Index

5HTT, see 5-hydroxytryptamine transporter 282

9/11 Commission 229

Abruzzo earthquake 99
absenteeism 75, 107, 146, 148, 199, 380
impact of support on 209–10
see also sickness absence

abuse
and organizational adversity 162
as predictor of PTSD 127
child 99, 127, 251, 282, 416, 469
domestic 140, 142
emotional 244
physical 244, 245, 247
sexual 93, 213, 222, 244, 245, 246, 247, 373
spousal 185
verbal 87, 94, 106, 337
see also alcohol abuse; drug abuse; substance abuse

abusive supervision 107

acceptance and commitment therapy (ACT) 288

accreditation
of peer supporters 59, 60
of private sector preparedness 230

ACT, see acceptance and commitment therapy
ACTH, see adrenocorticotrophic hormone
action research 78
active listening 388, 391, 393, 394
acute care 3, 9, 12, 14, 15
acute dependency model 6
acute impact 374–5
acute reactions 286, 371–7
acute stress disorder 6, 168, 174, 419
acute stress reactions (ASRs) 282–3, 424
acute trauma 6, 9, 167, 168, 242, 247, 263
adaptive cognitions 263
adaptive information processing (AIP) 259, 261–3, 269, 270
adaptive resolution 268
adjustment (psychological) 4, 14, 190, 462, 465
difficulties 13, 14
disorders 6, 124, 418
adjustments (workplace) 186, 335, 338, 339, 341–6
adrenal glands 282
adrenaline 354
adrenocorticotrophic hormone (ACTH) 282
adversarial growth 61
adversity 154–64, 315, 316, 362
affective regulation skills 280
affective states 315
affiliative system 285
Afghan War 37, 45, 182, 428, 429, 459, 460
aggression
and psychological debriefing 170
nonphysical 105, 106, 117
patient 91, 92
physical 92, 200, 337
tolerance of 106
verbal 92, 200, 337
workplace 105, 106
agoraphobia 124
Air Berlin 406–7
Air Florida crash 302
airline industry 80–1
Air Pacific Conference of Employee Assistance Programs 441
air traffic controllers 482
abuse 115, 298, 427, 428
management 468
misuse 418, 421, 427–30, 460
see also drug abuse; substance abuse
alcoholism 112, 298
alienation 373
Allitt, Beverly 89
allostasis 133
American Association of Marriage and Family Therapists 215
American Civil War 8
amnesia 168, 243, 244, 250, 251
amygdala 98, 130, 354
analgesia 373
anesthesia 243, 250, 373
anger 77, 124, 146, 280, 375, 394, 395, 421, 456, 461
management 464
animal model of traumatization 373
ANP, see apparently normal part of the personality
ANS, see autonomic nervous system
anthrax attacks 73, 76
anticipatory grief 429
anxiety
and compassion fatigue 93
and missile attacks 419
and risk of suicide 481
and stress inoculation 275
and the media 476
and the neurobiological regulator 364
and trauma 127, 363, 443
and traumatic injury 124
diagnosis 344
disorders 6, 39, 124, 125, 419, 421
in British Armed Forces 418
in days following accidents 174
in spouses 429
in veterans 462
anxiety management training 116
apartheid 140
APEAR, see Asia Pacific Employee Assistance Roundtable
aphonia 243
apparently normal part of the personality (ANP) 242, 244–8
appraisal 149, 276
armed raids 200, 209, 302, 337
arousal 77, 90, 129, 168, 259
Arthur Andersen 83
art therapy 391
Asia Pacific Employee Assistance Roundtable (APEAR) 441
ASRs, see acute stress reactions
assault 87, 89, 92, 94, 96, 106, 142, 168, 206, 222, 246, 261, 337
assault cycle 110
assertiveness 252
assessment
clinical 464
Combat Stress 463
community 464
for dissociation 253
for EMDR 266, 267
for resilience 89
in CISM 53, 56, 58–9
in E-EIM 175
in psychological first aid 307
in trauma support 147
in TRiM 56
of core skills 413
of health 43
of incidents 58–9
of needs 459
ASSIST model 87, 95, 96–8
Atos Healthcare 95, 203, 204
atrocities 7, 13, 125, 422, 451
attachment
and 5HTT genes 282
and HPA axis responsiveness 282
and resilience 360, 364
family 462
in army personnel 416, 417, 429
need for 244
Index

biofeedback 278
bio-physiological effects of violence 91
Birnbaum, Elizabeth 77
Black, Dame Carol 334, 338
Blair, Tony 475
blame 92, 159, 190
Bloody Sunday Inquiry 475
Blum, H. Steven (Lt. Gen.) 228
body awareness therapies 223
body handling 418
body recovery 418
body scan 267, 268, 269, 287
BOHRF, see British Occupational Health Research Foundation
bonding 361
Book of Changes, The 439
Book of Songs, The 439
borderline personality disorder 245, 251
bouncing 315
bouncing 111, 190
boundaries 395
Bradford City football ground disaster 49, 88, 303
braking techniques 278
bravado 187
bravery 422–3
breaking point 242, 243, 244, 246, 249, 251, 253
briefs 323
British Association for Counselling and Psychotherapy (BACP) 351
British Broadcasting Corporation 54, 187
British Foreign and Commonwealth Office 54
British Occupational Health Research Foundation (BOHRF) 204
Buddhism 284, 287, 436, 437, 439
buddy system 201, 300, 377, 395, 399, 426
Buerk, Michael 154
building security 79
bullying 74, 106, 299, 300, 418, 450–1, 453, 462, 481
burnout 92, 93, 236, 395
burn trauma 51
Bush, George W. 232
bystanders 72, 74, 377

calming 78, 147, 377
camaraderie 32, 139, 187
cancer 93, 287
Cantor Fitzgerald 71–2, 79
Cape Town 140

parental problems 464
attention 260, 373, 376
Australian Centre for Posttraumatic Mental Health 59
Australian Defence Force 131
Australian Treatment Guidelines for PTSD 129
Australian Veterans Mental Health Services 471
authority figures 146
autonomic nervous system (ANS) 224, 278, 354
autonomic reactions 259
autonomic regulation 277
avoidance 77, 90, 123, 124, 146, 150, 171, 248, 259, 284, 285, 314, 341, 361, 421

BACP, see British Association for Counselling and Psychotherapy
BACP Workplace 351
Balkan Wars 12
bank robberies 302, 448
Barkham, Michael 215
barriers
to help seeking 184–7
to mental health care 39
Battlemind 56, 283
debriefing 56, 324
BattleSMART 319
Before, During and After (BDA) grid 56
Behar, Lior 309
behavioral disorders 461
behavioral health 39, 44–5
behavioral interventions 111, 117
behavioral problems 12
behavioral relaxation 43
behavioral repetition 40
behavioral skills 280, 323
behavioral systems 237
behavior-based training 323
behavior information 227–38
behavior modeling 323
Belbin team profiling 413
beliefs 62, 387
Ben Asdale trawler 193
benefit finding 61
bereavement 147, 386
BICEPS model of early intervention 11, 12
Big Society 475
Big White Wall 470
binge eating 288
Index

cardiac coherence 278
cardiac problems 462
cardiovascular disease 8, 131
Care First 307
care planning 463
Care Quality Commission 95
carer education 468
case monitoring 113
case studies 323
caste system 389
catharsis 170, 188
CBT, see cognitive behavioral therapy
Centre for Trauma, Resilience and Growth (CTRG) 58, 97
cerebrovascular accidents (CVAs) 462
CF, see compassion fatigue
chaos theory 155
chaplains 41, 42, 43
chat services 114
chemical plants 73
child abuse 99, 127, 251, 282, 416, 469
childhood trauma 125, 127, 461, 462
child neglect 87, 99, 244, 282, 461
child protection 99
workers 482
China 436–45
Chinese-American Trauma Therapy Training Program 440
Chinese characteristics 445
Chinese medicine 437, 439
Chinese-Norwegian Psychoanalysis Training Program 440
Chinese Psychological Society 439
Chinese psychology 439–40
chronic fatigue syndrome 13
chronic pain 262, 287, 423, 430, 462, 463, 469
chronic stress 33, 278
chronic stressors 276, 314
CID, see Critical Incident Debriefing
CIPR, see critical incident processing
CISM, see Critical Incident Stress Management
Classic of History, The 439
classroom training 40
clinical assessment 464
clinical care 39
Clinical Outcomes in Routine Evaluation (CORE) 215, 218, 219
clinical outreach services 465
clinical risk management team 95
clinical trials 217
closure 267, 269, 449–50
Clothier Report 89
CMT, see compassionate mind training
coaching 450
cognitive appraisal 277
cognitive-based stress debriefing 323
cognitive behavioral therapy (CBT) and depression 116
and guilt 149
and PTSD 51, 116, 346, 479
and rehabilitation 338
and the rewind technique 221
as tertiary prevention 378
effectiveness 116–17, 167
in British Armed Forces 418
in Combat Stress treatment model 464
in support for tsunami survivors 391
in the workplace 116–17, 173
cognitive biases 83
cognitive change 288
cognitive construction 150
cognitive distortion 276
cognitive exercises 323
cognitive flexibility 43
cognitive interventions 324
cognitive networks 267
cognitive organization 421
cognitive restructuring 421
cohesive and coping 317
and CSR 421, 423
and morale 317
following trauma 80
cooperation 361–3
collaborative training 324
collective efficacy 78, 147
collective trauma 353
Columbine High School shooting 302
combat and anxiety disorders 125
and coronary heart disease 132
and depression 125
and domestic violence 429
and motivation 315, 316
and PTSD 13, 36–7, 125, 462
and stress 6–13, 31–40, 44, 313
and symptom management 187
and trauma 31–40
exposure to 13, 418
mitigating effects of 423–9
psychiatric effects 419–20
support during 34
use of psychotherapy during 34
violence of 36
witnessing 419
combat operational stress management program 44
combat readiness 317
combat stress 34, 36, 37, 40, 42, 44, 313
see also combat stress reaction
Combat Stress (charity) 430, 458–70
and the NHS 466
assessment 463
clinical population 461
clinical services 463
interventions 463
joint initiatives 469–70
recent service expansion 465–7
residential treatment 464–5
six-week program 467–70
treatment models 463–4
combat stress reaction (CSR) 6, 419–24
and cohesion 421
and depression 421
and early intervention 421
and pre-combat stressors 421
and PTSD 421, 424
and unit cohesion 423
etiology 421
personality factors 421
prognosis 421
recovery 421
research 420–2
risk factors 422
symptoms 123
combat stress teams 44
combat stress techniques 34
combat zone hospitals 422
command-and-control approach 409
command post blindness 228
Commission for Victims and Survivors (CVS) 478
communication 82, 235, 326, 341, 360–1, 364
and leadership 426
and the EBO 234
mass 155, 161
skills 316, 340, 405
strategies 80
with families 35
communications cycle 236
community assessment 464
community-based counseling centers 45
community health 40–5
community outreach services 465
comorbidity 125, 459, 461, 468
company-wide initiatives 114
compassionate autocracy 79
compassionate mind training (CMT) 285, 286
compassionate self-care 94
compassion fatigue (CF) 92, 144, 232, 236, 248, 482
compensation 121, 132, 380
competence 62, 92
Competency Checklist 58
complex disasters 227
complex dissociative disorders 253
Comprehensive Soldier Fitness (CSF) 41, 319
computer-based training 323
concentration 146, 259, 456
confidentiality 89, 114, 189
conflict resolution tactics 111
Confucianism 436, 437
connectedness 78, 147, 159, 372
consequence-focused training 110
conservation of resources (COR) theory 75
Consignia 201
constructionist self-development theory 93
costive communication 252
consumer-related violence 91
continuity of care 44–5, 178
continuity plans 80
contract vulnerability 114
control 93, 150, 235, 267
perceived 36, 316
control groups 223
conversion syndromes 11
coopervative behaviors 75
coping 34, 61, 62, 75, 147, 276, 318, 344, 443
and adversity 161
and cohesion 317
and PTSD 319
assisted 234
emotion focused 421
in China 437
modeling 279
procedures 278
resources 78
role of EBC in fostering 236
skills 275, 280, 464, 478
training for 408
Index

