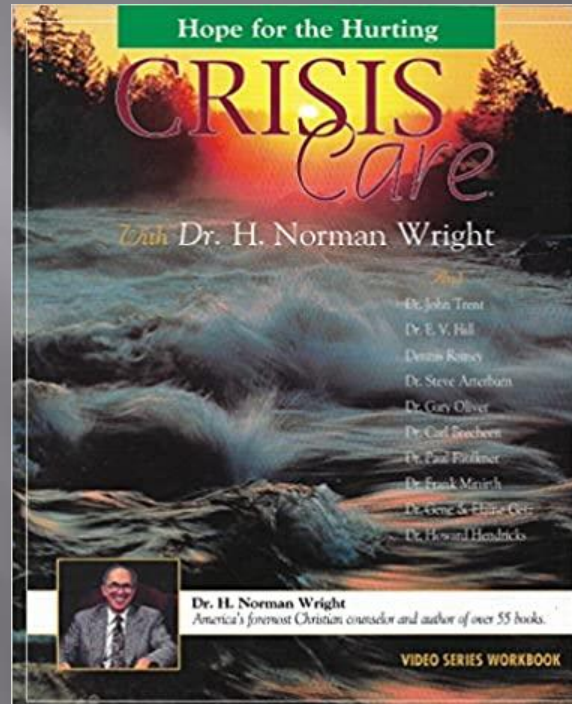


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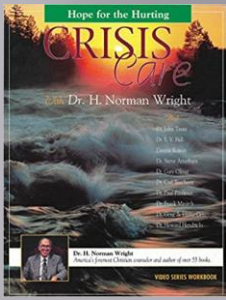
FYI:

- Thirteen part series on crisis management
- Requirement for Pastoral Counseling
- Performed 13 week class using this material

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Session Titles

- “People In Pain”
- “ Bridge Over Trouble Waters” (Characteristics Of A Crisis)
- “Trusting God” – Heavenly Perspectives (Counseling Fundamentals Part 1 and Part 2)
- “Patterns of Pain” - Counseling Phases
- “Nuggets of Truth” – Principles of Counseling
- “Hope for the Hurting” – Depression
- “Expect the Unexpected”
- “Exploding the Myths”
- “Silence Is Golden”
- “The Rubber Meets the Road”
- “Making a Difference”



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Hope For The Hurting

2 Cor. 1:3-4

“People In Pain”

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Session One

- Two Questions
 - *"What was the most recent crisis that you've experienced in your life personally?"*
 - *"Why did you call it a crisis?"*

Crisis
impacts and hurts

vs.

Loss
overwhelms

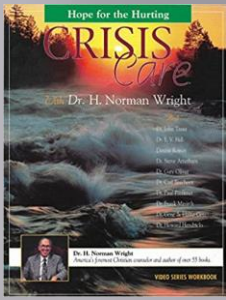
- Definition
A state in which people have failed to resolve a problem.
- Responses
 - **Withdraw** because they don't know what to say
 - They **talk too much**

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Session One, Cont'd

- **Characteristics of Crisis**
 - A crucial time
 - A turning point
 - A time of change
 - A time of despair but also of opportunity
 - A pivotal point in any person's life

- **Symptoms of Crisis**
 - They're in disequilibrium
 - They show signs of stress
 - There is an attitude of panic or defeat
 - Decreased efficiency
 - Focused on relief



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Hope For The Hurting

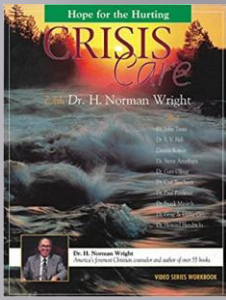
Psalms 46:1

*“Bridge Over Trouble Waters”
(Characteristics Of A Crisis)*

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Session Two

- One Questions
 - *"How do men and women handle crisis differently?"*
 - Don't share emotions or feelings
 - Have no close male friends
 - Their identity is in their work
- Characteristics of a crisis
 1. Most crisis hit without warning
 2. Others can be anticipated
- How People Interpret Crisis
 1. Threat
 2. Loss
 3. Challenge
- Responses to a crisis
 1. The exhaustion crisis
 2. The shock crisis



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Proverbs 3:5

“Trusting God” – Heavenly Perspectives
(Counseling Fundamentals Part 1 & 2)

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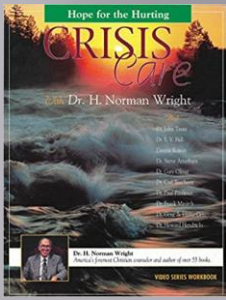
Session Three and Four

