community of professionals in the public psychological intervention can provide a lot of expertise and services to the government does not have the skills, so that it reflects the professional characteristics. If during the "SARS", "Association of Chinese students to return home" to the authorities introduced a professor of biomedical and psychological experts, "the Chinese Medical Association," many experts convened to explore how to build a psychological crisis performed outbreak assistance and other These non-governmental organizations during the "atypical pneumonia" in varying degrees to the community to provide the necessary psychological assistance, to stabilize people's emotions play a certain role.

NGO can effectively unite the people, to maintain positive interaction with government. Since the Chinese government has long been highly centralized, so the majority of people on the government to produce a strong dependence. When this dependence leads to the crisis, many people lack sense of independence that no matter what the difficulties the government will solve the problem. Mistakes on this understanding so that the Government bears the enormous pressure. NGO and voluntary initiative with two main characteristics, which makes the NGO is fully capable of the majority of the power of social cohesion, so that members of the community to form a broad and rational sense of independence and a sense of crisis prevention, psychologically build a "unified front", which is not only beneficial form of self-organization of people, the ability to self-management, but also in times of crisis it can from the overall dependence on government, and actively participate in crisis management in the past. In summary, during the public crisis of public psychological intervention, the government must get rid of the past, unilateral conduct public crisis management mode, to be used as a multi-stakeholder-led government, the media and non-governmental organizations, such as the interactive mode.

Study Abroad public crisis management started early, as early as the 18th and 19th centuries, Western scholars gradually to the "crisis" concept into the political realm from the medical field, primarily from the perspective of public administration, governance, research the event of a public crisis, involving or affecting a wide range variety of life, the government should be the most effective method of how to control the spread and impact of public crisis, the rapid return to normal state of society, On the basis of these studies, many countries have established a relatively sound public crisis response system for disaster relief and rehabilitation work have played an important role. After a public crisis, apart from taking measures to deal with the economic, transportation, security, medical, etc., but also attaches great importance to exert influence in terms of moral, political ideas, social psychology, ethnic awareness, promote defuse the crisis, reducing the hazards.

Until the 1960s to the 1980s, research extending from the political sphere to the social field, the International Crisis, Conflict Studies, a crisis involving organizational behavior research, and the emergence of a large number of monographs, Herman's representative there, "International Crisis: behavioral research perspective," Terry Crane "community emergencies social and organizational issues" and "a collaboration with communities to cope with disasters authority" and so on.

Through the study of foreign literature can be seen, the theory of psychological aid system first appeared in the United States. The 1940s, there was a fire in Boston, this occurred in a nightclub fire resulting in nearly 500 deaths. After this fire, the American psychologist Eric Lindemann treat many survivors of the fire, and found some similarities between them, in this sorted out on the grief response patterns, At about the same time, the Harvard School of Public Health and Family Guidance Center work Gerald Caplan and Howard Parod also through their contact with the victims families, summed up five factors that affect the psychological crisis response.

Along with many of the great disasters occur frequently, from the beginning of the 1990s, more and more attention to disaster relief and management researchers and government agencies, academic institutions, began at about earthquakes, hurricanes, floods, wars and other disasters on people psychological impact generated and made some research. From the beginning of this century, with the further expand on the post-disaster psychological research, in addition to aspects of previous studies, there was a lot of the aspects of the fire, the deadly disease research; speaking from the specific content of the study, mainly related to the acute stress disorder (acutestressdisorder, ADS), stress disorder (post-traumatic stress disorder, PTSD), depression, anxiety disorders, behavioral problems, mental disorders, somatization and other aspects of post-traumatic symptoms, Among them, the most attention should fall post-traumatic stress disorder (PTSD), as Solomon (1998) said, a serious incident refers to a cause can not resist the feeling of self-generated, out of control situation, In this context the individual performance loss, loss of control, loss of energy and so on. After the so-called post-traumatic stress disorder, is a major disaster caused by the anxiety disorder, which is characterized by painful memories, dreams, hallucinations, or flash continuous re-experience the traumatic event,

Foreign psychologists Flannery RB and Everly GS in the "International Review" published states: disaster psychological crisis intervention assistance has three main purposes: to alleviate anxiety. Come out to help the affected people from fear, anxiety, and prevent the spread of such negative emotions. Treatment of acute stress symptoms. Disaster on people's mental injury may cause injury to personnel appeared to be unresponsive, not like a normal person to keep thinking agility and other phenomena, such acute stress symptoms require timely treatment, Re-enable the affected persons to establish a healthy attitude to life as soon as possible to return to the previous state of life, Some psychologists through academic study concluded that: In order to give people as much as possible post-disaster psychological harm more help ease their pain, so that they regain a healthy attitude to life, the spirit of the following five principles should: Quick response: post-disaster psychological harm to the psychological rescue personnel to quickly and timely higher probability of success of some psychological relief, this type of crowd is longer negative emotional impact, the greater the difficulty of psychological assistance. Order of: disaster must be transported in a timely enough relief supplies, so that the whole rescue work stable and orderly, this rich orderly rescue procedures and adequate supplies will hit a potential security personnel, Understanding of disaster: people post-disaster psychological harm through a review process to overcome the fear of disaster, temper calm in the face of disaster mental qualities. Solve practical problems: the urgent need for those affected personnel problems should give attention, so you can effectively stabilize mood affected population, Encourage self-reliance: to help the affected population to return to the previous attitude towards life as soon as possible, the reconstruction work is completed by the affected

population of self-reliance has great significance for the psychological health of the affected population,

For post-disaster stress issues in academic research can be divided into research and studies for the affected population of individuals for disaster victims; main purpose is to enable victims of psychological intervention to re-establish a healthy attitude, psychological intervention and social functioning, social value attached; attention to the principles and methods. Then use what intervention strategy? Yalom ID study states: psychological assistance for the affected workers have a variety of ways, such as: teamwork, emotional venting, and information sharing, In addition to the above-mentioned manner, engaged in academic analysis researchers believe there are some other ways you can effectively alleviate the psychological negative emotions affected personnel, such as: understanding the social compassion, open discussion to vent negative emotions, Post-disaster psychological harm to the health of the population of a major psychological recovery that is willing to sign or not to resent the disaster of personal experience to share with others, including the fear of experiencing a disaster and the impact of negative emotions out of the process and so on, Therefore, the population of the affected community should fully understand the care and warmth, give some aid and social assistance in post-disaster reconstruction, Guide the affected persons the right to face a fait accompli for the psychological rehabilitation is also a great help, so that the affected people face life and rational post-disaster reconstruction work, and as a growth experience in crisis and have more escape skills. Engaged in psychological intervention and rescue personnel should be above such a way as to carry out the work of the five principles of combining psychological relief to achieve the best results.

Britain, Australia, Canada and other countries have a national disaster psychological intervention assistance or research centers. Government and civil society in improving the psychological service has invested a lot of money. State-funded services and research projects, hot research focused on studies by sudden disaster response and disaster psychosocial mental health impact of all ages of the victims and their families caused, so the design, implementation and evaluation of disaster Victims of mental health services and treatment undertaken in order to achieve due to the disaster prevention and post-traumatic complications such as PTSD.