CORE, see Clinical Outcomes in Routine Evaluation
core skills 413
coronary arterial disease 132
coronary heart disease 132
corticotrophin releasing hormone (CRH) 282
cortisol 282
“cost of caring” 249
Cost of the Troubles Study 477
counseling
after deaths at work 74
and EAPs 113
and rehabilitation 338
and residual stress 34
community based centers 45
for everyday stressors 41
for factors complicating recovery 148
for workplace violence 107
in China 436–45
in India 310, 388–99
in Reuters America 81
in RMG 207
in the four-leg model 149
in trauma support 147, 203, 351, 362, 364
modes of delivery 114
of deployed personnel 403–4
of families of PDAs 403–4
of PDAs 403–4
profile of 362
psychological debriefing as 52
role of chaplains 42
services 80
counseling centers 78
counterfactual thinking 360
countersnatches 206
court martials 430
CRH, see corticotrophin releasing hormone
crisis center 409
crisis intervention approaches 60, 115
crisis management 202–3, 207
crisis theory 14
crisis training center 388
Critical Incident Debriefing (CID) 411, 412
critical incident management 94, 295–311, 484
critical incident processing (CIPR) 55
critical incident protocols 481
Critical Incident Stress Debriefing (CISD)
adjustments to 304
and employee assistance programs 169, 303–4
and psychological debriefing 48, 170
and PTSD 78, 183
and trauma management 17
and workplace violence
appropriate use of 378
as group process 171
difficulties 48, 50
effectiveness 115, 182, 183
follow-up in 53, 56
for emergency personnel 369
history of 168–9
in mental health services 90
use in EAPs 169
see also psychological debriefing
Critical Incident Stress Management (CISM)
44, 48, 49, 283
aims 52–3
and education 53
and military deployment 426–7
and peer support 53
and pre-crisis education 53
and PTSD 52–3
and TRiM 56
as harmful 60
assessment in 53, 56, 58–9
commonalities in 55–6
continued use of 63
criticisms of 60
follow-ups 53, 56
origins 52
planning in 56
psychological debriefing in 53
support in 56
training in 57–60
see also stress
cross-over violence 142
CSF, see Comprehensive Soldier Fitness
CSR, see combat stress reaction
Cultural Revolution 438, 440
culture
and PTSD 427
and resilience 158
and responses to trauma 81
as a resource 62
as barrier to transfer of models 100
Chinese 436–7, 442–5
of emergency services 57
organizational 83, 97, 318
norms 108
sensitivity to 235, 483
### Index

<table>
<thead>
<tr>
<th>Term</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>cumulative stress</td>
<td>33</td>
</tr>
<tr>
<td>cumulative traumatizing events</td>
<td>245, 246–7</td>
</tr>
<tr>
<td>CVAs, see cerebrovascular accidents</td>
<td></td>
</tr>
<tr>
<td>CVS, see Commission for Victims and Survivors</td>
<td></td>
</tr>
<tr>
<td>cyclical deployment</td>
<td>462</td>
</tr>
<tr>
<td>cynicism</td>
<td>315</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>309</td>
</tr>
<tr>
<td>daily life activities</td>
<td>252</td>
</tr>
<tr>
<td>Dalai Lama</td>
<td>277</td>
</tr>
<tr>
<td>Daoism</td>
<td>436, 437</td>
</tr>
<tr>
<td>DASA, see Department of Analytical Services and Advice</td>
<td>460</td>
</tr>
<tr>
<td>day care centers</td>
<td>79</td>
</tr>
<tr>
<td>DBT, see dialectical behavior therapy</td>
<td></td>
</tr>
<tr>
<td>DCMH, see Departments of Community Mental Health</td>
<td></td>
</tr>
<tr>
<td>DDIS, see Dissociative Disorders Interview Schedule</td>
<td></td>
</tr>
<tr>
<td>DDNOS, see dissociative disorder not otherwise specified</td>
<td></td>
</tr>
<tr>
<td>death awareness</td>
<td>75</td>
</tr>
<tr>
<td>death reflection</td>
<td>75</td>
</tr>
<tr>
<td>deaths</td>
<td></td>
</tr>
<tr>
<td>in the workplace</td>
<td>74–5</td>
</tr>
<tr>
<td>death threats</td>
<td>302</td>
</tr>
<tr>
<td>debriefing</td>
<td>280, 452–3, 479, 480</td>
</tr>
<tr>
<td>group</td>
<td>303–6</td>
</tr>
<tr>
<td>single session</td>
<td>189</td>
</tr>
<tr>
<td>decision making</td>
<td>405, 406, 413</td>
</tr>
<tr>
<td>value centered</td>
<td>43</td>
</tr>
<tr>
<td>Deepwater Horizon disaster</td>
<td>475</td>
</tr>
<tr>
<td>de-escalation techniques</td>
<td>111, 112, 343</td>
</tr>
<tr>
<td>deformity</td>
<td>430</td>
</tr>
<tr>
<td>defusing</td>
<td>53, 162, 202–3, 207, 369, 377</td>
</tr>
<tr>
<td>dehydroepiandrosterone (DHEA)</td>
<td>282</td>
</tr>
<tr>
<td>delayed-onset PTSD</td>
<td>121–6, 130, 132, 133, 428</td>
</tr>
<tr>
<td>Delphi methodology</td>
<td>59</td>
</tr>
<tr>
<td>dendritic branching</td>
<td>361</td>
</tr>
<tr>
<td>Deng Xiaoping</td>
<td>438</td>
</tr>
<tr>
<td>denial of care needs model</td>
<td>5, 6</td>
</tr>
<tr>
<td>Department of Analytical Services and Advice (DASA)</td>
<td>460</td>
</tr>
<tr>
<td>Department of Homeland Security (DHS)</td>
<td>230</td>
</tr>
<tr>
<td>Department of Veterans Affairs Medical Centers</td>
<td>45</td>
</tr>
<tr>
<td>Departments of Community Mental Health (DCMH)</td>
<td>418</td>
</tr>
<tr>
<td>depersonalization</td>
<td>168, 244, 250, 251, 373</td>
</tr>
<tr>
<td>deployment</td>
<td></td>
</tr>
<tr>
<td>and PTSD</td>
<td>38</td>
</tr>
<tr>
<td>and team welfare</td>
<td>410–13</td>
</tr>
<tr>
<td>mitigating effects of</td>
<td>423–9</td>
</tr>
<tr>
<td>of peacekeepers</td>
<td>314</td>
</tr>
<tr>
<td>training personnel for</td>
<td>408–10</td>
</tr>
<tr>
<td>see also deployment stress</td>
<td></td>
</tr>
<tr>
<td>deployment-limiting medical conditions</td>
<td>43</td>
</tr>
<tr>
<td>deployment stress</td>
<td>34–5, 283</td>
</tr>
<tr>
<td>depression</td>
<td></td>
</tr>
<tr>
<td>and CBT</td>
<td>116</td>
</tr>
<tr>
<td>and combat</td>
<td>125</td>
</tr>
<tr>
<td>and CSR</td>
<td>421</td>
</tr>
<tr>
<td>and kindling</td>
<td>128</td>
</tr>
<tr>
<td>and MBCT</td>
<td>288</td>
</tr>
<tr>
<td>and post-traumatic stress disorder</td>
<td>461</td>
</tr>
<tr>
<td>and PTSD</td>
<td>132, 459, 461, 468</td>
</tr>
<tr>
<td>and risk of suicide</td>
<td>481</td>
</tr>
<tr>
<td>and sensitization</td>
<td>128</td>
</tr>
<tr>
<td>and the amygdala</td>
<td>130</td>
</tr>
<tr>
<td>and trauma</td>
<td>121, 124, 127, 133, 363, 443</td>
</tr>
<tr>
<td>diagnosis</td>
<td>344</td>
</tr>
<tr>
<td>education about</td>
<td>43, 116</td>
</tr>
<tr>
<td>etiology</td>
<td>121, 130, 133</td>
</tr>
<tr>
<td>genetic predisposition to</td>
<td>128</td>
</tr>
<tr>
<td>in British Armed Forces</td>
<td>418</td>
</tr>
<tr>
<td>in Chinese medicine</td>
<td>437</td>
</tr>
<tr>
<td>in tsunami survivors</td>
<td>387</td>
</tr>
<tr>
<td>in veterans</td>
<td>459–62</td>
</tr>
<tr>
<td>interpersonal psychotherapy for</td>
<td>173</td>
</tr>
<tr>
<td>NICE guidelines</td>
<td>288</td>
</tr>
<tr>
<td>support for sufferers</td>
<td>116</td>
</tr>
<tr>
<td>triggers</td>
<td>131</td>
</tr>
<tr>
<td>see also major depressive disorder</td>
<td></td>
</tr>
<tr>
<td>depressogenic events</td>
<td>377</td>
</tr>
<tr>
<td>derealization</td>
<td>168, 250, 251, 373</td>
</tr>
<tr>
<td>desensitization</td>
<td>267, 268, 269</td>
</tr>
<tr>
<td>detoxification</td>
<td>462, 463</td>
</tr>
<tr>
<td>Devon and Cornwall Police</td>
<td>195</td>
</tr>
<tr>
<td>DHEA, see dehydroepiandrosterone</td>
<td></td>
</tr>
<tr>
<td>DHS, see Department of Homeland Security</td>
<td></td>
</tr>
<tr>
<td>diabetes</td>
<td>462</td>
</tr>
<tr>
<td>dialectical behavior therapy (DBT)</td>
<td>288</td>
</tr>
<tr>
<td>DID, see dissociative identity disorder</td>
<td></td>
</tr>
<tr>
<td>Disability Discrimination Act</td>
<td>1995</td>
</tr>
<tr>
<td>and 2010 186</td>
<td></td>
</tr>
<tr>
<td>disaster by design</td>
<td>231</td>
</tr>
<tr>
<td>disaster management</td>
<td>227</td>
</tr>
<tr>
<td>disaster mental health professionals</td>
<td>83</td>
</tr>
<tr>
<td>disaster preparation</td>
<td>78, 80</td>
</tr>
<tr>
<td>disaster-related behaviors</td>
<td>230–1</td>
</tr>
</tbody>
</table>
Index

