

Individual Facilitation Guide

Introduction & Safety and Security

I am here to talk about _____. I am sorry that....(name event) happened.

Explain the process to the individual and what they can expect.

SAY - I'm going to ask you a series of questions.

SAY - You have the right to answer the questions however you like, or not at all.

SAY - You have the right to express your reactions as you please, but I ask that there be no verbal or physical threats of violence. **Ask for agreement.**

Ventilation and Validation

SAY - What experiences or reactions of this situation would you like to talk about?

SAY - What happened during this situation that was not helpful?

SAY - What was done by you, or others, during this situation that was helpful?

Prediction and Preparation

SAY - What do you think will happen in the next few days or weeks?

SAY - Do you have any concerns about what will happen next?

SAY - How do you think you will deal with the concerns you have raised?

SAY - What ways have you used in the past to address/handle a difficult situation?

Education

- Draw connections between what they said and what we know about crisis.
- Offer any resources/services that are available.

Conclusion

SAY - Again, I am sorry that....(name event) happened.

SAY - Thank you for letting me visit with you & if you need to talk again, please let me know.