Studies of post-disaster psychological assistance intervention started late, Karamay fire in the early nineties after the official launch of psychological intervention assistance, so far, China's psychological interventions government aid has been attached great importance to and has made certain achievements. For example: During the SARS rampant, government departments for the correct guidance of public opinion, for the epidemic people in areas of high incidence of psychological assistance to get a great success. Psychological assistance was mainly provide counseling services to people in disaster areas, with the consultation guide the people in a healthy state of mind to face disaster. In 2008 in southern China suffered the unprecedented snow and ice storms, there are psychological assistance team of psychological experts to the disaster, people trapped emotional stability, enhance the sense of security has made a great contribution. It is particularly worth mentioning is that in 2007 China's public security department set up a group of experts engaged in psychological intervention assistance to further improve the level of post-disaster psychological assistance work and professionalism. For example, within 24 hours of the earthquake occurred on more than a hundred people organized a psychological intervention assistance teams, rapid response and high efficiency is unprecedented, At the same time, the academic theory of attention and began a comprehensive study of this subject matter, and intervention assistance objects, the main intervention assistance, aid intervention principle, aid intervention methods for a more in-depth study, So far, the degree of importance of psychological intervention for assistance increasingly high levels of psychological assistance to prospective employees are increasingly high, the relevant theoretical research is increasingly taken seriously, strengthened and improved. Since the 5.12

earthquake, disaster aid practice psychological intervention unprecedented attention, but relevant work is still in its infancy, its theoretical research and practical application still need to continue to improve, With concern to carry out as well as international disaster assistance work psychology psychological reactions to disasters groups, where a series of disasters in recent years, the crisis there is always a large number of workers to the disaster mental, psychological assistance while implementing some disaster psychology Research, Of course, more research is focused on the diagnosis and treatment of PTSD, From the point of view the study, groups of students and teachers in a relatively large study, which is also associated with the extent of the disaster for these two groups of trauma caused a great relationship, About depressive disorder, although there are quite a lot of research, but basically are not discussed in the context of disaster,

Among them, the study of the organizational system and the means of implementation and post-disaster psychological assistance and cultural thinking the largest share, This is China's" 5.12" Wenchuan earthquake tremendous impact brought about a great relationship. Sudden disaster could have serious psychological impact on the affected population, so that the affected people long in fear, anxiety and other negative emotions and even world-weary, Many examples of research by foreign scholars, academic analysis method has been studied, Chinese scholars have conducted a number of similar studies, such as the disaster on the affected population, rescue officers and other personnel to track research on the negative emotions generated by research and analysis. For example: in 2004, Chongqing landslide survivors events psychological surveys following data: four-fifths of the survivors appeared in a trance, inattention problems, there are three-fifths of long-term survivors in the disaster negative emotions is difficult to extricate themselves, half of the survivors showed varying degrees of stress response. In the study of scholars, for earthquake disaster and crash more psychological investigation, For example: the relevant personnel Guangde crash victims psychological survey found that, in addition to directly affected persons, their relatives will be different degrees of physical or psychological problems after the disaster, When the Tangshan earthquake affected population psychological survey found that up to now there is still a delay of nearly a quarter of the staff stress disorder persists, large enough to explain the impact of the disaster on human mental health, long duration, There are China Taiwan scholars on post-disaster stress response they made a thorough study of earthquake survivors 9.21 as psychological survey after survey period positioning disaster two years. Through the survey found that after two years the proportion of the affected population with post-traumatic stress disorder (PTSD) did not decline, the proportion of the high prevalence of post-disaster reconstruction work and the prevailing economic downturn there is a certain relationship. In order to study the extent of traumatic stress disorder associated with limb lesions, China Taiwan scholars stress hormones through data analysis gives the results: low stress disorder patients whose values of post-traumatic stress hormones, making it resistant the ability to reduce the pressure, can easily lead to the emergence of negative emotions by external pressure. The study results suggest that patients with mental disorders pressure reduced immunity to stress after suffering injury, so the symptoms may not appear immediately after suffering from PTSD, occurrence outside pressure is unpredictable, so it may be due to the outside world in the future life pressure before symptoms appear, Based on the above analysis, the post-disaster psychological assistance work should have a plan, targeted and some continuity, Many experts have made suggest that post-disaster psychological assistance if the time is too short, the lack of continuity may lead to many potential oversights off sick people, In addition to the disaster experienced personnel, rescue workers may also be psychological damage, so rescue personnel may also occur in some patients with mental illness, but this kind of crowd psychology rescue objects. For example: After the earthquake, the disaster psychological assistance to establish a number of stations, while experts, psychological Wenchuan earthquake relief work to last 20 years.

Meanwhile, with the development of society, from the "people-oriented" perspective, future research on post-disaster psychological intervention inevitable further assistance to develop. Research assistance for post-disaster psychological intervention, developed countries put a lot of manpower and resources, many countries have established National Institute of Psychology invasive treatment of trauma and post-traumatic stress disorder, such as conduct research, U.S. National Academy of Sciences - National Research Council Committee on Disaster Research Organization Washington University six universities and national mental health and public health services, such as four agencies jointly Institute studied natural disasters and major projects psychology and behavioral sciences. With the in-depth study of the psychological mechanisms disaster, disaster assistance psychological intervention methods, countries have summed up many types for different groups of psychological intervention assistance methods. These methods through the promotion of national research institutions has been widely used. However, due to different circumstances and cultures, foreign aid has psychological theories, techniques and methods may not be directly applied to our country's disaster appropriate psychological intervention assistance, Institute of Psychology series of problems in the Sichuan disaster experts to carry out scientific research findings show that China's post-disaster psychological intervention assistance needs of scientific knowledge and technical support, there are some problems to be solved bottlenecks, Recommends countries on the basis of existing scientific research institutions, the open space dedicated, specialized resources for investment-related psychological research, and to ensure that research can continue.

Tangshan earthquake of the 1970s as an example: the Tangshan earthquake 27 years ago, a huge earthquake disaster damage to property but also caused a lot of casualties, many survivors of the earthquake have been living in fear, anxiety negative emotions, or even very survivors emerged stress response, and these are more persistent stress response, psychological state of some survivors until now has not fully recovered, especially those with loved ones in the disaster killed more survivors difficult to recover. Most of the survivors will be varying degrees of anxiety or fear of negative emotions, there are even those who will produce world-weary thoughts or hurt other people around you. These mental illness will react in the body, such as people living in long-term negative emotions are more likely to suffer from cardiovascular and cerebrovascular diseases. Touch feeling the stress response lasting injury is one of the main factors, for example: a woman survivor of three children are killed in the earthquake, after a long period of psychological treatment after the grief until a certain degree of ease. But when she saw other families, parents and children together to enjoy their grandchildren, I could not help but turn them into grief, Another male survivors trapped under the rubble after the earthquake, after the rescue of danger, from after he left its mark, when alone in the darkness, he will feel very fear, and with there are signs of respiratory distress, fear of the future is very dark from him, until many years later that the disease has not been completely cured. According to post-disaster psychological survey of experts, most of the affected population will appear more or less mental illness, such as: disaster scene when most of a person's life are unforgettable, sometimes close your eyes and experience the disaster scene will be repeated. After a demonstration analysis, seismic crowd troubles mental illness meets the following three main characteristics: First, in the past have had a history, although the disease to treat, but due to the earthquake so stimulating relapse; Second, because of age or other causes excessive body debilitating, resulting in an earthquake or negative emotions can cause endocrine aspects of cardiovascular disease; Third, the lack of response to the disaster experience, leading to psychological stress due to excessive fear of problems, and sometimes occurs after aftershocks will always make victims recall scenes from the earthquake, but also increases the irritability and mood.

After a major disaster occurs majeure, psychological reactions of the affected staff will go through the following three stages: the fear of, When the affected person often just experienced

a disaster because the fear of losing the ability to think and act, and it is difficult to recall an experience, Recovery, Affected staff anxiety, insecurity and other negative emotions, leading to inattention or reaction delay phenomenon. Rehabilitation period, With the passage of time or after a later professional psychological assistance to victims can regain a healthy attitude, but will still be part of the affected person can not be restored to pre-disaster psychological state, Disaster victims in disaster psychological problems arise mainly in the following four categories: post- disaster stress reaction, Mainly refers to the affected personnel suffered great mental stimulation appeared after a period of psychological problems and mental disorders. For example, in a particular environment can cause the affected personnel to painful memories of the disaster, a disaster similar to reproduce, Phobic neurosis. In previous victims had no fear of a few things, because there is some time in the affected intrinsically linked with these objects, resulting in a huge disaster after the fear of such things, when in fact this is the scene of a disaster psychological fear, Anxiety neurosis, The main reason for this condition is the lack of security, always feel some kind of accident can occur at any time, resulting anxious mood. Obsessive-compulsive disorder, Antagonism generated from internal thinking, both want to do something, they do not feel safe, a loss problems.