disaster response 44, 80
disaster teams 409–10
disaster types 404
disciplinary problems 12
discussion
  in psychological debriefing 58
  structured 60
discussion forums 114
disgruntled employees 72, 73
disruptive behavior disorders 127
dissociation
  and communication 361
  and EMDR 251
  and processing of emotional memories 124
  and SIT 276
assessment for 253
definition 240–1, 243
double 214
historical perspective 241–2
importance 168
in the workplace 240–54
levels of 244–8
maintenance of 248–9
measurements 249–51
organizational 353
peri-traumatic 241, 249–50, 377
predictive power 171
role in acute trauma responses 167
structural 241–53, 373
symptoms 243, 250
trauma-driven 373
treatment 251–3
dissociative behavior 373, 377
dissociative disorder not otherwise specified (DDNOS) 244, 245
dissociative disorders 250, 253, 443
Dissociative Disorders Interview Schedule (DDIS) 251
Dissociative Experiences Scale (DES) 250
dissociative identity disorder (DID) 244, 245, 247
  dissociative paralysis 250
  dissociative responses 379
  division of the personality 241
  divorce 185, 246–7, 459
dizziness 242
domestic abuse 140, 142
  see also domestic violence; spousal abuse
domestic violence 429, 460
  and combat 429
counselors 93
see also domestic abuse
Dorset Fire Service 187
double agency 93
double consciousness 241
double dissociation 214
doubling of the personality 241
downsizing 72
dreams 456
  see also nightmares
drills 40, 405
drive system 285
driving offenses 428
driving under the influence (DUI) 428
dropouts 217, 218
drug abuse 12, 142, 185, 466
  see also alcohol; drugs; substance abuse
drugs 12, 35, 141, 148, 248, 363, 387, 408, 460, 463–5
  see also drug abuse; substance abuse
DSM-IV 6
duality of persona 185
dual representation theory 149
DUI, see driving under the influence
duration of illness 129, 130, 131
duty of care 4, 96, 162, 302, 304, 380
dysphoria 174
EAPs, see employee assistance programs
early intervention
  and CSR 421
  and functional disorders 13
  and health promotion 63
  and prevention of disability 129
  and PTSD 13, 375
  and trauma prevention 31
  BICEPS model of 11, 12
  brevity of 11
  during World War Two 10–11
  dynamics 4
  for mercenaries 7
  immediacy of 11
  in recent wars 12–13
  in the military services 5–7
  in UN peacekeeping operations 12–13
  in violent societies 143–4
  models 3–15
  National Institute of Mental Health 173
  programs 42–3
  protocols 378
  psycho-educational model of 14
  role 167–79
early retirement 185
<table>
<thead>
<tr>
<th>Term</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>earthquakes</td>
<td>73, 99, 227</td>
</tr>
<tr>
<td>Easterbrook claim</td>
<td>376</td>
</tr>
<tr>
<td>EBCs, see emergency behavioral consultants</td>
<td></td>
</tr>
<tr>
<td>EBMS, see Emergency Behavior Management System</td>
<td></td>
</tr>
<tr>
<td>EBO, see emergency behavior officer</td>
<td></td>
</tr>
<tr>
<td>eclectic therapy</td>
<td>378</td>
</tr>
<tr>
<td>Edinburgh Early Intervention Model (E-EIM)</td>
<td>173–8</td>
</tr>
<tr>
<td>as psychological treatment program</td>
<td>178</td>
</tr>
<tr>
<td>objectives</td>
<td>177</td>
</tr>
<tr>
<td>routine use of</td>
<td>177</td>
</tr>
<tr>
<td>stages</td>
<td>175–6</td>
</tr>
<tr>
<td>Edinburgh Psychological First Aid</td>
<td>173</td>
</tr>
<tr>
<td>education</td>
<td></td>
</tr>
<tr>
<td>about depression</td>
<td>43, 116</td>
</tr>
<tr>
<td>about self-injurious behavior</td>
<td>43</td>
</tr>
<tr>
<td>about symptoms</td>
<td>267</td>
</tr>
<tr>
<td>and CISM</td>
<td>53</td>
</tr>
<tr>
<td>and emotional preparation</td>
<td>36</td>
</tr>
<tr>
<td>and health assessments</td>
<td>43</td>
</tr>
<tr>
<td>and mitigation of adverse effects</td>
<td>31</td>
</tr>
<tr>
<td>and psychological debriefing</td>
<td>170</td>
</tr>
<tr>
<td>and psychological first aid</td>
<td>306–8</td>
</tr>
<tr>
<td>and resilience</td>
<td>306</td>
</tr>
<tr>
<td>and stress</td>
<td>36</td>
</tr>
<tr>
<td>cross-functional</td>
<td>43</td>
</tr>
<tr>
<td>in cognitive behavioral therapy</td>
<td>116</td>
</tr>
<tr>
<td>in employee assistance programs</td>
<td>308</td>
</tr>
<tr>
<td>on normal responses to trauma</td>
<td>175</td>
</tr>
<tr>
<td>pre-crisis</td>
<td>53</td>
</tr>
<tr>
<td>pre-deployment programs</td>
<td>43</td>
</tr>
<tr>
<td>psychosocial services</td>
<td>266</td>
</tr>
<tr>
<td>services</td>
<td>41</td>
</tr>
<tr>
<td>web sites</td>
<td>14</td>
</tr>
<tr>
<td>E-EIM, see Edinburgh Early Intervention Model</td>
<td></td>
</tr>
<tr>
<td>effort syndrome</td>
<td>9</td>
</tr>
<tr>
<td>effroi</td>
<td>368, 372</td>
</tr>
<tr>
<td>ego strength</td>
<td>62</td>
</tr>
<tr>
<td>Eissler, K. R.</td>
<td>11</td>
</tr>
<tr>
<td>emergency action plan</td>
<td>79</td>
</tr>
<tr>
<td>emergency behavioral consultants (EBCs)</td>
<td>233, 236, 237</td>
</tr>
<tr>
<td>emergency behavioral management system</td>
<td>(EBMS) 233, 237</td>
</tr>
<tr>
<td>emergency behavior officer (EBO)</td>
<td>231, 234–5</td>
</tr>
<tr>
<td>emergency communication systems</td>
<td>79</td>
</tr>
<tr>
<td>emergency escape procedures</td>
<td>79</td>
</tr>
<tr>
<td>emergency escape routes</td>
<td>79</td>
</tr>
<tr>
<td>emergency exercises</td>
<td>230</td>
</tr>
<tr>
<td>emergency management</td>
<td>234, 235</td>
</tr>
<tr>
<td>Emergency Operations Center (EOC)</td>
<td>81</td>
</tr>
<tr>
<td>Emergency Planning Society</td>
<td>402</td>
</tr>
<tr>
<td>emergency plans</td>
<td>79, 230, 354</td>
</tr>
<tr>
<td>emergency response structures</td>
<td>90</td>
</tr>
<tr>
<td>emergency response teams</td>
<td>72, 79</td>
</tr>
<tr>
<td>emotion regulation</td>
<td>252</td>
</tr>
<tr>
<td>emotion</td>
<td></td>
</tr>
<tr>
<td>global sharing of</td>
<td>161</td>
</tr>
<tr>
<td>sensitization to</td>
<td>155</td>
</tr>
<tr>
<td>teleportation of</td>
<td>155</td>
</tr>
<tr>
<td>emotional abuse</td>
<td>244</td>
</tr>
<tr>
<td>emotional baggage</td>
<td>33–4</td>
</tr>
<tr>
<td>emotional contagion</td>
<td>356</td>
</tr>
<tr>
<td>emotional decompression</td>
<td>55</td>
</tr>
<tr>
<td>emotional engagement</td>
<td>315</td>
</tr>
<tr>
<td>emotional exhaustion</td>
<td>93</td>
</tr>
<tr>
<td>emotional intelligence</td>
<td>364</td>
</tr>
<tr>
<td>emotional neglect</td>
<td>244</td>
</tr>
<tr>
<td>emotional numbing</td>
<td>168, 421</td>
</tr>
<tr>
<td>emotional part of the personality (EP)</td>
<td>242, 243, 244, 245, 247, 248, 249</td>
</tr>
<tr>
<td>emotional preparation</td>
<td>36</td>
</tr>
<tr>
<td>emotional processing</td>
<td>34</td>
</tr>
<tr>
<td>emotional reactions</td>
<td>92</td>
</tr>
<tr>
<td>emotional reactivity</td>
<td>363</td>
</tr>
<tr>
<td>emotional regulation</td>
<td>98, 277</td>
</tr>
<tr>
<td>emotional shock processing</td>
<td>373</td>
</tr>
<tr>
<td>emotional support</td>
<td>94, 201, 202, 380, 397</td>
</tr>
<tr>
<td>emotional trauma</td>
<td>78</td>
</tr>
<tr>
<td>emotional triage</td>
<td>376</td>
</tr>
<tr>
<td>emotional uncoupling</td>
<td>379–80</td>
</tr>
<tr>
<td>emotional ventilation</td>
<td>368</td>
</tr>
<tr>
<td>emotion-focused coping</td>
<td>318, 421</td>
</tr>
<tr>
<td>emotions</td>
<td></td>
</tr>
<tr>
<td>and coping</td>
<td>318</td>
</tr>
<tr>
<td>and etiology of CSRs</td>
<td>8</td>
</tr>
<tr>
<td>control of</td>
<td>318</td>
</tr>
<tr>
<td>expression</td>
<td>442, 445</td>
</tr>
<tr>
<td>importance in acute care models</td>
<td>9</td>
</tr>
<tr>
<td>management of</td>
<td>395</td>
</tr>
<tr>
<td>of disaster victims</td>
<td>397–8</td>
</tr>
<tr>
<td>empathic listening</td>
<td>111</td>
</tr>
<tr>
<td>employee assistance programs (EAPs)</td>
<td>295–311</td>
</tr>
<tr>
<td>and alcoholism</td>
<td>112</td>
</tr>
<tr>
<td>and CISD</td>
<td>169, 303–4</td>
</tr>
<tr>
<td>and group debriefing</td>
<td>303–6</td>
</tr>
<tr>
<td>and support</td>
<td>301–3</td>
</tr>
<tr>
<td>and workplace violence</td>
<td>112–14</td>
</tr>
<tr>
<td>compliance with clinical guidelines</td>
<td>296</td>
</tr>
<tr>
<td>contracted</td>
<td>113, 114</td>
</tr>
</tbody>
</table>
employee assistance programs (Continued)
education in 308
history 298–301
in China 438, 440–2, 444
in different countries 309–11
in South Africa 74, 144
in the ASSIST model 95
in the Royal Mail Group 203
individual support mechanisms of 307
internal 113, 114
recent developments 301
resources 306
strategic role 308
training in 113
US Department of Defense 42
utility of 113
variability of delivery 114
employee-focused training 117
enforced passivity 280
enhanced understanding 380
Enron 83
environmental health hazards 31
environmental influences 11
environmental interventions 117
environmental mastery
environmental resources 324–7
environmental strengths 63
ENVT, see European Network of Victims of Terrorism
EOC, see Emergency Operations Center
EP, see emotional part of the personality
episodic memory 269
ethics 216, 219, 480
Ethiopia 154
ethnic cleansing 419
European Network of Victims of Terrorism (ENVT) 476, 478
evacuation
after wounding 425
and acute intervention models 10
and morale 12
from battle-line positions 10
of distressed personnel 187
of soldiers with self-control problems 13
of workplaces 79
orders 232
routes 80
to forward operating surgical teams 422
everlasting recommencements 355
evidence-based management 19–21
evidence-based practice 3, 7, 19–28
evidence-based risk factors 188
evidence-based support 199–212
evidence-based treatments 213, 217
evolutionary biology 285, 364
example setting 425
exercise 40, 150, 280
exhaustion 11, 93, 377
exhaustogenic events 377
expectations 108, 325
experimental manipulation 219
experts' opinions 59
exposure 288–9
direct 90
primary 368
secondary 368
tertiary 368
exposure-based therapies 275
external resources 315, 317–19, 327
external specialists 453–4
external stigma 185
extinction-based therapies 262
extreme trauma 451
eye movement desensitization and processing (EMDR) 251, 252, 259–70, 323, 378, 479, 480
and chronic pain 262
and memories 260
and NICE guidelines 201, 213
and PTSD 25, 261, 277, 346
and resilience 259, 263–4, 265
and SPtT 202
and workplace trauma 259–70
assessment for 266
client suitability 265, 267
description 260
eight-phase protocol 265–70
goals 262
in British Armed Forces 418
in Combat Stress treatment model 464
psychosocial education about 266
referral for 203
therapeutic effects 28, 260
tree-pronged protocol 264–5
faith 41, 159
faith leaders 235
Falklands War 12
families
and resilience 319
and separation 43
and support 35, 41, 42, 43, 146–7, 318–19, 351, 401
and trauma management policies 339
Index

