

***Psychosocial and
Mental Health Support
After the Earthquake***

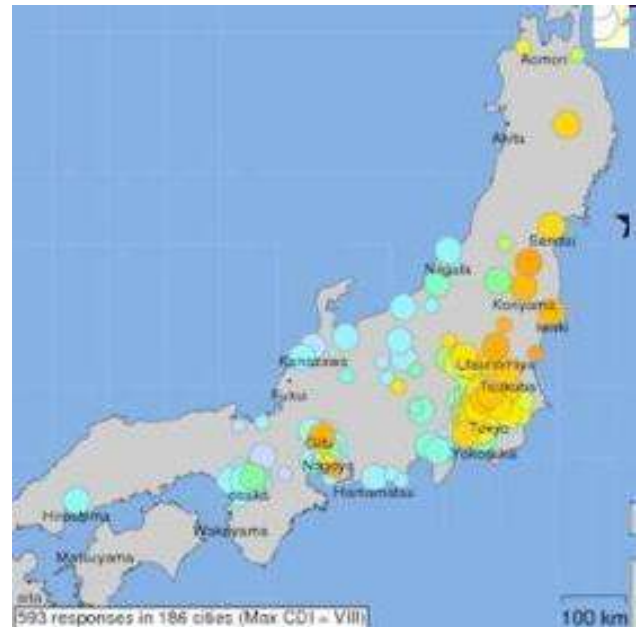


Tokyo English Life Line



Supporting Humanitarian Disaster Relief

On March 11, a powerful, magnitude 9.0 quake hit northeastern Japan, triggering a tsunami with 10-meter-high waves that reached the U.S. west coast.



TELL focused on 5 key support areas;

- 1. The Life Line ran during and after the disaster***
- 2. Website information and resources***
- 3. Coping after a disaster resources, talks for schools, organizations and workplaces & onsite support***
- 4. Linking professional societies, government and NGOs***
- 5. Psychological First Aid training to NGOs***
- 6. Compassion fatigue workshops to NGOs and individuals***

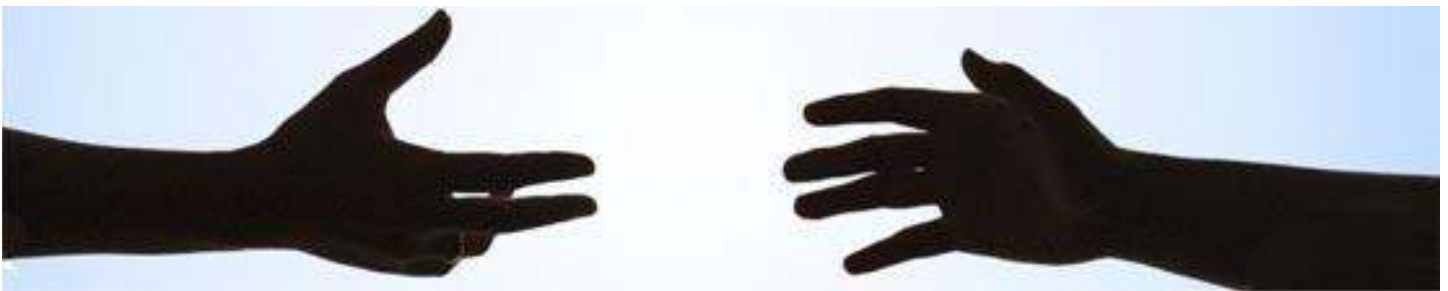
1. The Life Line: 03-4775-0992



Calls to the Life Line were immediate – from abroad & across Japan.

Predominant issues:

- Acute anxiety following the earthquake and tsunami*
- Chronic anxiety over ongoing problems at crippled Fukushima nuclear plant.*
- Uncertainty about what to do/ how to respond*
- Lack of accurate information in English*