As can be seen from the above analysis, disaster may or may leave an indelible mark on the body in the affected personnel thinking, Especially in the psychological, if not timely psychological assistance that may affect the rest of his life affected persons may even misanthropic tendencies or psychological violence,

Without adequate emergency psychology. Since the disaster emergency rescue work, the task is heavy, most rescue workers without adequate psychological preparation of the case into the rescue work, so when witnessing the plight of the disaster, as well as the face of the suffering of people overloaded with work, particularly when some of the is difficult to solve the problem, there will be some adverse psychological reactions affect mood and work efficiency. Every time a disaster, in order to accurately report the disaster, rescue the suffering of the masses, will send a large number of countries around the reporters and aid workers, most of these people will see the tragic scene of the disaster relief work overload plus day and night for the first time, so unable to vent their emotions, so many disasters and rescue personnel will be reported in a high stress, and possibly a few days to a few months after the table, emerged in post-traumatic stress disorder,

While most people have no direct experience of disaster relief, but in the rescue process, witnessed a large number of houses collapsed across the body bloody, mutilated limbs and other desolate scene, fled to listen to a lot of tragic story of the victims and rescue workers in providing psychological support, but also the transfer of the victims to their own pain and bear the " alternative psychological trauma" role, and there are a lot of rescue workers themselves living in the affected areas, are survivors of the disaster, such as the 5.12 Wenchuan earthquake in Beichuan medical workers, in the first time on the disaster into a process of intense medical treatment, are responsible for disaster trauma and the dual pressures of a rescue mission,

Rescue pressure environment. Some childhood living in big cities, plains warrior, age is still small, there is no mountain field experience. For the first time to participate in mountain rescue work, the process itself requires a mental adjustment, Secondly, disaster relief facing water shortages, lack of electricity, lack of food, poor transportation, Poor information, but also often a threat of aftershocks, landslides occurred. Furthermore, faced with hot weather, Such a large-scale disaster and numerous compatriots killed, disease prevention and rescue personnel to the disaster area and is also a severe test.

Ongoing rescue work led to extreme tiredness, Many rescue workers, including armed police, fire brigade, medical personnel, often several days and nights without sleep, often after a short break, and soon put new battle among the strength and energy to go through a big loss.

Expect too much of yourself, Relief workers in the early psychological intervention is often a complex, think they should take responsibility for counseling, they can solve all problems, but once fruitful work in their ideal, they tend to blame other negative emotions appear to affect mental health.

Concerns related to the implementation of post-disaster psychological intervention aid workers because of psychological crisis will be manifested in the behavior of two types of personnel, resulting in their behavior by various direct, objective, negative social effects, thus affecting disaster relief, reconstruction, social stability and social spiritual building. After the disaster affected very much related personnel, including the survivors, families of the victims and rescue personnel is difficult to get rid of the psychological shadow, this part of the population should be the focus of attention of the population of the community, It should be one of the crowd is affected by the focus on the subject, detailed terms, that is, after the disaster, relatives suffered death, disaster victims and major property damage disability strikes, In a panic, under anxiety, grief and suffering of the environment, they are easy to produce at a loss, anxiety, and hopelessness and other negative emotions apathetic, gradually lost confidence in life, and twisted outlook on life, values and view of life, resulting in the physiological behavior disorders, may also lead to serious assault, self-mutilation and other irrational behavior, Especially mentally unsound youth development, because life experiences and lack of emotional communication in disaster if no suitable opportunity to express, in the psychological trauma caused to be more important than adults, so be sure to pay attention adolescent psychological counseling after a catastrophic event, so that they have a healthy psychological growth process, There should also be a part of focus groups, including civil servants, health care workers, volunteers and soldiers and other people in the affected areas and relief, Because of their personal experience in disaster relief in the process of bringing the heart of the disaster impact, the process of helping the affected people, but also highly vulnerable victims, disaster relief and arduous process, unsuccessful rescue, will lead them lack of self-confidence inside the formation, pain, helplessness, fear and terror negative emotions, leading to insomnia, depression, irritability, anxiety, self-blame and guilt and so morbid, worse, can not be adjusted because of the mentality cause personality changes, cognition and behavior in stark contrast with the previous, unable to communicate properly with the community, resulting in behavioral disorders, eventually leading to excesses and uncontrolled behavior. Such disaster relief due to psychological trauma formed, not only for the reconstruction caused a negative impact, but also creates additional subject, is not conducive to the formation of a positive psychological atmosphere of the whole society, After research by scholars pointed out, the main impact of disasters around the words and deeds of the population ratio of 1:2030, and will be affected by psychological trauma caused by the impact of the crowd. So, be sure the two parts of the population, not only adopt technology, materials and other aspects of intervention and assistance, but also must promptly make the necessary psychological intervention to prevent psychological trauma.

Cognitive intervention. The human face of psychological stress reactions there are individual differences, and therefore the degree of stress when assessing an individual to fully consider their cognitive and emotional responses to stress in its presentation of general knowledge, it clearly showed their various Symptoms can be explained by scientific knowledge. According to reports, the individual's understanding of nervous stress and evaluation as well as specific measures taken to cope with, in varying degrees, and different individuals appear related to stress response. So raise awareness of acute stress on the individual level, with callers together to find a scientific basis, to correct its irrational thinking, help it improve the response to physical and psychological stress capacity.

Social support. Social support, including family, community, self-help groups and so on. Since some acute trauma occurs only among individuals or minority groups, failed to arouse

widespread attention, the parties can easily produce negative emotions, increasing stress in addition to the acute event. Social support intervention system, family support most significant treatment effect, treatment should properly assess the ability of the parties to support the family and help them strengthen their ability to reduce individual irrational fear. Family therapy is a key condition caused by traumatic stressors are clear, the question to point the family, rather than entirely borne by individual victims.

Drug intervention. Traditional drug intervention mainly to reduce stress, now more reasonable treatment includes two aspects: one is to reduce acute symptoms tricky to promote psychotherapy intervention and adopt new ways to cope. Second, biological treatment, the impact caused by the disaster and related biological systems. Studies have shown that tricyclic antidepressants and monoamine oxidase inhibitors in clinical better. According to another study reported five light selective serotonin reuptake inhibiting drugs (including methyl fluoride testicles Su Ling, peroxidase, sea juniper leaves are jellyfish) have better intervention. Current time advocated drug intervention, supplemented to psychotherapy and social rehabilitation, acute stress interventions should emphasize the multidimensional nature.

Ablation intervention. Ablation intervention emergency intervention model is an individual (firemen, etc.) the main method of stress ambulance, mental health workers to provide the opportunity to express ambulance thoughts and feelings in order to ease their disaster caused casualties caused by a sense of guilt communication process. Ablation intervention of six stages: exposure phase. Began as an informal conversation, to avoid making a statement of some impaired callers embarrass or personality problems; evaluation stage. Assessment of individual transfers from the current trauma situations out ability and willingness, and gradually turned into a normal therapeutic conversation; gather facts stages. This stage is very important, as soon as it is an effective means of screening may be in a state of crisis staff, whether main collection callers have been exposed to life-threatening trauma situations, the availability of exotic experiences and other traumatic stress; understand callers thinking active phase. Based callers have provided descriptive facts to understand the problem in the form of some of the content callers when an event occurs Lenovo mind; understand callers emotional experience stage. The fourth stage of callers based on content provided by asking their emotional experiences, ask questions to be careful, to avoid triggering callers other negative emotional experience; support to ensure and provide information stage. Although at this stage in the last column, in fact, throughout the entire process through active listening, giving information and practical support measures to help callers cope with a catastrophic event caused by a psychologically isolated, helpless and out of control emotions, to ensure that their callers reaction of "normal" of remorse and seeking help alleviate concerns. Defusing compared with Debriefing, short duration (10-30min), and can aid through the entire process, it is important that early intervention can have psychological problems ambulance personnel. The main problem is that this approach is not easy to accept the parties, they fear that they will accept the Defusing been criticized in the implementation of its mandate, but heavier psychological burden.

Collective interview, also known as a serious incident interviews (Critical Incident Stress Debriefing, CISD), is a system by talking to alleviate stress.