as an external resource 317
as source of psychological first aid 308
cohesion 319
compensation in suicide cases 74
counseling after deaths at work 74
disorganization in 386
in China 437
problems in 462
relationships after disasters 386
family advocacy 41
family assistance centers 351
family education 468
family marital accommodation 429
family reunification centers 236
family therapy 391
famine 154
fatal road traffic collisions (FATACs) 191
fatigue 33, 34, 128
see also compassion fatigue
fear reduction models 6
Federal Emergency Management Agency 402
Federal Institute on Alcohol Abuse and Alcoholism 298
feedback and psychological debriefing 58
from group debriefings 96–7
on levels of stress 236
on progress in treatment 217, 218–19
on therapeutic alliance 224
field mental health teams 426
field training 40
Fighting Fit 430, 469, 470
fight-or-flight response 98, 278, 282, 356, 373
financial matters 397
financial resources 81
financial support 397
firefighters 53, 72, 76, 240, 246, 314, 375, 380–1
first assistance 379–80
First China International Forum on Employee Assistance Programs 441
First Gulf War 13
first responders 232, 235, 240, 244
fitness 316, 317
“fit notes” 335
five elements 436
flashbacks 149, 243, 262, 363, 421
flashbulb memory 359
flexibility 41
flexible working 300
follow-up in CISM 53, 56
in psychological debriefing 59
in TRiM 56, 190
follow-up services 113
Force Health Protection and Readiness program 31
Force Health Protection model 40
Foreign and Commonwealth Office 187
forensic nurses 90
Foresight Mental Capital and Wellbeing Project 475
forgetting 6
forward psychiatry 8, 10
four-leg model 148–51
Four Noble Truths 287
four-stage model of death awareness 75
Foxconn 73, 74, 80
fragmented information 83
France Telecom 73, 74, 80
fraud 162, 163
freezing 276, 373, 398
French Revolution 7
frontal lobe shutdown 278
frustration 380
fugue states 168
functional decompensation 419, 420
functional descriptive model 61
functional disorders, 13
functional incapacity 147
function checklist 98
functioning 77
funerals 449, 450
future orientation 345
GAF, see Global Assessment of Function
galanin 282
Galliano, Stephen 302–3
gambling 388
gangs 140
generalization effects 262, 269
generalized anxiety disorder 124
genes 282, 283
genetic strengths 62–3
Gestalt therapy 391
Gini coefficient 141, 151
Giuliani, Rudolph 79, 82, 483
Global Assessment of Function (GAF) 261
global risk profile 227
glucocorticoid resistance 127
GMP, see Greater Manchester Police
Index

goal-directed behavior 173
goal setting 345
Goiânia 231
gossip 451
see also rumors
Greater Manchester Police (GMP) 54
grief 147, 175, 176, 375, 385–6, 394, 412, 419
anticipatory 429
grief counseling 450
grief therapy 455
grotesque images 279, 280
grounding 379
group cohesion 280
group debriefing 96, 170, 297, 303–6
group discussion 280, 287
group interventions 324
group living conditions 35
group processes 325
group risk assessment 188
group support networks 173
group therapy 468
group work 364
growth 60–3, 366
guard stations 79
guided imagery 267
guilt 91, 92, 149, 150, 194, 284, 286, 340, 360, 386
Gulf War 82
Gulf War syndrome 13
Guy, Keith 221

HAC, see humanitarian center
HAM-D, see Hamilton Depression score
Hamilton Depression score (HAM-D) 261
Han Dynasty 439
harassment 106, 418, 450
harmony guidelines 428
hatha yoga 287
hazardous chemical disasters 73
healing 78, 350–67
health and fitness programs 41
Health and Safety at Work Act 1974 336
Health and Safety Council 95
Health and Safety Executive (HSE) 157
health and safety teams 95
health professionals
effects of psychological trauma on 87
resistance to seeking help 99
health promotion 40–5, 61, 62, 63
health surveillance 31
health workers 55, 337
healthy behavior 147
heart-rate variability (HRV) 278
heavy industry 337
Help for Heroes 430
helplessness 150, 353, 355, 375, 481
help seeking
and stigma 41, 184, 185
barriers to 184–7
for PTSD 186
resistance among professionals 99
Herald of Free Enterprise ferry disaster 88, 167, 303
Herodotus 7
Hesnard, A. 9
HFA, see Hyogo Framework for Action
Hickley, Matthew 182
Hillsborough stadium disaster 88, 228, 302
hippocampus, sensitivity to stress 131
history taking 252, 253, 265, 267
Hofer, Johannes 7
holdups 337
Holmes, Geoff 307
Hong Kong Christian Service 441
hostage taking 200, 340
hostility 146
“hotspots” 284
hourglass model of psychotherapy research 223
house counseling team 353
housing 461
HPA, see hypothalamic pituitary adrenal axis
HRPs, see human resources professionals
HRV, see heart-rate variability
Human Givens Institute 215
humanitarian care 227
humanitarian center (HAC) 403, 404, 409, 410
humanitarian missions 418
human remains 403
human resources (HR) 95, 333, 339, 347
human resources professionals (HRPs) 482
human rights 108
human rights movement 12
humor 111, 376
Hurricane Ivan 232
Hurricane Katrina 228, 229, 232
Hyogo Framework for Action (HFA) 229
hyperarousal 377, 381, 419, 421
hyperlipidaemia 132
hypertension 131, 288
hypervigilance 129, 363, 421
Index 499

hypothalamic pituitary adrenal (HPA) axis 125, 127, 282
hypothalamus 282
hysteria 9, 241–2

IAPT, see Improving Access to Psychological Therapies
ICAS 301
ICD-10 6
ICRC, see International Committee of the Red Cross
identification of bodies 173
identity alteration 251
identity confusion 251
IEDs, see improvised explosive devices
IES, see Impact of Event scores
IHS, see intermittent husband syndrome 429
imagery rehearsal 278
imaginable exposure therapy 116
imaginal exposure 51
imaginal reliving 51
immobility 373
immobilization 355, 360
immune activation 127
Impact of Event (IES) 261
scale 209, 219
implanting 275
Improving Access to Psychological Therapies (IAPT) 469
improvised explosive devices (IEDs) 35, 318, 419
incident care team 251
incident response plan 351
incident site management 188
India 309, 310, 384–99
indirect victims 375–6
individual crisis intervention 48
individual debriefing 170
individual health 40–5
individual recovery 353
individual searches 79
individual therapy 288
induction processes 161
induction training 425
industrial accidents 227
influenza-like illness (ILI) 231–2
information 172, 201, 202, 235, 374, 397, 453
about support 98
and mitigation of adverse effects 31
and recovery from trauma 361
dysfunctionally stored 268, 269, 270
for evidence-based practice 20–1
fragmented 83
information networks 263
information-sharing models of early intervention 14
informed optimism 159, 163
inhibition 373
initial response 357–60
injuries 31, 231, 246, 372, 422–3
inoculation 274–90
insomnia 168, 398
installation 267, 269
Institute for Employment Studies 204
institutionalization 417
instrumental support 421
insubordination 10
insurgency 35, 419
integrated care model 211
integration 251, 252–3
integrative trauma therapy 378
intensive interventions 470
interactive regulation 363
interagency collaboration 351
intergenerational transmission 438
interhemispheric coherence 260
intermittent husband syndrome (IHS) 429
internal capacities 315–17, 323, 327
internal medicine 45
internal resources 62, 327
internal stigma 185, 186
International Center for Clinical Excellence (ICCE) 217, 224
International Committee of the Red Cross (ICRC) 53
International Employee Assistance Professionals Association (International EAPA) 298
international perspective 474
International Society for Traumatic Stress Studies (ISTSS) 170, 173
Internet 114, 235, 299
interpersonal conflict 316, 318
interpersonal networks 175–6
interpersonal psychotherapy (IPT) 173–7
interpersonal relationships 81
interpersonal skills 316, 324
interpreters 392
intervention behavioral 117
cognitive 324
distinguished from treatment 235
environmental 117
intervention (Continued)
for large-scale trauma 30–45
  group-based 148, 324
  individual 148, 324
models of 144–51
  post-event 112, 116, 183–4
  post-trauma support 48–63
practice-based 324
primary 107, 110
secondary 107, 111
state-of-the-art 319, 323–7
tertiary 107
workplace violence strategies 107–112
see also early intervention
intimate partner violence 113
intrusive memories 177, 243, 244, 259,
  347, 379, 419, 421
IPT, see interpersonal psychotherapy
IPT-Post Trauma (IPT-PT) 173–7
IPT-PT, see IPT-Post Trauma
IPT-Scotland 177
IPT-UK 177
Iraq War 37, 45, 427, 428, 429, 459, 460
irritability 77, 146, 363, 456
irritable heart 8
isolation 148, 420, 444, 461
ISTSS, see International Society for Traumatic
  Stress Studies
Italian Red Cross 87, 94, 99
Italian Society for Traumatic Stress Studies
Italy 99–100
job design 75
job dissatisfaction 74
job losses 72
job reassignments 72
job stress 74, 113
  see also occupational stress
joining up 416–17
joint initiatives 469–70
Jones, Norman (Major) 181
journalists 182, 453
judgmental models 11
“juice” 35
Kanyakumari 387
Karolinska Institute 157
Kegworth plane crash 302
Kenyon International Emergency Services
  (KIES) 401
kernel statements 248
kindling 121, 126–9, 133
knowledge
  and perception of control 36
  as a resource 62
Korean War 12–13, 132, 426
Kubler-Ross, Elizabeth 393
labor–management conflicts 73
language
  and trauma 356
  inappropriate use of 160–1
  problems 389
  skills in 403
large-scale disasters 167
large-scale trauma 30–45
leadership 280, 318, 425
  and healing 78
  and meaning making 318
  and recovery 82, 83
  and resilience 317
  and work motivation 78–9
  attitudes of 186
  development 324
  responses to trauma 81
  role of EBO in 236
  training 11
learned resourcefulness 263
learning
  organizational 97
  transformational 159
learning-from-survivor model 7
legal requirements 335–6, 346
legal responsibilities 157, 380
legal services 41
legitimization of reactions 380
leisure time 35
liability 75–6, 131, 157
Life Experiences Survey 424
line managers, see managers
listening
  active 388, 391, 393, 394
  empathic 111
  nonjudgmental 392
litigation 380
live fire exercises 418, 425
living conditions 318, 326
local responders 236
Lockerbie bombing 49, 167, 303
locus of control 360, 423–4
Loffler, Deborah 310
London Ambulance Service 182–3, 187
London Tube bombings 146, 148, 183,
  250–2, 353, 455
mastery 149, 150, 159, 267, 316
material resources 62
May 4th Movement 439
MBCT, see mindfulness-based cognitive therapy
McEntire, David 230
MDT, see multidisciplinary teams
meaning making 318, 366
media 172, 228, 235, 237, 405, 407, 451, 475–6, 481
management 163
mediation 451
medical employment standard (MES) 418
medical model 8
medical training 80
medication 78, 148, 248, 425, 464
medics 240, 248, 422
meditation 277, 287, 290, 323, 445
meeting points 236
Memorial Hospital, New Orleans 232
memorial services 449
memorial sites 480
memories 128, 149, 170, 217, 252, 284, 419, 456
and critical incidents 245, 247
and EMDR 260
engagement with 174
memory networks 259, 261, 262
Menezes, Jean Charles 155
mental assessment program (MAP) 469
mental disorders 182
mental health evaluation 78
mental health preparedness 482
mental health specialty care 45
mental skills 323
mercenaries 7
MEs, see mass emergencies
MES, see medical employment standard
Mexico 309, 310
military covenant 469
Military Mental Health Care 417–18
military operations other than war (MOOTW) 314, 317
military-political imperatives 7
military resilience 313–27
military stress 31–40
military training 417
Millennium Cohort Study 38
mindfulness 285–90, 480
and individual therapy 288
and the medial prefrontal cortex 363
cultivation 287–90