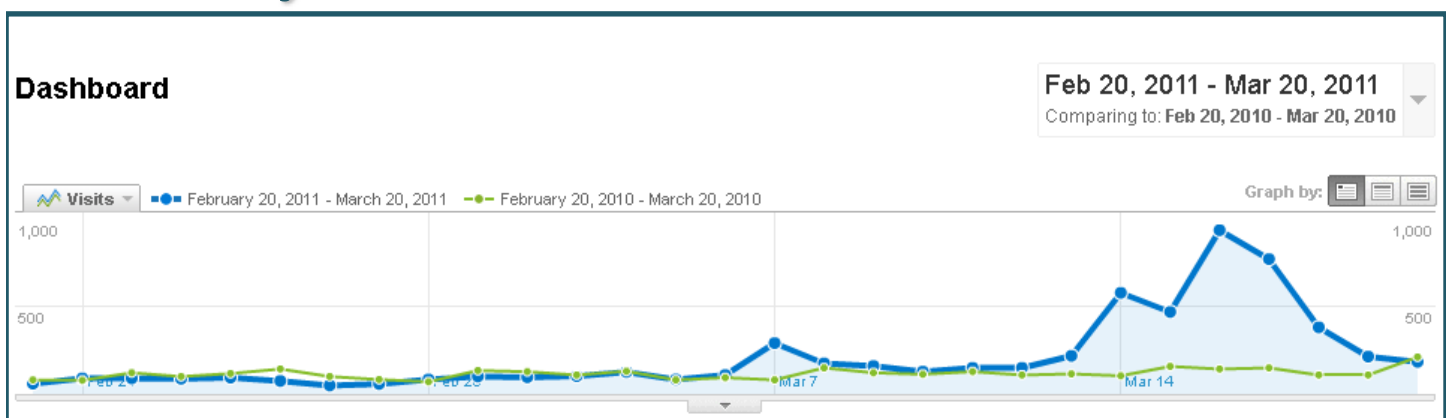


The Life Line continued to operate without interruption everyday from 9am – 11pm to ensure the community had somewhere to turn to. Faced with the threat of blackout and train stoppages, Skype and other tools were used to ensure support was always available.

2. Online Information and Links

The screenshot shows the TELL (Tokyo English Life Line) website. The header includes the TELL logo and navigation links: Get Help, Support TELL, Events Calendar, About TELL, and MAP. A breadcrumb trail reads Home » About » News. A left sidebar contains menu items: History of TELL, Our People, Jobs, TELL News, and Contact Us. Below the sidebar is a circular logo for 'ONLINE ENGLISH DIRECTORY WIKI-tell' with the text 'FIND HELP IN ENGLISH'. The main content area features a teal banner for 'UPDATED!!—JAPAN 2011 EARTHQUAKE HELP' and a large blue box with the text 'JAPAN 2011 EARTHQUAKE NEWS - HELP - RESOURCES'. Below this is a section for 'Disaster Emergency Message Dial' with three red circles containing the numbers '1 7 1'. A small text block explains the service. A list of links follows: EMOTIONAL SUPPORT AFTER THE EARTHQUAKE, LIFELINES, DONATE/ HELP THE RELIEF EFFORT, INFORMATION AND RESOURCES, KANTO BLACKOUT SCHEDULE, and DISASTER MESSAGE BOARDS. An image of a person on a phone is partially visible on the right.

TELL focused on gathering accurate, reliable information – firstly, with emergency information, and secondly, with helping people cope. Hits to the TELL website rose dramatically.



3. Normalizing – Building Resilience

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概說

經歷過日本發生的大地震及海嘯後,若有情緒上的反應是很自然且正常的影響不僅是立即性的,且在情緒上有負面影響.例如無法正常工作,上學,生活作習.感受到過多的壓力.幫助人們了解創傷,或許有助他們重回原本的生活,找回在災難中失去的東西.

每個人都有自己的方法去應對災難,其中最普遍的是過度警戒心,容易過度警慎及小心,或是有的人會孤立自己,不想與人討論.但是每個經歷過災難的人都會受其影響.所以

- 若是你擔自身,親朋友好友的安全,這是很正常的
- 有些人可能會頭痛,肌肉痛或是胃痛
- 有些人可能
- 有些人可能
- 有些人可能

tell

Чего ожидать после травмирующих событий

После землетрясений и цунами, которые только что произошли в Японии, нет ничего удивительного в том, что каждый человек, переживший эту трагедию, испытывает глубочайшее душевное и физическое потрясение. Разрушительное действие этих событий простирается далеко за пределы непосредственных видимых параметров этой катастрофы, нанося прежде всего глубокую психологическую травму. Прерванный режим работы у взрослых, школы у детей, повседневных дел и забот добавляет напряжение и стресс и без этого нелегким обстоятельствам. Поэтому прежде всего понимание, как события такого масштаба влияют на психику, поможет справиться с шоком, вернуть привычный контроль над событиями, а вместе с ним и нормальный образ жизни. Все мы, конечно, по-разному прореагировали на бедствие, обрушившееся на нас, и по-разному пытаемся справиться с его последствиями. Самая распространенная реакция – люди становятся сверхбдительными – напряженными и настороженными; кто-то наблюдая природную реакцию на себе, ост

- Вполне естественное поведение родственников, друзей
- Мы можем испытывать боли в животе, головные боли, боли в мышцах.
- Мы можем испытывать трудности со сном и питанием.
- Мы можем испытывать трудности с концентрацией, ясно мыслять, и принимать решения.
- На нас могут навалиться чувства грусти, тревоги, подавленности, и гнева.

tell

What to Expect after a Traumatic Event



It is natural and normal for everyone to experience emotional reactions after the recent serious earthquakes and tsunamis in Japan. The effects go far beyond the immediate devastation and destruction, taking an emotional toll on everyone. Disruptions to work, living situations, school, and daily routines add additional strains and stressors on everyone. Helping people understand how traumatic events affect them, can help them to gain control over their lives again, something that was lost with the disaster.