For mild victims or health care workers, collective interviews can be grouped according to different groups of people. We refer to this collective interviews positioned as a psychological service approach, not a formal psychological treatment, most of us face is normal, it can also be called a "serious incident interviews." Sudden disasters are any people to experience unusually strong emotional reaction situation, can potentially affect the person's normal mental function. For example: heavy casualties (victims' relatives), survivors, rescuers and live frontline staff and so on. Stress is caused by sudden catastrophic events because the event handler's ability to

respond to the event because of damage. Practice shows that the serious incident interview, "is a very effective psychological interventions.

Collective interview goal is to openly discuss feelings; support and comfort; resource mobilization; help the parties in the psychological (cognitive and emotional) digestion traumatic experiences. Collective interview is the ideal time to occur between 24-48 hours after the disaster, the effect is minimal after 6 weeks. Formal CISD is usually guided by a qualified mental health professionals to implement between 24-48 hours after the incident, the instructor must be a broad understanding of group therapy, within 24 hours after the incident without CISD, all personnel involved in the incident must participate. Collective interview process can be divided into the following stages, the entire process takes 2-3 hours. After a few weeks or a few months of serious incidents were followed. Introduction of the first phase (Introductory Phase), mentor to introduce yourself, introduce CISD rules carefully explain confidentiality issues. The fact that the second phase of (Fact Phase), ask participants to describe the process of some unexpected disaster incidents and events in their own reality itself; ask participants where in the course of these serious incidents, heard, seen, olfactory and committed; each participant are required to speak, and then participants will feel the entire event thus truth.

Phase III of the feelings (Feeling Phase), ask about feelings of questions: What do you feel when an event occurs what you currently feel that you have had similar feelings before you?

IV symptoms of ((Symptom Phase), participants are invited to describe their stress response syndrome, such as insomnia, loss of appetite, my mind flashed constantly shadow of events, lack of concentration, memory loss, decision making and problem diminished capacity issues, easy to get angry, easily frightened, etc.; sudden disasters asks participants during the unusual experience of what is currently in place after the incident unusual to experience what life-changing invite participants to discuss their experiences?? family, work and life and what impact change?

Fifth counseling period (Teaching Phase), describes a normal reaction; provide accurate information, explain events, stress response mode; stress response normalization; emphasize adaptability; discuss positive adaptation and coping; provide further information services; reminder of possible coexistence issues; given strategies to reduce stress; self-identify symptoms.

Sixth recovery (Re-entry Phase) clarified; summary interview process; answering questions; provide assurance; discuss the action plan; reaffirm common response; emphasizes mutual support group members; resources available; Moderator summarized.

Collective interviews Note: those who are in a state of depression or person in a negative way of looking at interviews, and may give other participants add a negative impact; In view of the interview with specific cultural recommendations are consistent, and sometimes culture ceremony can replace interviews; for the acute grief people, such as the death of their loved ones at home who are not suitable to participate in a collective interview. Because the timing is not good, interviews may interfere with their cognitive processes, causing insanity. If you participate in interviews, was highly traumatic for the same talks that could bring more of the other catastrophic trauma.

Passion for technology can rapidly improve the psychological catharsis was strongly hit some physical disorder symptoms and rescue workers or disaster victims, so that they quickly reduce the psychological pressure, reduce or even eliminate their symptoms of somatic disorders, actively and effectively coordinate relief and rescue effort or work Among maximize reduce losses caused by disasters. For some of the rescue team appeared somatic disorders, such as weakness, limp, incontinence, and extreme fear, etc., the use of technology has a good catharsis passion relief effect.

Passion is intense catharsis technology rescuers Under his leadership or trust's instructions, through body movement exercises to release the emotional catharsis of shouting and impact on abnormal mental activity, so that the physical and mental activities under the new state obtain a balanced emergency psychotherapy techniques. The technology is different from the general catharsis technology. Psychological adjustment method emotional catharsis technology is helpless accumulated, thus catharsis content clear, strong desire catharsis. Passion catharsis catharsis techniques, which way is the spirit of a sudden irritation or original, biological, emotional catharsis content sometimes clear, sometimes more vague, and sometimes not clearly aware of what exactly is emotional, so emotional vent requirements are very strong, and often need to be involved in the regulation of will inspire the same time, guidance or psychological relief workers who want to cooperate trust, orders or instructions. Passion catharsis technical methods of operation technology: Guidance (professional authority), or trust the person issuing the command to make it active limbs, make a few deep breaths, making the body relax; from light to heavy, from the unnatural to the heartfelt, enjoy cynical shouting available at this time interjection: Enzyme o,....."and so on, in order to vent out all the negative emotions, mood lifting adverse effect on the body is bound to restore the body's temporary control function;" ah,.....!" Experience a sense of comfortable, relaxed feeling, and thus experience the symptoms of the disease disappear as the face of a large number of corpses, some of the new rescue workers weakness, temporary paralysis of the body, there regression behavior (incontinence). experiences do not stop shouting when; when continued shouting and hard fists, kicking or running, so that the inner being concussion; experience enhanced self-confidence and control in the shouting; stopped yelling, physical activity with a passion for the rescue team to vent technology for emergency or disaster victims. When psychological assistance, must be enclosed in a soundproofed or places, so you can be passionate cynical catharsis, otherwise it will lose its efficacy vent is blocked.

Passion vent technology in disaster or emergency relief due to the rescuers brought intense psychological stimulation, resulting rescuers appeared to be limp, incontinence, and extreme fear, with good relief effect. Through a large number of individual clinical trials, the application of technology and passion catharsis worship relaxation techniques or technology, can greatly improve aid effectiveness, shorten the body to eliminate obstacles to the time spent. The technology is very suitable for the disaster scene and everyday emergencies caused by the body part of the organization gives temporary emergency relief appears dysfunctional.

Communication technology is the use of open, straightforward questions to get rescued psychological crux of the problem, through worship, such as psychology allusions and empathy means giving the best possible rescue rescued strategy to quickly reduce or eliminate the symptoms of behavioral responses, actively and effectively put into relief work among the losses caused by disasters to minimize. For disaster relief in site characteristics and various psychological blow and appeared emotional problems, argue disorder implement communication technologies. Communication techniques used include disaster site quickly and efficiently, firm, utilization and other aspects of the content. Fast and effective communication is open, direct and equal communication, and expression of the rescuers know want to get or give something, to identify what information to convey to others that you have to know what you want to express and what the other was saying; firm refers to the act resolutely, self-confidence, self-expectations, behavior clear, rational expectations and how to treat others. For rescued, rescuers what information you want to get rescued or saved by the crux of the inner need of assistance, say it clearly, rescuers should avoid impatience, make it clear that what you do is, you can not do promise. If the rescuer rescuers to be rhetoric, demand or reactions happy, fear, and anger, until after the clear communication themes come back immediately. Rescuers in the choice of wording, you must use the "I" (or "my"), and any show that is "You made the choice" words, avoid saying: "can not and should not be." Rescue team members should

remember that need to understand each other, does not mean you have to agree, but it can make it easier for the other side to accept your response. Avoid not fully understand until rescuers were refused, it is often unreasonable to require the other party to explain. Such as, "Can you explain what you say for example you?." Rescuers often do not have to apologize. Unnecessary apology will soften your stance, if rescuers want to compromise, not as good as with a firm tone, said: "I wanted to find a way to co-existence," which makes the rescuer can control the situation, and to ensure that communication is open and honest rather than caught in obscure roles and unknown meaning. Whenever rescuers statement, ask questions, request, or to make any oral communication when the content of speech is only part of the information, but another very important aspect of non-verbal: the sound, the sound level, and body language, when all these ingredients When conveyed are consistent with information that is clear for rescuers to be one hundred percent effective, that is, if the rescuer to be rescuers could not understand the language they talk about it, your language information is not may be accepted, but with the sign, gesturing, smiling and nodding, some things can still communicate. Specific communication should be noted: not to be vague rescuers information; note speech rate, articulate, calm smooth harmony; and rescuers to be highly appropriate distance to the right; communicate those rescued should watch face rather than aligning the eyes and so on.

First, disaster relief team members introduce self-identity, so that those rescued generate intimacy, trust and a sense of worship. Experience shows that this worship therapy, psychological assistance in the implementation of disaster is very important. Secondly, empathy or implied by speeding up communication between property damage and a lot of. As an expression language by those who make a lot of damage to property in person rescue team felt like family, friends, so a lot of property damage to persons with rescue work, patience. Third, the use of communication technology and other emergency psychological aid rescue techniques. Such as relaxation techniques, counseling techniques, so that those who get a lot of property damage and with full mental relaxation rescue.