Index 501

London Underground 351, 356
long-range missiles 419
loss 385, 387, 393, 412
loss theory 393
Lutnick, Howard 71–2
Macy & Co. 298
major depressive disorder
and childhood trauma 125
and life events 126
and PTSD 122
and stress 125, 128
duration of episodes 130
etiology 125, 126, 128
IPT-PT for 173–4
neurobiology of 131
recovery from 130
tsunami survivors 387
see also depression
malingerers 11
Management of Health and Safety at Work Regulations 1999 336
managers 333, 335, 338–41, 344–5
and deployment 408–10
and psychological first aid 308
and trauma management policies 339
as staff-support champions 186
behaviors that support
rehabilitation 341–3
of disaster teams 409–10
role in incidents 207
role in trauma support 82
support for 162
support from 211
training 162, 408–10
training of 145
man-made disasters 73, 83, 227
MAP, see mental assessment program
Marchioness pleasure boat disaster 49
Marine Corps 423
marital relationships 386
marital satisfaction 170
marriage enrichment programs 43
Marshall, S. L. A. 427
Maslow’s hierarchy of needs 396
mass communication 155
mass disasters 402
mass emergencies (MEs) 227
mass graves 419
mass mobilization 7
mass trauma intervention 24
mindfulness (Continued)
definition 288
practices 223
training 288, 289, 290
mindfulness-based cognitive therapy (MBCT) 288, 445
see also cognitive therapy
mindfulness-based fitness training (MMFT) 289
mindfulness-based stress reduction (MBSR) 287
Minerals and Management Services (MMS) 77
Ming Dynasty 439
mining disasters 72, 73, 76
miscommunication 236, 353
Mitchell, Jeffery 303
Mitchell model 58, 90
MMS, see Minerals and Management Services
mobile phone networks 357
model building 7–10
models
and diagnostic controversies 6
denial of care needs (“no-need” model) 5, 6
medical 8
moralist/judgmental 11
of acute care 8, 9, 14
of aftercare 8
of early intervention 3–15
personal conflict resolution 10
psychosocial 10
social network 10
mood swings 363
MOOTW, see military operations other than war
morale 7, 12, 80, 95, 170, 317, 326–7, 425
moralist models 11
mortality exposure 75
mortality triggers 75
mortars 419
mortuary employees 157
mortuary operations 404
motivation
following trauma 78–9, 83, 444
in combat situations 315, 316
in mental health services 90
in Vietnam War 12
of staff in challenging conditions 95
motivational resilience 233–4
motor control 250
motor incidents
Multidimensional Inventory of Dissociation (MID) 251
multidisciplinary teams (MDT) 463
multimedia 155
multiple traumas 457, 461
Munch, Edward 3
murder 72, 106, 140
Murrison, Andrew 469
Muttum village school 385
Myers–Briggs Inventory 413
Nagin, Ray 232
naive optimism 159
name calling 106
NAPO, see National Probation Officers Association
narrative 61, 158, 159, 171, 364
National Centre for Counterterrorism 476
National Comorbidity Study 131
National Emergency Response Teams for Public Health 445
National Fire Protection Association (NFPA) 230
National Institute for Clinical Excellence (NICE)
and claims of clinical effectiveness 14
guidelines on depression 288
guidelines on EMDR 201, 213
guidelines on psychological debriefing 24, 28, 48, 54, 57, 480
guidelines on TF-CBT 201, 213
guidelines on trauma management 24, 25, 201, 202, 203
guidelines on TRiM 187
guidelines on working conditions 182, 187
hierarchical model in guidelines 225
limitations of guidance 26
sources of evidence 24
National Institute of Mental Health 173
National Probation Officers Association (NAPO) 459
National Specialist Commissioning (NSC) 465
National Vietnam Readjustment Veterans Study (NVVRS) 459
Nationmaster 139
NATO 12
natural disasters 73, 83, 227, 437, 443
Index 503

néant, le 372
needs analysis 111
negative affect 268
negative resilience 144
neglect
  child 87, 99, 244, 282, 461
  emotional 244
negligence 475
neocortex 364
Netherlands 325, 326
Network Operations Centre (NOC) 356
neural plasticity 364
neurobiological regulator 364
neurobiology
  and fitness 316–17
  of stress inoculation training 281–2
  of stress response 290
neuro-endocrine stress response 127
neuroimaging 262
neurolinguistic programming (NLP) 214
neuropeptide Y 282
neuroplasticity 278
neuroscience 223, 277, 480
New York Presbyterian Hospital 78
NFPA, see National Fire Protection Association
NHS/Armed Forces Regional Networks 470
nightmares 93, 149, 262, 419, 421
  see also dreams
NLP, see neurolinguistic programming
nonbureaucratic structure 81
nondirective therapy 26
no-need model, see denial of care needs model
nongovernmental organizations 390
non-hierarchical structure 81
nonjudgmental listening 392
nonphysical aggression 105, 106, 117
nonprofessional counselors 144
normalization 55, 96, 169, 175, 190, 276, 364, 380, 392
normalizing activities of daily living 464
Northern Ireland 12, 130, 215, 461, 476–7, 480, 481
Northern State Power Company 298
nostalgia 7
NSC, see National Specialist Commissioning
nuclear industry 337
nuclear power plants 73
nuclear submarines 73
numbing 77
nurturing 377
obesity 39
obsessive-compulsive disorder 128
occupational alcohol programs 298
occupational health (OH) 95, 333, 341, 347
  advisors 343
  physicians 200
occupational psychological health 442
occupationally related psychological disorders 30–1
occupational stress 32, 34–5, 37, 38, 74, 87, 113, 157, 158, 182
occupational therapy 10, 464
offshore oil/gas industry employees 337
OH, see occupational health
oil rig disasters 72, 73, 76, 77
Oklahoma City bombing 73, 79
old-age program 471
Omagh bombing 129
one-child policy 441
on-scene support 377, 379
on-site accidents 481
on-site training 78
open expression 368
open-door policy 342, 438
operational stress 34–5, 38
operational support 326
Op Herrick 427
Op Telec 427
optimism 41, 159, 163, 316
organizational adversity 162–3
organizational barriers 83
organizational causes of catastrophes 73
organizational challenges in traumatic events 78–9
organizational culture 83, 97, 318
organizational development (OD) 78, 160, 442
organizational diagnosis 80
organizational dissociation 353
organizational downsizing 72
organizational health 31, 40–5, 83
organizational learning 97
organizational liability 75–6
organizational nervous system response 354–7
organizational nurturing 449
organizational preparedness 454–5
organizational recovery 353–4
organizational resilience 33, 183, 187, 196, 361
organizational responsibility 75–6
organizational restructuring 72
organizational trauma 72–3, 76–8, 88–9
organizational violence 91
organization-specific guidance 26–7
orientation 235
orienting response 260
ORS, see Outcome Rating Scale
orthopedic problems 462
Outcome Rating Scale (ORS) 218, 219
out-of-body experience 168, 373
outreach 465, 466, 470
over-involvement 399
Oxfam 397
Page v. Smith 129
pain 430
chronic 262, 287, 423, 430, 462, 463
sensitivity 373
panic attacks 421
paralysis 243, 250
paramedics 240, 248
parasympathetic nervous system (PNS) 260, 278, 354
partial remission 130
participant selection 223
pathogenesis 63
patient aggression 91, 92
Patient Health Questionnaire (PHQ-9) 176
patriotism 79
Pavlov, Ivan 439
Pavlovian principle 359
PBC, see public behavior consultant
PDAs, see persons directly affected
peacekeeping 279–81, 313–14, 418
peer group champions 224
peer supervision 347
peer support 48–55, 58, 59, 146, 201, 319, 324, 351, 377
peri-traumatic dissociation 241, 249–50, 377
Peritraumatic Dissociative Experiences Questionnaire (PDEQ) 241
peri-traumatic prevention, see primary prevention
Perseus 372
personal adversity 160–1
personal attacks 159
personal conflict resolution model 10
personal growth 62
personal impact 358–60
personality 421, 422–3
tests 413
personal protective equipment (PPE) 41
person-centered counseling 391
personification 253
personnel selection 413
persons directly affected (PDAs) 403
PFA, see psychological first aid
phase-oriented treatment 252
phasic rehabilitation 463–4, 467
phobias 213, 214, 248, 275
physical abuse 244, 245, 247
physical aggression 92, 200, 337
physical barriers 79
physical fitness 316, 317
physical recuperative talk sessions 377
physiological control strategies 36
PIE, see proximity, immediacy, and expectancy
Pilger, John 476
Piper Alpha oil rig disaster 88, 167, 303
PNS, see parasympathetic nervous system
Poland 309, 310
police 53, 55, 72, 129, 133, 185, 187, 195, 240, 246, 314, 380, 482
police desk surveys 460
Police Service of Northern Ireland (PSNI) 54
policies 339–43
bullying 450
for traumatic events 447
in healthcare organizations 97
managers’ familiarity with 340
on workplace violence 108
post-trauma 337, 347, 339–40
political correctness 5
population expansion 229, 237
Portugal 309, 310
positive memory templates 260
positive psychology 41, 42, 60
positive reframing 323
positive reinforcement 413
post-deployment PTSD 34
post-fact collapse 376
post-trauma life stress 220
post-trauma policies 337, 347, 339–40
post-trauma recovery 350–67
post-trauma response 154–64
post-trauma support 48–63, 145, 458–71, 474–84
post-traumatic growth 60–3, 366
post-traumatic stress (PTS) 96, 154, 156
post-traumatic stress disorder (PTSD) acceptance as psychiatric disorder 302 among veterans 38, 127, 459, 462
and abuse 127
and alcohol 427
and allostatic load 133
and ASRs 282
and cardiovascular disease 131
and CBT 51, 116, 346, 479
and CISD 78, 183
and CISM 52–3
and combat 13, 36–7, 125, 462
and coronary arterial disease 132
and coronary heart disease 132
and counseling 96
and CSR 421, 424
and culture 427
and deployment 38
and depression 132, 459, 461, 468
and dissociation 245
and early intervention 13, 375
and E-EIM 174
and EMDR 25, 261, 277, 346
and family cohesion 319
and hypertension 131
and London bombings 353
and major depressive disorder 122
and missiles 419
and model building 6
and morale 317
and patient aggression 91
and peri-traumatic dissociation 249
and previous mental disorders 184
and primary structural dissociation 244
and psycho-education 464
and psychological debriefing 18, 22, 52–3, 60, 170, 178, 369, 380
and psychotherapy 78
and reactivity to stress 129
and residual stress 34
and self-critical thinking 286
and somatic symptoms 128, 277
and SPoT 27
and TF-CBT 25
and the ASSIST model 97
and the Millennium Cohort Study 38
and training 424
and triggers 128, 131
and TRIM 27, 188, 195–6
and unemployment 38
and workplace trauma 77, 335
as a dissociative disorder 253
as an adjustment disorder 6
as an anxiety disorder 6
as a treatable condition 38, 39
characteristics 77, 90, 259, 394–5
chronic presentations 462
comorbidity 459, 461
delayed onset 121–6, 130, 132, 133, 428
delay in receiving treatment 129–31
development of 259
diagnosis 126, 277
etiology 125, 130, 146
general guidance 25
health care utilization 124
help-seeking for 186
in emergency services 92
in firefighters 76
in peacekeeping troops 280
in spouses 429
intergenerational transmission 438
in train operators 75
in tsunami survivors 384, 387
in veterans 38, 121
legal obligations 133
line managers’ understanding of 340
neurobiology of 131
NICE guidelines on 25, 95, 96, 170, 182, 187, 305, 337–8, 346, 462, 479
post-deployment 34
pre-deployment 38
predictors 220, 355
prevalence 39, 183, 240, 428, 443, 477–8
prevention 14, 123, 145, 313
recent onset 470
rehabilitation 467–9
remission 39, 168
role of traumatic events in 124
screening for 38
subsyndromal 123–4, 127
treatment 78, 129, 277, 284, 416–31
potentially traumatic events (PTEs) 182–3, 371–3
poverty 141, 142, 484
PPE, see personal protective equipment
practical support 201, 202, 351
practice-based evidence 221–3
practice-based interventions 324
practice-based knowledge 215
practice-based studies 223
practice research networks (PRNs) 213–24, 480
practitioner expertise 20, 22
Pragmatic Research Network 224
pre-briefing 452–3
pre-combat stressors 424
pre-crisis education 53
Index