- The Principles of Counseling - A return to the basics
 1. Listening (Proverbs 18:13)
 2. Rely on the power of God (Proverbs 3:5,6)
 3. Maintain genuine interest and love (Proverbs 10:19)
 4. Know when to speak and when to be quiet (Proverbs 17:27,28)
 5. Keep confidence (Proverbs 16:23,24)
 6. Saying the right words and giving advice
 7. Helping and edifying
 8. Be involved and empathic
 9. Teaching and admonishing
 10. Be honest
 11. Be accepting

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Session Three and Four, Cont'd

- Factors that Affect Listening
 1. Gender
 2. Education
 3. Past experience
 4. Attitude
 5. Personal feelings
 6. Emotional/physical state



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Hope For The Hurting

Philippians 2:4

“Patterns of Pain” - Counseling Phases

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Session Five

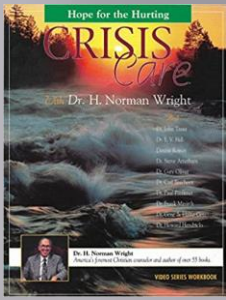
- The Phases of Crisis
 - Phase 1 – The Impact Phase
 - Shock/Numb *Last 24 – 36 hours*
 - Phase 2 – Withdrawal and Confusion
 - All Emotions can be present
 - Phase 3 – The Adjustment Phase
 - A time of positive thoughts
 - Phase 4 – A Sense of Hope
 - Reattachment to something new

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Session Five, Cont'd

- Change and Crisis Sequence Chart (Ref. Chart 1)

- Ways to Use the Chart
 1. Plot where individuals are in a crisis.
 2. Determine what to do and what not to do.
 3. Identify individuals stuck in phase 1 or 2.
 4. Show the individuals their phase in a crisis.
 5. Learn the phases ahead of time.



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Hope For The Hurting

III John 4

“Nuggets of Truth” – Principles of
Counseling

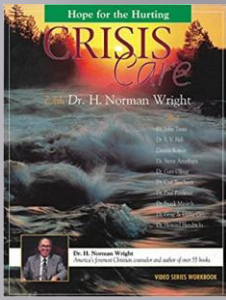
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Session Six

- Use Empathic Response Lead (Ref. Chart 2)

- Basis Principles for Counseling
 1. Listening
 2. Paraphrasing
 3. Reflecting back (use empathic leads)
 4. Help the person talk concretely
 5. Remember they mix past, present and future together
 6. Endeavor to ease some of the emotional stress of the moment
 7. Deal with immediate issues
 8. Generate possible solutions
 9. Break solutions into small steps
 10. Confront obstacles to the solution
 11. Identify acceptable solutions
 12. Make a contract for action
 13. Put it in writing

- Use Scripture to Share (Ref. Chart 3)



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Hope For The Hurting

Psalms 147:3

“Hope for the Hurting” – Depression

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Session Seven

- What is Depression?
“...Nothing more than a message system telling us that something else in our life is going haywire, and we need to listen to the message and deal with it.”

- Depression vs. Sadness
 - ✓ Depression is more intense than sadness
 - ✓ Depression lasts longer
 - ✓ Depression interferes in a significant way with day-to-day functions

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Session Seven, Cont'd

- Characteristics of Depression

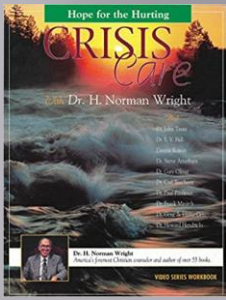
1. Hopeless
2. Despair
3. Apathy
4. A change in physical activity
5. A loss of self-esteem
6. They consider suicide
7. They're oversensitive

- Depression Stages

1. Sudden depression
2. Gradual development of depression
3. Spiritual reactions

- Causes of Depression

1. Insufficient food or rest
2. Medications
3. Physical causes
4. Reproductive problems
5. Repressed anger
6. Loss (grief depression)
7. Negative thoughts
8. Family behavior – guilt
9. Success



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Psalms 27:14

“Expect the Unexpected”

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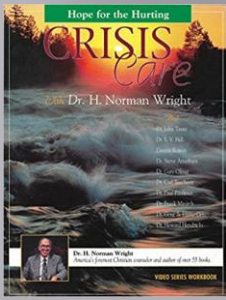
Session Eight

- Types of Losses
 1. Real or concrete loss
 2. Abstract loss
 3. Imagined loss
 4. Threatened loss

- The Purpose of Loss
 1. Loss teaches us that we can't have what we want every time.
 2. Loss is an opportunity to experience the comfort of God.
 3. Loss teaches us to depend on God.