Grooming technique is the use of accurate, clear, vivid, flexible, friendly language analysis to determine the root cause of this psychological condition, causes, nature and characteristics. Through worship, psychology and other means of allusions and empathy, giving the best of those rescued rescue strategy to rapidly reduce or eliminate symptoms of behavioral responses, actively and effectively put into relief work to minimize hazards caused by loss. Grooming techniques, also known as the emotional drain technology, is a psychological blow was suddenly stricken by dredge guide to unimpeded, to quickly reduce the psychological stress, restore their ability to control a psychological rescue techniques. Grooming technology can be said to be a traditional old psychological relief techniques. Its effect is very obvious psychological assistance. Whether the sudden psychological disasters is difficult to accept the fact of the victim, or the daily suffering from severe mental illness is salvors, with thoughts and feelings on grooming, excretion emotional, often can be cured. Technology is a tool to ease the language. For psychological relief workers were rescuers psychological stress situations, accurate, clear, vivid, flexible, friendly language analysis to determine the root cause of this psychological condition, causes, nature and characteristics. Inspire and encourage rescuers intensified fight against the disaster with courage and confidence to teach the method steps are rescuers overcome their psychological problems, and fully mobilize their initiative to master the self-understanding, the ability to recognize and correct, and promote their psychological the right direction, reduce, alleviate and eliminate the symptoms of behavioral responses to stress, relief work and actively participate.

Grooming techniques should be divided into three phases:

Clear stages: creating a good environment to ease and stimulate the causes is the intention to help promote confidence in rescuers and rescuers Chung was specifically talking about their true inner being pounded, the formation of self-awareness and self-analysis done;

psychological rescuer note seize the emotional changes to deepen understanding, promote mental stress shift properly.

Correction phase: the use of aversion reflex means undermine the psychological dynamic model, restore the original mental model; continue to ease, until self-control, and behavioral intentions psychological stress reaction symptoms disappeared.

Boot stage: to establish a good reflection of normal psychology and behavior, consolidating dynamic model of normal mental health care to prevent adverse external stimuli.

In the implementation of grooming techniques should be easily opened by rescuers using a heart and the language is easy to accept. Psychological rescuers do not necessarily say a lot, it is best to get through a few words that can be rescuer's communication channels, and gives a comprehensive analysis of the proper psychological assistance strategy to reduce the psychological stress rescuer was quickly restore control. Individual psychological assistance for no more than five minutes.

The use of technology for disaster psychological assistance to ease its general operating procedures are:

Correct judgment: the right to determine the nature and extent of the kind suffered by rescuers psychological blow. In order to do the right judgments, rescue workers must distinguish between psychological stress and psychological symptoms of mental disorders in both cases, to master a variety of behavior is often the site of a disaster rescuers reaction symptoms. Commonly used methods are: First, rescuers and being careful in-depth conversations, careful observation of their behavior; two rescuers are asked to present their experiences, life, work, personality, etc.; Third, based on experience to judge its psychological stress degree.

Rescue scene: first, to be concise about the psychological knowledge rescuers, let psychological problems need to know the truth of psychological relief to quickly build confidence eliminate the psychological stress. The second step focuses on the phenomenon generated by rescuers nature, characteristics and the elimination method, in accordance with the requirements set forth by rescuers, combined with their own situation and his own feelings back to the psychological relief workers, rescuers should be elaborated for and persuasiveness, ability to comprehend inspired by rescuers. The third step is the recognition on the basis of insight to guide and encourage rescuers stop by and accept the fact that disasters do not only think of their losses, there are many victims in need of help.

Psychological assistance ends: psychological aid workers should be carefully observed and carefully rescuer receives feedback information to assess the level of psychological stress rescuer is whether to generate sufficient self-control. For example, is the rescuer himself said: "Thank you, I was able to control myself, not an accident, please be assured that I went Grilled save other people buried pressure,.....", bringing psychological relief to complete; otherwise, should Rescuers were quickly sent to the appropriate departments, such as mental health department, counseling department.

Use grooming techniques should pay attention to. Symptom judgment: judgment symptom is suitable for use to ease the symptoms of those technologies. For example, extreme sadness, suicidal tendencies, and various psychological problems of stress can not accept the fact that disasters and so on. Establish the authority of the image: the rescue team to be honest, confident, decisive, so that their overall performance was in front of the image of the rescuers to establish an authority to be rescuers and thus make sense of trust. Seize the opportunity, timely intervention to end as soon as possible: because the disaster site emergency rescue team members often have many things to do, it is impossible for a long time only to be faced with a psychological intervention rescuers. So, the rescue team in the implementation of the intervention process, to carefully observe the emotional and psychological changes were rescuers, seize the opportunity, timely intervention, improve work efficiency.

Target To correct: because each is different from the specific circumstances of the rescuer, so what direction should divert must select the right target, so that the words and deeds of the rescue team to be recognized and accepted by victims.

To ease the path smoother: grooming techniques in the application is necessary to open their hearts to be the rescuer to inner emotional stagnation been released; second is guided in a positive direction, so be rescuers under the guidance of rescue workers were transfer emotion and attention. This work requires rescue workers, sensitive to observe and capture relevant information, understanding, flexibility in the intervention process, according to rescuers response was timely adjustments to determine the path. This is because, although the same thing, but the best solution is only one, which relies on the random-site rescue personnel judgment and processing capabilities.

actions. Autonomic nervous excitement reactions, including muscle tension, rapid heartbeat, cold hands, rapid breathing, etc., and the resulting physical reaction relaxation training, such as relieve muscle tension, heart rate slows breathing rhythm and keep your hands warm and so on. Once patients have physical reactions such confrontational, will report to alleviate his anxiety. Typically there are four relaxation training, they are: progressive muscle relaxation, abdominal breathing, attention focused on training method and behavioral relaxation training. Progressive muscle relaxation. In progressive muscle relaxation method (PMR), patients nervous system and relaxes the body's major muscle groups in each group, tense and relax the muscles so that they remain more relaxed than the previous state. Progressive muscle relaxation method first described by Jacobson, and since then has been widely distributed applications. To use PMR, patients must first learn how to tension and relaxation of the body's major muscle groups in each group. Patients can listen to the tape treatment, read the description of methods such as edge treatment while learning these techniques. Of each muscle group and describes how to use the PMR method is to keep them tight. Each group learned how tense muscles, the patient can begin the relaxation exercises. First, the patient uses a comfortable position, sitting in a chair as comfortable as the chair. Relaxation exercises should be in a quiet room or elsewhere will be no interference. Patient closes his eyes, muscle tension and relaxation in each group. Implement the first group of muscles on the right hand and arm, the group of patients who strained muscles five minutes, and then suddenly relax. This allows the patient to feel different group of muscles between tension and relaxation, then reduce this group of muscle tension for 5-10 minutes, and then the next group of muscles in the table - the other side of the hand and arm exercises. Patients who re-strained group of muscles, and then suddenly relax, get rid of this tension. In this group of muscles tense after reducing its tension, or make it in a relaxed, comfortable state. Patients Repeat this process until all the muscles have been tense and relax. When this process is complete, the body's muscles should begin to relax, less intense than the initial training, more relaxed. Many people during relaxation training, for the first time are the first with the relaxation tape or listen therapist instructions to do. When he can try to do to help the therapist or tape, you must first practice in each muscle tension and relaxation, then remember this sequence, in order to properly perform exercises. When the patient repeated practice PMR, you can try to do the relaxation of tension in every muscle group to achieve self-relaxation. Because PMR hair is to teach the patient to control the tension of the muscles themselves. Then, in the place where they may be nervous, to reduce muscle tension. For this reason, when people practicing PMR, suggesting phrase often used to imply language silent recitation of ways to help you relax. Another is abdominal breathing relaxation exercises, also known as deep breathing or relaxation breathing, it is full of rhythm in a way the patient's breathing. Every breath, patients with deep diaphragmatic oxygen inhaled. Because anxiety or autonomic nervous excitability occurs most often shallow and fast breathing, abdominal breathing in a more relaxed way of replacing this rapid shallow breathing patterns, thus reducing anxiety. To illustrate this point, let's look at the time when a person is both horror and