pre-deployment education and training programs 43
pre-deployment PTSD 38
premature voluntary retirement (PvR) 430
preparedness 454–5, 475
Pre-Qin Dynasty 439
presentification 253
pre-service difficulties 462
pre-trauma training 284
prevention
  and early intervention 31
  of disability 129
  of PTSD 14, 123, 145, 313
  of stress 40
  of suicide 42, 43
  of trauma 30–45, 83
  of workplace violence 108–10
primary 39, 375, 377, 378–80
secondary 42–3, 129, 377, 378
strength based 42–3
tertiary 377, 378
training for 36, 110
preventive health orientation 62
preventive stress management 30
primary care 44–5
primary dissociation 251
primary exposure 368
primary interventions 107, 110, 114
primary prevention 39, 375, 377–80
primary structural dissociation 244, 253
primary traumatization 248
primary victims 376, 377, 378–9
Princess Diana 475
prioritization 83
problem solving 41, 280, 392, 413, 468
process debriefing 115
product champions 14
production setbacks 107
professional development skills 450
protection 31, 93–4, 147, 172, 175, 337
proximity, immediacy, and expectancy
  (PIE) 12
proximity, immediacy, expectancy and brevity
  (PIE-B) 426
pseudo-epileptic seizures 250
PSNI, see Police Service of Northern Ireland
PS-PREP, see Voluntary Private Sector Preparedness Accreditation and Certification Program law
psychodynamic approaches 464
psycho-education 14, 175, 188, 368, 463–4, 468
psychoform dissociation 250
psychological debriefing 97, 168–72
  aims 52–3
  and anxiety 27
  and CISD 48, 170
  and depression 27
  and feedback 58
  and military deployment 426–7
  and NICE guidelines 24, 28, 48, 54, 57, 480
  and psychological uncoupling 376
  and PTSD 18, 22, 27, 52–3, 60, 170, 178, 369, 380
  and resilience 323
  and retraumatization 48, 51–2
  and workplace violence 115
appropriate use of 378
as counseling 52
as harmful 60, 170
as therapy 52
compulsory 53–4
continued use of 63
criticisms of 60
definition 480
difficult situations during 58
discontinuation 54–5
discussion in 58
effectiveness 18, 21–3, 178, 182, 201, 204, 368, 369–71
expectations of 380
follow-up in 59
for high-risk professions 379–80
group 323
in CISM 53
origins 52
role of EBC 237
single-session 170
stages of 169
three-stage technique 56
training in 56, 57–60
value 167
see also Critical Incident Stress Debriefing
psychological decompression 427
psychological disaggregation 241
psychological distance 398, 478
psychological first aid (PFA) 14, 44, 88, 96, 97, 172–3, 178, 283, 297
and emotional triage 376
for families of victims 308
for managers 308
in group settings 116
in workplace environments 115–17, 480
Index 507

nine-step model 172
recipients 308
TRiM as 187
value 167
psychological hardiness 323
psychological health services 31
psychological support 88, 172
psychological uncoupling (PU) 376, 379, 380
psychological well-being (PWB) 49, 61–3, 88
Psychological Well-being Post-traumatic Changes Questionnaire (PWB-PTCO) 62, 63
psychophysiological arousal 260
psychosocial education 266
psychosocial matrix 368, 376–8
psychosocial models 10, 11
psychosocial processes 9
psychosocial risks 162
psychosomatic disorders 11
psychosomatic reactions 8
psychotherapy
and PTSD 78
and residual stress 34
during combat 34
for factors complicating recovery 148
interpersonal 173, 174
in trauma support 147
narratives as key ingredient 171
psychotic disorders 416
PU, see psychological uncoupling
public behavior 231–2, 237
public behavior consultant (PBC) 234
public behavior evaluation (PBE) 235–7
PWB, see psychological well-being
PWB-PTCO, see Psychological Well-being Post-traumatic Changes Questionnaire
qi 436
Qing Dynasty 439
quality of life 186, 334
RA, see Reuters America
radiation 227, 231
rage factors 236
random control trials, see randomized control trials
randomized control trials (RCTs) 50, 216–20, 370, 480
rape 139, 168
Raphael, Beverly 172, 173
Raphael model 115
rapid eye movement sleep 260
rapid response medical teams 422
RCN, see Royal College of Nursing
RCTs, see randomized control trials
reaction times 405
realistic training 424–5
real-time responses 230
recent-onset PTSD 470
reconstruction 380
recovery 95, 148, 174, 363, 366, 373
and leadership 82, 83
and organizational culture 83
and resilience 314
and work 334
expectation of 187
factors leading to 81, 82
from adversity 316
from CSR 421
from major depression 130
individual 353
organizational 353–4
post-trauma 82, 173, 174, 177, 350–67
recovery centers 430
recovery model 463
recruit training 320, 423–4
recuperation 368, 373, 379–80
see also recovery
Red Cross 87, 94, 99, 377
Italian 87, 94, 99
Reddy, Michael 301–2
redundancy 81, 299, 300, 430
re-experiencing 77, 90
referral 150, 172, 203, 413
reflection 75, 252
refugees 260
regional welfare officers 463–6
rehabilitation 31, 126, 333–48, 430
and CBT 338
and counseling 338
and management behaviors 341–3
and PTSD 467–9
effects of psychological debriefing on 23
in Combat Stress treatment model 464
in rolling treatment program 464
phasic programs 467
plans 338, 343–4, 339
rehearsal 80, 356
reintegration 31, 464
relapse 130
relationships
- after disasters 386
- and ongoing planning process 351
- and post-traumatic growth 61
- and resilience 361, 364
- breakdown of 146
- international 306
- interpersonal 81
- strengthening 237
- with employees 81

relaxation 9, 26, 43, 213, 277, 288, 289

religious faith 159

remission 39, 130, 168

Repatriation Medical Authority 125

repeated exposure 121–33

residential treatment 464–5, 468, 470, 463

residual stress 33–4

resilience 80–3, 158–9
- and adversity 161
- and attachment 360
- and collaboration 361
- and culture 158
- and early life security 360
- and education 306
- and EMDR 259, 263–4, 265
- and external resources 317
- and families 319
- and fitness 317
- and interpersonal conflicts 316
- and mastery 316
- and optimism 159
- and peacekeeping 313–14
- and post-traumatic growth 61
- and psychological debriefing 323
- and psychological first aid 306–8
- and recovery 82, 314
- and relationships 361, 364
- and stress 263
- and stress-modulating hormones 282
- and support 361
- and sustainability 314–15
- and the ASSIST model 98
- and TRIM 187, 196
- and vulnerability 360
- and well-being 315
- assessment for 89
- community 238
- creation of 161, 352
- definition 80, 263, 314–15
- factors associated with 158
- in mental health services 89
- increased by traumatic events 62