Everyone has different needs and different ways of coping with a disaster. The most common reaction is hyper-vigilance - feeling over cautious and wary about things - others may withdraw, and not want to discuss events. But everyone who sees or experiences a disaster is affected by it, no one is untouched.

Common Reactions to traumatic events

- It is normal to feel anxious about safety for yourself, family members, relatives, and friends.
- Some people may experience headaches, muscles aches, and stomach aches.
- Some people may experience disruptions to their sleeping and eating patterns.
- Some people experience trouble concentrating, thinking clearly, and making decisions.
- Some people feel sad, anxious, overwhelmed, and angry.

TELL disseminated information on coping with disasters to adults, parents and teachers in 17 languages.

4. Linking with Professional Orgs/ Gov't/ NGOs

The Japan NGO Center for International Cooperation (JANIC)



Japan Platform



The Japanese Society of Psychiatry and Neurology



Tohoku University in Sendai (Miyagi)



東北大学
TOHOKU UNIVERSITY

International Mental Health Professionals Japan



IMHPJ
INTERNATIONAL
MENTAL HEALTH PROFESSIONALS
JAPAN

The Great East Japan Earthquake Psychological Support Center

東日本大震災心理支援センター

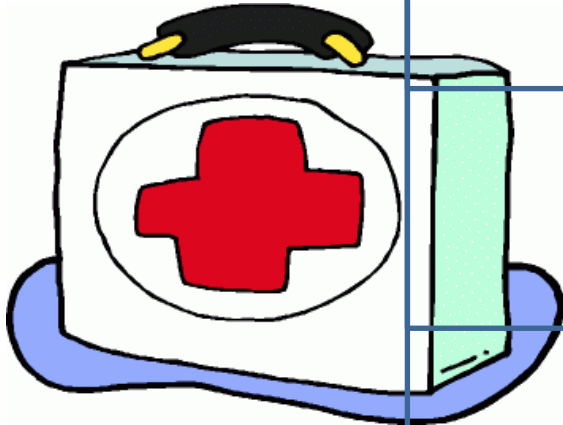
Inochi no Denwa



一般社団法人 **日本いのちの電話連盟**
FIND (Federation of Inochi No Denwa Inc.)

5. Psychological First Aid (PFA) Training

PFA is a non-clinical approach.
Basic strategies of PFA :



Helping affected individuals to feel connected to others, provide them with access to emotional, social, and physical support

Helping affected populations to help themselves (individually as a community)

Helping first responders with self care strategies.



Current global guidelines recommend that all relief and health workers interacting with those affected by disasters should be trained in Psychological First Aid

Organizations trained in PFA

Organization	City	People trained	Disaster activities of individuals trained
TELL	Tokyo	50	Telephone Life Line for English speakers
Kanto Inochi no Denwa	Tokyo	21	Japanese Life Line
Sendai IND (TOT)	Sendai	77	Japanese Life Line in affected area
Link Japan	Tokyo	12	Volunteers: cleaning streets, digging mud, providing supplies and warm food
AAR Japan	Morioka, Sendai	27	Providing appliances, supporting permanent housing units, renovating facilities for disabled, food supply, sending counselors for the survivors, Opening salon for communication and support space
Recovery For Japan(TOT)	Tokyo	59	Sending counselors to survivors, free school bus service, taking care of children
Fukushima IND	Fukushima City	20	Japanese Life Line in affected area
Japan Assoc. of Mental health (TOT)	Tokyo	54	Phone counseling and face to face counseling in Tokyo and affected area
PCAT(TOT) (Japan Primary Care Association Team)	Tokyo	39	Primary medical care professionals, counseling in affected area. Support for evacuees in shelters and at home. Public health support. Relief work for suffering doctors and damaged hospitals. Relief work for the residents in temporary housing or at home.
Mejiro University	Tokyo	18	Volunteers: conversation partners, tea service
JEN	Ishinomaki	11	Opening salon for communication space, gardening, cleaning, providing supplies, Reconstruction support, gardening, cleaning, helping out fishermen, farmers,
Jochi University	Tokyo	11	Conversation partner, play with children
SHARE (TOT)	Tokyo	3	Primary care and counseling in affected area Public health and medical support
Rikkyo University	Tokyo	15	Volunteering to clean up, digging mud,
Peace Boat	Ichinoseki, Tokyo	6	Reconstruction support, gardening, cleaning, helping fishermen, farmers,

6. Compassion fatigue

- *TELL provided workshops on compassion fatigue and piloted distance support for NGO and welfare workers with secondary distress*
- *TELL introduced English speaking embassies to PFA*
- *TELL published and shared its results*

Partner organizations and sponsors



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TELL Counseling Center: 03-4550-1146

www.telljp.com