fear what happened? His breathing becomes rapid and shallow, and even breathing difficulties. Hyperventilation as a person feeling. In contrast to this is that a person of deep sleep and deep slow breathing, is an extremely relaxed state. Learning abdominal breathing, first select a comfortable seat, then put a hand on the abdomen Sternocostal below, this is the position of the diaphragm. When a person inhale, it should feel the abdomen moves outward, while the aperture diaphragm gas deep into the lungs. When duplex breathing, shoulders do not move. Inhale upward movement in the shoulders, which means that is located in the upper part of the lungs rather than just take a deep breath shallow breathing inside the lungs. Many people believe that when you inhale the abdomen should be hard. In fact, on the contrary, when a man with pieces of muscle deep breath, abdominal outward movement. After learning the correct breathing after each time breathing, abdominal swelling, patients are ready to begin. In order to reduce anxiety, practitioners began to practice deep breathing or abdominal breathing, you can choose to sit, stand or lie down, close your eyes, inhale slowly to maintain 3-5 seconds until the lungs to fill with air. In inhale while stretching every muscle to the abdomen. 3-5 seconds and then exhale slowly practitioners. In the same breath, the diaphragm near the abdomen. In abdominal breathing exercises, inhale and exhale through the nose the best. In inhale and exhale. Practitioners should focus on the feeling of breathing (eg, feeling the expansion and contraction of the lungs, into and out of the abdomen movement of air, etc.) due to the focus on these feelings, the autonomic nervous system will not relax too may have thoughts produce anxiety. Once practitioners can use in the practice sessions abdominal breathing to reduce anxiety, then, caused anxiety in the real environment, he can use this deep breaths to reduce anxiety levels.

Abdominal breathing exercises are an integral part of most relaxation training. For example, in PMR, and practitioners to learn proper breathing, muscle tension and relaxation in order to enhance the effect. If the practitioner is breathing fast and shallow way, then PMR would be invalid. Attention is focused on the training of practitioners to direct attention to a neutral or pleasant stimuli, and shifted his attention to anxiety stimuli. Methods include meditation, relaxation guide all methods produce images by focusing attention mechanism, and hypnotic. In the silent thoughts, and practitioners to focus on a visual stimulation, auditory stimulation or kinesthetic stimulation. For example, to allow practitioners to watch an object, to focus on the repeated instruction or her own breathing. When he was in practice able to concentrate on these areas, attention will not be focused on the stimulation of anxiety. Or visual imagery in guiding practice, practitioners conceive or imagine situations or images enjoyable. This exercise allows practitioners to focus again, it can not concentrate to produce anxiety thoughts or images. When practicing, linked with taking a comfortable sitting or lying position, close your eyes, listen to tapes or listen through the description of the therapist, imagine this scenario or image. When such imagination, tape or therapist will describe the sights, sounds and smells. For example, when describing the seaside scenery, the therapist can say, "You now feel the warmth of the sun shining on your skin, feel the warm sand under your feet, hear the waves gently slapping the coast, the smell of brown put oil sweetness." If the scene described more fully so practitioners will be more likely to imagine and to transfer those thoughts or images will produce anxiety. In hypnosis, the surgery to focus on the hypnotic suggestion from a therapist or tape. Under hypnosis, the surgeon's attention focused only on language therapist. This reduces the attention to external stimuli, including ideas and images generated anxiety. Recipients can also induce a relaxed state of hypnotic suggestion by silent recitation method. Note centralized training method is often used as part of other relaxation. In PMR, the practitioners to focus on each set of muscles are tense and relax. In abdominal breathing exercise, contact with the somatosensory focus on each breath. Meanwhile a state of relaxation is to practice by the abdominal breathing, imagery exercises and guidance PMR common components. As you can see, this relaxation method usually has many components. Relaxation

training in behavioral wave Peng (Poppen) described by practitioners to be handed over to relax with a relaxed posture in each group developed muscles of the body. This point PMR similar, but not tense and relax each set of muscles. Practitioners sat in a chair, so that all parts of the body to get the support of the chair, the therapist guiding practitioners so that each part of the body is to maintain the correct posture. Other acts include relaxation training relaxation training component. Practitioners to learn proper breathing techniques, focus on these 10 kinds relaxed posture. As you can see, this relaxation method includes three components: a focus on muscle tension, correct breathing, concentration.

Worship is a quick guide technology psychological assistance technology. The technology is based on trust in psychotherapy therapy and transfer therapy, through integrated development so as to satisfy a practical and rapid technological disaster psychological assistance. Relentless disaster victims suddenly come to the psychological unprepared body, so the body, mind, emotions and intellect severely hit, there are many behavioral response when disaster symptoms, such as extreme fear, despair, extreme sadness. If these symptoms are not controlled promptly and resolved, it is likely the former rescued the victims body, the latter due to its lack of timely relief cause psychological psychological breakdown died. In order to quickly and effectively reduce anxiety levels affected by psychological stress, reduce somatic disorder symptoms by rescuers to completely obey and adopt rescue personnel arrangements and persuasion, to create awareness of the rescuer to be worshiped is very important. Rescuers had been worshiped psychological, rescuers could be implemented very easily and rescuers mental communication, rescuers know what help is needed, and how to eliminate the psychological crux of the rapid integration of psychological repair injuries to actively and effectively put into relief work among maximize reduce losses caused by disasters. Worship psychological disaster relief boot technology has a simple and practical, fast, easy to accept the characteristics, through years of painstaking research and individual clinical psychological aid in the relief process implemented this technology just to meet the basic requirements of disaster mental relief.

Worship guide technology is ideal for disaster relief scene of psychology, its relief fast, practical and effective, easy to master, is one of the rescue team during the rescue indispensable rapid psychological assistance technology. Worship is based on the transfer of technology to guide therapy and trust therapy, through synthesis, processing, development and formation. Its purpose is to make the rescue team was temporarily rescuers to produce worship, the rescue team in action or speech, demonstration and guidance to be rescuers to re-establish a correct perception, accept the fact that disasters strike. The technique utilizes a diverse characteristics loving people, take a good hobby to reach a common language, then the rescuer prominent position in this field, causing worship. Worship guide technology to eliminate antagonistic confrontation is extremely effective. Time and space for the special disaster, rescue workers affected by the rational use of self-recognition, attribution required compensation mentality, psychological distress and psychological characteristics such as herd mentality when disaster victims in generating short guide full trust and obey a psychosomatic state, This technique is a fast, practical psychological rescue techniques. The implementation of the rescue team needs to have the following technical support technology. Quick and effective communication techniques: the rescue team must concise language, sincere listening technology, quick thinking and skillful rescue rescue techniques, giving victims quickly and effectively to embrace and feedback stage commitments.

Best of the rescue package: the rescue team should master the various relief programs complete disaster situations, including choosing the best rescue plan, the best rescue time, coordination of rescue departments and the use of the largest rescue resources.

Disaster when media: In order to appease the victims of psychological vulnerability, the rescue team should be timely and effective publicity. Include: basic knowledge of earthquake prediction and control of the spread of the earthquake disaster and earthquake prediction

method to obtain; shock sites, evacuation routes and evacuation knowledge; fire prevention, epidemic prevention, emergency rescue, reducing secondary disasters and emergency precautions when carrying stuff, etc. peacetime training preparations. National governments, people throughout the country and international friends are very concerned about the large number of affected people donate relief supplies, etc., and timely feedback to the disaster areas to encourage them to overcome difficulties together, solidarity and rebuild their homes, in order to overcome the natural disasters increase the determination and confidence;

Earthquake quell rumors: to curb the spread of rumors, disaster mitigation further psychological harm to the people. Closely monitor earthquake rumors in society, timely rumor circulated widely on the impact of the earthquake rumors and misinformation, please government leaders by the major media for public rumor.

Disaster notification: keep abreast of the earthquake monitoring department made earthquake trends, and timely notification to the affected people as well as disaster relief situations, so that affected people understand the psychological, anxiety, and actively cooperate and participate in the rescue work.