knowledge of 234
- military 313–27
- motivational 233–4
- negative 144
- organizational 33, 183, 187, 196, 361
- programs 42–3, 235–5
- promotion of 49
- research 315
- role of EBC in fostering 236
- sources of 81
- stress-management approach 323
- training for 301, 313–27
- Resilience XI Program 325–6
- resistors 185, 186
- resources
- and morale 326
- categories of 62–3
- coping 78
- environmental 324–7
- external 315, 317–19, 327
- financial 81
- for trainers 399
- internal 62, 327
- of EAPs 306
- redundant 80
- respect 326
- respite care 460, 471
- restructuring 72, 74, 299
- retirement 334, 343
- Retour des Enfers et son Message, Le 372
- retraumatization 48, 189, 190
- return and reunion programs 43
- return to work plan 344, 346
- return to work schedule 338
- reunions 173, 175
- Reuters America (RA) 81
- rewind technique
- and CBT 221
- description 213–14
- evaluation 215, 216
- evolution 214–15
- “rewind-the-tape” analogy 190
- ripple effects 234
- risk communication 236
- risk-taking behavior 35, 429
- RMG, see Royal Mail Group
- road traffic accidents (RTAs) 221, 479, 481
- robberies 107, 142, 345
- Roberts, Peter (Capt.) 181
- role ambiguity 93
Index

role playing 58, 279, 323
role stressors 107
role tensions 90
role transition 176
rolling treatment program 464–5
Roosevelt, Franklin Delano 484
Royal Air Force 416, 417
Royal College of Nursing (RCN) 88
Royal Mail Group
counseling offered by 207
organizational changes 201
support for work-related trauma 199–212
use of SPoT in 27, 97, 202–3
Royal Marines
compulsory psychological debriefing in 54
TRiM in 56, 426
Royal Navy 26–7, 187, 202, 203, 416, 417
RTAs, see road traffic accidents
rules of engagement 13, 279, 315
rumination 61, 146, 376
rumors 172, 188, 236
see also gossip
Salkovskis, Paul 223
Salmon, T. W. 9–10
Salmon principles 12
SAM, see situationally accessed memory 149
Sampurna Montford College 384, 387
Sandman’s formula 236
sati 287
Saville Report 475
SAV-T model 108, 109, 111, 112
scapegoating 159
Scream, The 3
screening
for mental health problems 89
for PTSD 38
of employees with violent tendencies 108
of soldiers 12
of vulnerable people 183
pre-combat 423
secondary dissociation 251
secondary exposure 368
secondary functional deficits 461
secondary interventions 111, 107
secondary prevention 42–3, 129, 377, 378
secondary structural dissociation 244–5
secondary traumatization 92, 232, 482
secondary victims 376, 377, 378–9
secure healthcare settings 87–100
security service workers 337
selection
bias 216
of staff 337
of soldiers 12
self-acceptance 62
self-blame 91
self-care 252, 365, 413
self-compassion 283–6
neural mechanism for 284
training in 284, 290
Self-compassion Scale 284
self-control 13, 481
self-criticism 285, 286
self-destructive behavior 172
self-efficacy 41, 78, 147, 148, 236
self-esteem 159, 316, 334
self-harm 43, 249
self-help material 42, 202
self-management 288, 289
sense of coherence (SOC) 263
sensitization 121, 126–9, 133, 155
sensorimotor therapies 223
sensorimotor training 278
serial traumatization 264
“services no longer required” (SNLR) 430
sexual abuse 93, 213, 222, 244, 245, 246, 247, 373
sexual violence 140
shame 91, 190, 284, 286
Shanghai fire disaster 443
shelling 425
shell shock 8–9, 168
shooting incidents 72, 142, 482
sick leave 95, 148, 334
sickness absence 95, 334, 336, 337–9, 343–4
see also absenteeism
sick role 148
SID, see sudden infant death
sight barriers 109
significant others 371–3, 377
“sin eaters” 93
single-session debriefing 170, 189, 201, 304
Sino-German Senior Psychotherapy Continuous Training Program 440
SIT, see stress inoculation training
situationally accessed memory (SAM) 149
skill-based interventions 323
skills
acquisition 277
affective regulation 280
and mitigation of adverse effects 31
skills (Continued)
behavioral 280, 323
cognitive 280
communication 316, 340, 405
coping 280, 478
core 413
interpersonal 316, 324
mental 323
of trainers 410–11
problem solving 280
requirements 404
symptom management 468
skills training 252, 280, 464, 468
sleep problems 259, 363, 444, 456
SNS, see sympathetic nervous system 278
SOC, see sense of coherence
social care workers 55
social exclusion 461
socialization 155, 159
social media 42
social networks 10, 158, 423
social sharing 368
social support 8, 14, 25, 32, 34–6, 42, 49,
61, 78, 94, 146–50, 174, 183, 186–7,
201–2, 220, 248, 324, 437, 481
social support networks 14, 61
social withdrawal 421, 461
social workers 248
soldiers
and stress 313
dilemmas of 7
dissociation in 242
everl intervention for 12
from ethnic minorities 12
high incidence of trauma in 240
internal capacities 315–17, 327
morale 7
nostalgia 7
psychological trauma 181
resilience 313–27
role of personality in dysfunction 10
screening of 12
secondary structural dissociation in 244
self-control problems 13
UN peacekeeping operations 279–81
vulnerability to CSRs 9
welfare of 8
see also military personnel
“soldier’s heart” 8
Solomon Browne lifeboat 193
solution-focused interviews 345–6
somatic symptoms 437
and PTSD 128, 277
and stress 128
somatoform dissociation 250
Somatoform Dissociation Questionnaire –
Peritraumatic (SDQ-P) 250
somatoform dissociative phenomena 250
South Africa 139–44
increased use of trauma management in 74
Soviet psychology 439
Spain 309–11
special operations 40
specialty clinics 39
spiritual counseling 34
spirituality 277
spontaneity, and recovery 81
SPoT, see Support Post Trauma
spousal abuse 185; see also domestic abuse
St. Andrew’s Healthcare 88, 94–8, 100
stabilization 252, 267, 368, 419, 463
staff selection 337
staff support 89–90, 186
staff turnover 75, 95, 146
stages of trauma 374–5
stalking 107
startle response 129, 259, 456
status reports 232, 235
“staying with” 288
stigma
and clinical presentation 131, 431
and help seeking 41, 184, 185, 428, 462
and mental health care 39, 44–5, 222
and mental health terms 411
and outreach services 466
and the TRiM process 191
and traumatic events 456
external 185
internal 185, 186
reduction 352
strength-based intervention 319, 323
strength-based prevention programs 42–3
strengths
environmental 63
genetic 62–3
stress
acute 33
and adversity 161
and combat 6–13, 31–40, 44, 313, 421
and COR theory 75
and CSR 423
and deployment 34–5, 283
and education 36
and emotional engagement 315
support (Continued)
and resilience 361
and social network models of early intervention 10
and stress 35, 36
as a protective factor 32, 49
during combat 34
effectiveness of 210–11
emotional 94, 201, 202, 380, 397
evidence-based 199–212
family 35, 41, 42, 43, 146–7, 318–19, 351, 401
financial 397
for firefighters 380–1
for healthcare professionals 89
for managers 162
for professionals 87
for rescue-services personnel 380–1
for staff in secure mental health services 88–90
from house counseling team 353
from managers 59, 211
from peers 48–55, 58, 59, 146, 201, 319, 324, 351, 377
from social media 42
group-level 252
impact on absence 209–10
impact on symptoms 209–10
in CISM 56
in crisis situations 376–8
in the workplace 60
in TRiM 56
information about 98
instrumental 421
models 144–51
on-scene 377, 379
operational 326
organizational 170, 252
policies 337
post-trauma 48–63, 145, 458–71, 474–84
practical 201, 202, 351
psychological 88, 172
safety of 210–11
satisfaction with 208–9
social 8, 14, 25, 32, 34–6, 42, 49, 61, 78, 94, 146–50, 174, 183, 186–7, 201–2, 220, 248, 324, 437, 481
staff 89–90, 186
team 404
to organizations 365
trauma 146–51

Index

types of 199
within Royal Mail Group 207
support groups 466–7
support networks 6
Support Post Trauma (SPoT)
and psychological first aid 14
and PTSD 27
in the Royal Mail Group 27, 97, 202–3
training for practitioners 27
and EMDR 202, 203
and TF-CBT 202, 203
in workplace environments 480
meetings 203, 207–8, 211
support programs 59
support teams 351
surveillance cameras 109
surveillance equipment 79
surveillance initiatives 470
surveillance of psychological disorders 31
survivor guilt 386
survivors
acute care of 14
and emotional trauma 78
effects of terrorist attacks on 72
needs of 14
of South India tsunami 384–99
practical support for 351
sustainability 314–15
SWB, see subjective well-being
swearing 111
sympathetic nervous system (SNS) 260, 278, 354
symptoms
after acute traumatic events 168
and incident type 209
and psychological debriefing 18
education about 267
impact of support on 209–10
management 14, 187, 252, 468
normalization of 150
of post-traumatic stress 77, 90, 259, 394–5
specific interventions for 25–6
system-wide interventions 78
table-top exercises 409
talking therapies 96
Tamil Nadu 385
Tang Dynasty 439
Taoism 445
tardiness 75, 107
target hardening 109, 110
Index