- What is Grief?

“Grief is intense emotional sadness caused by loss.”



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Hope For The Hurting

Psalms 28:7

“Exploding the Myths”

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Session Nine

- Common Myths About Loss?

- Myth 1

- Replace the loss as soon as possible

- Myth 2

- Grieve by Yourself

- Myth 2

- Time heals all wounds

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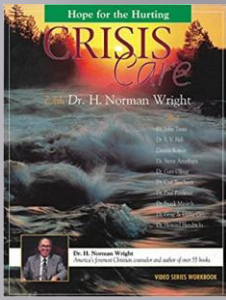
Session Nine, Cont'd

- The 3-Month Follow-Up
 - Intensity of Grief Chart (Ref. Chart 4)

- Average Times of Grief
 - Death through natural causes 2 years
 - Accidental death 3 years
 - Suicide 4 years
 - Homicide 5 years
 - The death of a child no closure
(the ultimate bereavement)

- Unhealthy Manifestations of Grieving
 - Suppression of emotions • Insensitivity to loss
 - Extended indecisiveness • Hyperactivity
 - Behavior detrimental to self • Enshrinement
 - Self punishment from guilt • Altered relationships

- Expression of Grief
 - ✓ You express your feelings
 - ✓ You express your protest
 - ✓ You express your affects



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Psalms 27:7

“Silence Is Golden”

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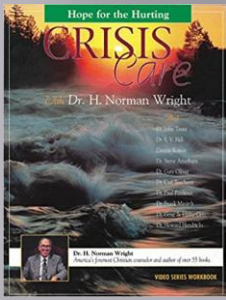
Session Ten

■ Situations

- At the time of a funeral
- At the death of a baby
- Placing an elderly in a rest home
- During a divorce
- Terminal illness
- Pet dies

■ What to say / what not to say

1. Do be personal.
2. Do be specific.
3. Do reflect the loss.
4. Don't minimize their pain.
5. Do acknowledge their loss.
6. Don't say, "I'm so sorry."
7. Do offer to do something specific.
8. Don't say, "You shouldn't feel that way."
9. Don't try to answer their question: "Why?"
10. Don't offer spiritual answers.
11. Don't put a timetable on recovery.
12. Don't quote numerous bible verses



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Hope For The Hurting

Psalms 31:1

“The Rubber Meets the Road”

Psalms 33:21

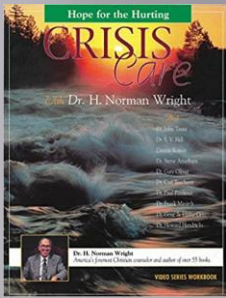
“Making a Difference”

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Session Eleven and Twelve

■ Case Study Questions

1. Is this person experiencing a crisis of loss?
2. What type?
3. What should you tell this person to do?
4. How is the individual responding to the situation? As a threat? As a loss? As a challenge?
5. If it were possible to talk to this individual, what types of question should you asked?
6. Identify the phase that you believe this individual is going through.
7. If you were able to repeat back this person's feeling using an emphatic lead, what would you say?
8. Chart where the individual's position on the Change in Crisis Sequence Chart. What guidance is needed at this point?
9. Chart where the individual might be on the Intensity/Duration Grief Chart. What holiday or times do you, as a counselor, need to pay special attention to for this person?
10. Does this person exhibit characteristics of someone who can cope / not cope with this situation?
11. Can you tell if this person is depressed or simply sad?
12. What are some Scripture references you might use in this situation? When is the most appropriate time to share them?
13. Is there an average time of grief in this situation?
14. Are you able to identify with this person/situation? How can that help/hurt your counsel?
15. Is there or will there be closure in this situation?



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Thank You

“You are not there to solve their problems — just to guide and to love them.”

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Recommended Resources

- Celebrate Recovery
- Center for Health Equity
- Cornerstone (formerly, Seven Counties)
- GRASP Grief recovery after a substance passing
- Healthy Start
- Kentucky Suicide Prevention Group
- LouisvilleKy.gov
- Louisville Health Advisory Board's QPR training initiative
- Metro Public Health and Wellness
- Refuge Recovery
- SAMHSA Trauma Resilient Community Project
- St Matthews Counseling Center
- The Pivot to Peace program
- The Veterans Treatment Court (VTC) Program