Master resource distribution and function: the rescue team should be very clear relief resources and facilities of various situations, such as shelters, disaster temporary hospitals, mental health agencies, schools, and various insurance agencies, etc., very accurate to the victims, it get timely help. Ideological education and legal advocacy: the vast majority of victims are positive, to focus on disaster relief, but there are a few people, the interests smoked heart, can not control his inner dirty thoughts, hair fiscal disasters. To avoid the appearance of evil psychological interaction, as well as the impact caused anxious must be frequent ideological education and legal advocacy. When disaster mental health knowledge necessary: the rescue team in the process of relief, you should have some knowledge of the necessary mental health, such as psychological needs, rescuers may occur when the victims of the disaster transient fatigue and post-traumatic stress disorder, etc.

System framework. America the federal government will American disaster mental health service system (Disaster Mental HealthService, DMHS) into the federal emergency response plan, is America national disaster medical system (National Disaster Medical System, NDMS) is an important part of. The national disaster medical system (NDMS) function mainly includes the emergency medical services, patients and a treatment, and all the links in all mental health professionals to participate in, the system of disaster mental health services (DMHS) plays an important role in America ten disaster emergency rescue. American State Department of mental health (National Mental Health, NMH) from the middle of the twentieth Century began to set about the disaster victim service programs, and Research on social psychological response to a major disaster fund. In 1974, America Federal Emergency Management Agency (Federal Emergency ManagementAgency, FEMA) funding for the intervention of psychological stress disorder in disaster crisis project, by American mental health service center (Center for Mental Health Services, CMHS) emergency service and disaster relief team consists of (Emergency Services and Disaster Relief Branch, ESDRB) is responsible for. The project marks the first official America disaster mental health services. After several earthquakes, hurricanes and other natural disasters and the "9.11" terrorist attacks such as America after the disaster, the disaster mental health service system (DMHS) has become more perfect.

Organization structure. USA disaster mental health service system is mainly composed of governmental and non-governmental organizations. Government organizations including the health administrative department of psychology the federal level and the state level and mental health services. The services the federal level include mental health service center (CMHS), consists of the substance abuse and mental health administration (SAMHSA) and emergency service and disaster relief project group (ESDRB), mainly to provide related services short-term disaster relief and psychological treatment for disaster victims. Specify the substance abuse and

mental health administration Federal Emergency Response Plan (SAMHSA) must be set up the professional disaster medical rescue team in the region, the event of a major disaster, must enter into the affected areas within 24-48 hours; emergency health care organization and set up affiliated to the Department of Veterans Affairs (Emergency Management Strategic Healthcare Group, EMSHG), the National Center for PTSD (National Center for Post-Traumatic Stress Disorder, NCPTSD) and re adjust the consulting agency (Readjustment Counseling Service, RCS) and other institutions, including the National Center for PTSD (NCPTSD) and re adjust the consulting agency (RCS) jointly carry out disaster mental health research, professional training organizations, set up to deal with network, and in combination with other organizations for disaster victims to provide mental health services. In addition, state governments are respectively according to their actual situation, the establishment of psychological health services in the corresponding.

Non governmental organizations, including many non-profit social organizations, academic organizations, religious organizations and institutions of higher learning. For example USA Red Cross (American Red Cross, ARC), American Psychological Association (American Psychological Association, APA), America Association for marriage and family therapy (American Association of Marriage and Family Therapy, AAMFT), American Association of social workers (National Association of Social workers, NASW), University Medical School, Department of Psychology Department of social work, nursing department, as well as some religious organizations.

Whether it is a government organization or non-governmental organizations, the federal or state level agencies, is also the federal disaster mental health service system (DMHS) component, is playing an important role in disaster psychological assistance. Concern. American federal disaster mental health service system (DMHS) are the main focus.

First, the social psychological response to the sudden catastrophic events. Psychological stress characteristics including research different groups of people in the disaster cycle, to determine the potential risk; risk factors of disaster environment, minimize the trauma; research in family interaction more effective disaster response unit.

Second, the mental health effects of the disaster on the ages of the victims and their families by. The disaster to the victims, including families, rescue workers, community members long, short-term impact; disaster caused psychological health consequences; federal and community mental health agencies dealing with non victims may lead to mental health consequences.

Third, design, implementation and evaluation of mental health services and treatment of disaster victims. Including the age suffering short-term crisis adjustment and long-term mental health treatment and their families; research and evaluation can make in mental health personnel under extreme pressure to avoid treatment and service mode has the psychological barrier; cooperative efficiency evaluation in the district health, mental health, legal service mechanism.

Fourth, the prevention of stress disorder and complication of disaster caused by trauma. Including the assessment of the public, private institutions for mental health emergency response plan.

Fifth, a better way to learn and application technology, in order to improve federal disaster mental health service system.

USA psychological crisis intervention which runs through the whole process of emergencies, including prevention and training, beforehand in aid and treatment and after long-term intervention and revision.

Prevention and training beforehand. Firstly, America Psychological Association and the Red Cross have established disaster professionals database, which includes not only the mental health professionals, including the organization and management personnel. Organizational management task is to plan, organize and implement. Mental health professionals is the

responsibility of the disaster, according to the nature of time, develop treatment plans fall victim to. Once the major sudden event, mutual cooperation organization management and mental health professionals and other emergency personnel, professional disaster medical rescue team, to carry out rescue work. Secondly, the National Center for PTSD (NCPTSD) proposed in disaster health personnel should possess the standard, and the American Red Cross (ARC) training for disaster mental health volunteers. The training content includes: the disaster to the individual, staff, organization and community impacts; related factors the adapt ability of disaster; high risk population prone to psychological problems of disaster; disaster after different periods for different risk groups need to adopt intervention methods of special; operation guide for mental health intervention of specific methods of operation guide disaster; mental health workers stress management; establish, matters relating to operation of disaster mental health service team; the federal response plan, the work of mental health disaster situation and the Inter Organizational cooperative communication to carry out overall.

Aid and treatment. America carried out in a large number of post disaster psychological intervention work in the aftermath of the disaster, has complete post disaster psychological intervention method and special intervention model. USA Red Cross (ARC) disaster mental health service system (DMHS) of three kinds of commonly used methods of intervention criteria presented in post disaster psychological intervention: decompression, crisis intervention and sharing report. Decompression (Defusing) usually consists of 1-2 trained mental health professionals to carry out, to individuals or groups of forms, encourage intervention object to discuss their feelings and related events in the good atmosphere of mutual support. Notably, this method should be limited to alleviate pain and individuals related to those of the emotions, it is not an individual treatment, should not be too strong or too deep exploration; crisis intervention (Crisis Intervention) is a kind of used for disaster relief to the victims and rescue workers extremely painful emotions a one on one the intervention method. This method is also non explore treatment methods, it focus on "here and now", coping style focus on problem solving and constructive, and does not involve deep psychological problems; sharing report (Be briefing) is more formal and structured than the previous two methods, and in the disaster site. It is a pre arranged to discuss as the main form of intervention methods, used for disaster relief workers, in order to help they will own about disaster experiences from feeling up to a deeper level of understanding, so as to have a picture to this end. Share the report also play the role of education, strategies to cope with the stress response to inform workers of normal and abnormal and the.

In addition, America disaster psychological intervention has two special intervention model. A critical incident stress report model (Critical Incident Stress Debriefing, CISD), is a critical incident stress management (Critical Incident Stress Management, CISM) part in intervention system. The model by Mitchell in 1983 based on the experience of military stress intervention on the proposed, the purpose is to safeguard the disaster relief workers in mental health. This mode after several amendments and widely used, is now applied to psychological trauma of all types of personnel. This intervention model emphasizes on "the framework of cognitive emotion cognition", team members together to discuss disaster experience, through the vent early after the disaster, the traumatic experience and the description of group and peer support to encourage participants to gradually recover from traumatic experiences; the second model is the psychological reaction after the disaster strategy (Disaster Mental Health Response Strategies, DMHRS), is the National Center for PTSD (NCPTSD) group intervention method and the Department of Veterans Affairs launched, its purpose is to help disaster survivors, family, and community to provide timely, and post disaster psychological reaction stage adaptation of the mental health service.

