

In a Crisis, don't "Panic"! Remember...A-B-C...

A. Achieve Contact

First, achieve contact with the person or the person's family. No matter where you are, your first response upon learning that a crisis occurred is to make contact with the immediate family. This can be achieved with a simple short phone call. We should not wait until the family contacts us. We should call them. In time, a personal visit may be in order.

Remember, you are not calling to get a blow-by-blow description of what happened or to offer solutions. You are initiating contact because you desire to communicate that you are really concerned and truly care.

B. Boil down the situation

Having achieved contact, the next step is to boil down the situation. Carefully observe all the dynamics that are taking place. Listen carefully and try to grasp who is involved and what is needed or will be needed in the next twenty-four to forty-eight hours.

C. Cope Actively

Third, be available to those involved, and be ready to assist them as they seek to cope actively with their difficult, and many times very painful, situation.

Following this A-B-C Method when a crisis happens should help you to respond appropriately to those whose world has been shattered. In the midst of helping, seek Divine assistance and always remember: "Respond to others as you would have them respond to you when you are hurting."

*A-The chaplain **achieved contact** immediately.*

*B-The chaplain **boiled down** the situation and saw that there was a fire and extinguished it.*

*C-The chaplain comforted the hurting veteran, helping him to **cope**.*

Note: This article was taken from the VFW Chaplain's Handbook, without the cartoon.



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