After the long term intervention and revised. Psychological intervention American disaster occurs not only in emergencies before and unexpected events, but also in the incidents is still

ongoing, supported by the state, organize the relevant research institutions and set up a special post disaster counseling groups (such as veterans established National Center for PTSD (NCPTSD) etc.), long-term intervention follow-up to a huge disaster crowd. In American, all veterans to receive psychological diagnosis, to determine whether the psychological problems need to be intervention; psychological crisis for post disaster crowd, provides the specialized agencies of the treatment intervention, and the intervention is long.

Extensive intervention object. Disasters and accidents in the rescue process, the need for psychological intervention in addition to the families of the affected people, but also his friends, colleagues, rescue personnel, witnesses, indirect messages received disaster and other relevant personnel people, they are needed an important part of the object of psychological intervention, but also on their psychological help post-disaster psychological intervention. In the scene of the accident, rescue personnel engaged in relief, rehabilitation staff, and medical staff, both to ensure that the entire energy into relief work, but also face the families of the victims, there will be a feeling of exhaustion and will affect the work efficiency, so it needs timely psychological intervention. The special nature of the work to make disaster relief workers witnessed the horrors, the suffering faced the crowd, but also overworked, rescuers will be many adverse psychological reactions, affect mood and work efficiency. Therefore, many countries will carry out preventive training for rescue workers to help them advance understanding of the stress response that may arise, strategies to help them learn skills to cope with stress and deal with problems encountered events to promote awareness of their own emotional states, reduce the incidence of negative emotions.

Diversity main intervention. Psychological intervention system includes not only the government, but also includes a large number of non-governmental organizations. NGO in academic research as well as post-disaster relief and other aspects of psychological emergencies psychological stress have played a positive role. In the dawn of the disaster, NGO by the common feelings, values, beliefs, aspirations of people in close formation with many governments do not have the advantage. Many foreign crisis after psychological intervention is done by the NGO. In addition, international organizations psychological intervention system also plays an important role. Some international organizations such as the European Union into a network, when a catastrophic event occurs when the local government immediately get in touch with their psychological intervention organizations, professional organizations will be organized as soon as possible to the scene to conduct crisis intervention, the national professional organization responsible for the supervision of the backup job. If the national professional power shortage, can apply to international organizations networking assistance. Currently, these networks have played an important role in the intervention. Since the 1980s, the United Nations World Health Organization (WHO) Mental Health and Substance Dependence Department and the Department of Emergency and Humanitarian Action needed after a disaster combined to provide psychological and social support, crisis intervention marks the start of the international cooperation. After a major disaster in the Great Hanshin Earthquake in Japan, United States 9 • 11 terrorist attacks and other psychological crisis intervention WHO has sent experts and local levels of psychological crisis intervention organizations work together to provide relief to the victims.

Professional intervention personnel. When emergencies occur, psychological interventions must have received relevant training, knowledge with psychology or psychiatry, can be related to psychological crisis intervention personnel. So often abroad in peacetime to establish a database of professionals in the event of a disaster or major accident, according to need as quickly as possible to deploy personnel from psychological intervention team. In addition, volunteers weekdays also focus on general knowledge of psychology and psychiatry training, you can work or assist hotline and community mental health services in times of crisis.

Continuing the process of intervention. Post-disaster psychological crisis often lurk just broke out a few years or even longer. For example after the 1991 Gulf War, many people suffer from something called "Gulf War Syndrome" Within ten years after the Great Hanshin Earthquake, because lonely death in the temporary housing for the elderly up to 560 people;; follow-up survey in 1997 northwestern Kagoshima, Japan after the earthquake showed that psychological trauma stress disorder in children and adolescents after trauma (PTSD) incidence in three months after the disaster was 10.2% after 2 years was 1.8%; adults in the six months after the occurrence of PTSD was 6.5%, a year and a half later was 4.2%; Another example is the U.S. After experiencing the "9.11" terrorist attacks, there are about 1/5 of people feel more than ever, severe depression and anxiety; himself because "9.11" feel depression or anxiety about 800 million Americans report; terrorist attacks 8 months later, a lot of school-age children in New York are still having nightmares. 7 percent of Americans said they had since the "9.11" incident went to see mental health professionals; same number of people because of the terrorist attacks and taking prescription drugs, which is much higher than before the attacks. Therefore, the process of psychological intervention throughout the entire incident, and persists after the incident.

Systemic Intervention System. From the experience of emergency psychological intervention abroad, particularly the United States experience psychological intervention system is actually a loop system, including advance prevention, intervention, and post it in the revision of the relevant mechanisms. Advance the prevention, including institutional settings, such as mental health training and popularization of knowledge related to psychological intervention personnel; thing in the short-term and long-term interventions, including psychological assistance; lessons learned afterwards, the relevant mechanisms and laws be amended and improved. Every stage of the system are closely linked, indispensable. So as to ensure that the entire system to adapt to changes in the environment, and the continuous development and improvement.

The so-called image of the government is the government's external appearance is in the minds of the public feel the government's behavior, performance formed the impression, evaluation and beliefs. Public awareness is the main image of the government, the government is reflected in the eyes of the public objects. Deeply rooted in the hearts of the public image of the government, and by feeling, impression, evaluation and beliefs gradually formed and manifested, and ultimately determine the extent of the government and its policy statements and actions to maintain the image of being accepted and being espoused. Image of the government is a special political resources, it is one of the basic elements of government influence. Government reflects the influence of psychological way interaction between government and the public, it is decided whether government policies acceptable to the public or to what extent an important factor to be accepted, and the direct impact of government policies on public mental, behavior or behavioral tendencies. In general, a good image of the government with great cohesion, it can nurture people's sense of identity and responsibility of the government and form the basis of the legitimacy of government authority. Thus, a good image of the government can greatly reduce drag government policy implementation, is an important resource for the Government to implement policies to achieve the stated policy goal. Keziliyong of policy implementation is to reduce costs and improve efficiency inexhaustible source of policy implementation. Under normal social order, has a close relationship between the government's management performance and public image, and in the public state of crisis, the government is legalizing social managers, effectiveness and outcomes of its impact on public crisis management public the degree of trust in the Government and its authoritative position and a good image in the eyes of citizens. The purpose of government is to deal with public crises greatest extent possible deterioration of the situation and control the spread of the crisis to reduce the losses caused by the public to a minimum, to recoup their losses in the

shortest possible time, to protect the interests of society, maintaining the government's image. The establishment of a scientific and efficient psychological crisis intervention mechanism, enhance the ability of the whole society to deal with public crisis management, protection of people's lives and property safety, is the bounden duty of the government. In a few days, "9.11" after the incident, Bush's image appeared on television constantly, so that the American people feel that the government is taking this aggressive public crisis response actions, and his emotions are infected with the American people, so that people from the psychological fear after the attacks, grief soon turned to hatred and united against the enemy terrorists passion. U.S. domestic media and public opinion is also consistent with the government, the country set off a wave of patriotism. The Bush administration greatly benefit from using the media to make their own, greatly improving the image of the government to consolidate his own power position, but also to prove that if the media boot properly, the crisis could turn into.

Since the 1970s, at the same time promoting the development of productive forces and social issues of reform and opening up process of the formation of the government also presented unprecedented challenges. Public crisis impact and harm is enormous, and it is multi-faceted, damaged the image of the government, economic and social life of chaos and order fluctuations are likely to occur simultaneously. Time after a public crisis, public psychology overwhelming impact of the government public crisis related personnel psychological crisis intervention through psychological crisis intervention mechanism in public crisis state to establish government responsibility, focusing on government management "people-oriented" The core concept is conducive to further the scientific concept of development to implement in practice, as well as helping to train government staff concerned citizenship, social awareness and concern of the people, and laid a solid foundation for the government to address potential social problems. In addition, routine public crisis management mechanism of psychological crisis intervention to optimize the relationship between cadres can become, adding a good degree of integrity of the media. Therefore, both the Government and the people live from maintaining social stability, safeguard the legitimacy of the government or from the government to enhance the image of departure, they should actively establish sound public crisis management psychological crisis intervention mechanism.

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