513

taunts 281
Tavistock and Portman NHS Foundation Trust 470
team building 451
team cohesion 41
team development 405
team support 404
team welfare 410–13
tearfulness 456
technical causes of catastrophes 73
technical recovery 81
technological disaster 73, 227
technology 45
teleconferencing 81
telehealth 45
telephone counselors 93, 305
teleportation of emotion 155
terminology 31–2, 63, 411–12
terrorism 73, 231, 227, 229, 233, 476, 478, 480, 482, 484
attacks 45, 76, 476
in Northern Ireland 130
research on effects 72
threat of 484
tertiary dissociation 245
tertiary exposure 368
tertiary interventions 107
tertiary prevention 377, 378
tertiary victims 376, 377, 378, 379–80
testimonies 478
thalmo-amygdala path 354
thalmo-cortical system 354
Tharmaraj, Leon 387, 388
theft 200
theoretical understanding 389
therapeutic alliance 220, 224, 266
therapists 218
threat 111, 113, 185, 302, 337
Three Mile Island 80
three-stage technique 55, 56
Tiananmen Square massacre 302
tonic immobility 244, 276
Toronto 75
total inhibition 373
Toyota 83
training
advance 356
and emergency action plans 79, 354
and mitigation of adverse effects 31
and perception of control 36
and prevention of trauma 36
and PTSD 424
and resilience 318
and workplace violence 110
anxiety management 116
behavior-based 323
by the CTRG 58
classroom 40
cognitive (knowledge-based) approach 319
collaborative 324
comprehensive programs 43
cost of 95
design of program 399
desarriage of, workplace 417
employee focused 117
for coping 408
for deployment to disasters 401–14
for front-line personnel 405–6
for managers 408–10
for operational deployments 34
for personnel selection 413
for resilience 301, 313–27
for self-compassion 284
for SPoT practitioners 27
for TRiM practitioners 26, 188
in active listening 388
in awareness and response 145
in behavioral relaxation 43, 277
in CISM 57–60
in cognitive flexibility 43
in defusing skills 162
in EAPs 113
in India 401–14
in IPT-PT 177
in leadership 11
in mindfulness 288, 289, 290
in psychological debriefing 56, 57–60
in public relations 405
in risk reduction 343
in self-compassion 284, 290
in strength-based skills 42–3
in trauma support 145
in US Marine Corps 423
in value-centered decision making 43
in violence risk 111
induction 425
mandatory 404
medical 80
methodologies 389
military 40, 281, 416, 417
of emergency personnel 401, 402
training (Continued)
of management 145, 162, 340–1
of peer supporters 59
of personnel for deployment 408
of recruits 320, 423–4
of therapists 288
of TRiM practitioners 188
of volunteers 144
on outcome measurement 224
on-site 78
positive effects on health 40
practice-based approach 319, 323
pre-deployment programs 43
pre-trauma 284
prevention focused 36, 110
qualities of 398
realistic 424–5
resources 389, 399
scenarios as exercises in 405–7
selection of trainees 402, 414
sensorimotor 278
skills required by 410–11
standards of 337, 414
trauma preparedness 144
see also skills training; stress inoculation training
train operators 75, 301, 354, 355, 447, 448, 453
transactional analysis 391
transformational learning 159
Transport for London (TfL) 350–1, 353, 355, 362, 365, 480
trauma advisors 94, 97
trauma awareness training program 100
trauma centers 87, 99
trauma fixation 374–5
trauma-focused cognitive behavioral therapy (TF-CBT) 25, 28, 344, 468, 479, 480
and SpOT 202
NICE guidelines on 201, 213
referral for 203
trauma impact 71–83
trauma inoculation 274–90
trauma labyrinth 373
trauma management
and critical incident stress debriefing 17
and psychological debriefing 17
for organizations 17–28
NICE guidelines on 24, 25
policies 339–40
trauma network 351
trauma pathway model 391
trauma preparedness training 144, 145
trauma processing 374
trauma responses 74–5, 475
of Chinese people 442–4
Trauma Risk Management (TRiM) 97, 181–96
and CISM 56
and organizational resilience 187
and potential psychological injuries 188
and psychological first aid 14
and PTSD 27, 188, 195–6
and resilience 187, 196
and stigma 191
as psychological first aid 187
assessment in 56
compulsory psychological debriefing in 54
definition 426
development 55–6
effectiveness 60, 195–6
follow-up 56, 190
implementation 188–91
in the Royal Navy 26–7, 187, 202, 203
in UK Army 319
in workplace environments 480
interviews 188, 190, 191
NICE guidelines on 187
origins 187
planning in 56
practitioner training 26, 188
real-life experiences 191–5
support in 56
training for practitioners 26, 27
use by BBC 187
use by Foreign and Commonwealth Office 187
use by London Ambulance Service 187
use by police 187, 195
use by Royal Marines 56, 187, 426
trauma support models 94–100, 144–51, 477
traumatic injury 124
traumatic stress 32, 121–33, 177, 484
traumatic tunnel 379
trauma time 243–4
traumatization 371, 373
traumatized organizations 80–2, 350–67, 447–57
trauma trance 379
TRC, see Truth and Reconciliation Commission
treatment
<table>
<thead>
<tr>
<th>Index</th>
<th>515</th>
</tr>
</thead>
<tbody>
<tr>
<td>and large-scale trauma</td>
<td>30–45</td>
</tr>
<tr>
<td>delay</td>
<td>129–31</td>
</tr>
<tr>
<td>distinguished from intervention</td>
<td>235</td>
</tr>
<tr>
<td>plans</td>
<td>253</td>
</tr>
<tr>
<td>trench warfare</td>
<td>8</td>
</tr>
<tr>
<td>triage</td>
<td>307, 376, 425</td>
</tr>
<tr>
<td>triggers</td>
<td>75, 98, 122, 128, 131, 247, 259, 260, 262, 359, 381</td>
</tr>
<tr>
<td>TRiM, see Trauma Risk Management</td>
<td></td>
</tr>
<tr>
<td>triple comorbidity</td>
<td>125</td>
</tr>
<tr>
<td>troops, see soldiers</td>
<td></td>
</tr>
<tr>
<td>Truth and Reconciliation Commission (TRC)</td>
<td>140</td>
</tr>
<tr>
<td>tsunamis</td>
<td>227, 307, 477</td>
</tr>
<tr>
<td>survivors</td>
<td>384–99, 401–14</td>
</tr>
<tr>
<td>tunnel vision</td>
<td>373</td>
</tr>
<tr>
<td>Twin Towers attacks, see 9/11 attacks</td>
<td></td>
</tr>
<tr>
<td>type I workplace violence</td>
<td>106–7, 109</td>
</tr>
<tr>
<td>type II workplace violence</td>
<td>107, 109</td>
</tr>
<tr>
<td>type III workplace violence</td>
<td>107</td>
</tr>
<tr>
<td>UK-EAPA, see UK-Employee Assistance Professionals Association</td>
<td></td>
</tr>
<tr>
<td>UK-Employee Assistance Professionals Association (UK-EAPA)</td>
<td>298</td>
</tr>
<tr>
<td>uncoupling</td>
<td>379–80</td>
</tr>
<tr>
<td>unemployment</td>
<td>141, 459, 461</td>
</tr>
<tr>
<td>among veterans</td>
<td>38</td>
</tr>
<tr>
<td>and PTSD</td>
<td>38</td>
</tr>
<tr>
<td>and quality of life</td>
<td>334</td>
</tr>
<tr>
<td>unfinished business</td>
<td>386</td>
</tr>
<tr>
<td>UNHCR, see United Nations High Commissioner for Refugees</td>
<td></td>
</tr>
<tr>
<td>Union Carbide, Bhopal</td>
<td>73, 76, 80, 83</td>
</tr>
<tr>
<td>United Kingdom Central Council (UKCC)</td>
<td>89</td>
</tr>
<tr>
<td>United Nations High Commissioner for Refugees (UNHCR)</td>
<td>53</td>
</tr>
<tr>
<td>United Nations peacekeeping troops</td>
<td>279–81</td>
</tr>
<tr>
<td>United Nations soldiers’ stress syndrome</td>
<td>13</td>
</tr>
<tr>
<td>unsafe work behaviors</td>
<td>75</td>
</tr>
<tr>
<td>Utoeya shootings</td>
<td>63, 483</td>
</tr>
<tr>
<td>vagosympathetic regulation</td>
<td>277</td>
</tr>
<tr>
<td>Validity of Cognition (VOC) scale</td>
<td>266, 268</td>
</tr>
<tr>
<td>value-centered decision making</td>
<td>43</td>
</tr>
<tr>
<td>values</td>
<td>387</td>
</tr>
<tr>
<td>as a resource</td>
<td>62</td>
</tr>
<tr>
<td>VAM, see verbally accessed memory</td>
<td>149</td>
</tr>
<tr>
<td>ventilation</td>
<td>173, 380</td>
</tr>
<tr>
<td>verbal abuse</td>
<td>87, 94, 106, 337</td>
</tr>
<tr>
<td>verbal aggression</td>
<td>92, 200, 337</td>
</tr>
<tr>
<td>verbally accessed memory (VAM)</td>
<td>149</td>
</tr>
<tr>
<td>Vet Centers</td>
<td>45</td>
</tr>
<tr>
<td>veterans</td>
<td></td>
</tr>
<tr>
<td>definition</td>
<td>458</td>
</tr>
<tr>
<td>from the Gulf War</td>
<td>125</td>
</tr>
<tr>
<td>from the Korean War</td>
<td>132</td>
</tr>
<tr>
<td>from the Vietnam War</td>
<td>127, 131, 132</td>
</tr>
<tr>
<td>in the criminal justice system</td>
<td>459–60</td>
</tr>
<tr>
<td>mental health in</td>
<td>458–71</td>
</tr>
<tr>
<td>outreach programs</td>
<td>43</td>
</tr>
<tr>
<td>population studies</td>
<td>459</td>
</tr>
<tr>
<td>PTSD in</td>
<td>38, 121</td>
</tr>
<tr>
<td>research on return home</td>
<td>72</td>
</tr>
<tr>
<td>transition programs</td>
<td>43</td>
</tr>
<tr>
<td>unemployment among</td>
<td>38</td>
</tr>
<tr>
<td>use of rewind technique</td>
<td>215</td>
</tr>
<tr>
<td>Veterans Association</td>
<td>459</td>
</tr>
<tr>
<td>Veterans in Prison Association (VIPA)</td>
<td>460</td>
</tr>
<tr>
<td>veterans’ priority</td>
<td>469</td>
</tr>
<tr>
<td>vicarious traumatisation</td>
<td>92, 93, 248</td>
</tr>
<tr>
<td>victims</td>
<td>371–3</td>
</tr>
<tr>
<td>categories</td>
<td>478–9</td>
</tr>
<tr>
<td>definition</td>
<td>479</td>
</tr>
<tr>
<td>indirect</td>
<td>375–6</td>
</tr>
<tr>
<td>primary</td>
<td>376–9</td>
</tr>
<tr>
<td>secondary</td>
<td>376–9</td>
</tr>
<tr>
<td>tertiary</td>
<td>376–80</td>
</tr>
<tr>
<td>Vietnam veterans</td>
<td>127, 131, 132</td>
</tr>
<tr>
<td>Vietnam War</td>
<td>12, 13, 127, 131, 132, 425, 429, 467</td>
</tr>
<tr>
<td>violence</td>
<td></td>
</tr>
<tr>
<td>and crime</td>
<td>141, 248</td>
</tr>
<tr>
<td>and previous military action</td>
<td>141</td>
</tr>
<tr>
<td>cognitive effects</td>
<td>91</td>
</tr>
<tr>
<td>cross-over</td>
<td>142</td>
</tr>
<tr>
<td>during armed raids</td>
<td>302</td>
</tr>
<tr>
<td>effects</td>
<td>91</td>
</tr>
<tr>
<td>in mental health services</td>
<td>89</td>
</tr>
<tr>
<td>in society</td>
<td>139–44</td>
</tr>
<tr>
<td>in South African townships</td>
<td>140</td>
</tr>
<tr>
<td>in the workplace</td>
<td>90, 105–17, 142–3, 200</td>
</tr>
<tr>
<td>indirect exposure</td>
<td>92–4</td>
</tr>
<tr>
<td>intimate partner</td>
<td>113</td>
</tr>
<tr>
<td>of combat</td>
<td>36</td>
</tr>
<tr>
<td>sexual</td>
<td>140</td>
</tr>
<tr>
<td>social dynamics of</td>
<td>139</td>
</tr>
<tr>
<td>social effects of</td>
<td>92</td>
</tr>
<tr>
<td>structural</td>
<td>140</td>
</tr>
<tr>
<td>threat of</td>
<td>35</td>
</tr>
<tr>
<td>types</td>
<td>91</td>
</tr>
<tr>
<td>violence risk training</td>
<td>111</td>
</tr>
</tbody>
</table>
VIPA, see Veterans in Prison Association
visceral system 437
visualization exercises 278
visual kinesthetic dissociation 214
VOC, see Validity of Cognition scale
Voice of Victims in Europe: Testimonies 478
voices 243
Voluntary Private Sector Preparedness
   Accreditation and Certification Program
   law (PS-PREP) 229–30
waiting list controls 216, 217, 220, 261
war neurosis 9
War on Terror 30, 40
War Pensions Agency 464, 465
Warwick Edinburgh Mental Well Being Scale
   (WEMBWS) 465
War You Don’t See, The 476
watchful waiting 27, 145–6, 184, 201, 203, 346, 370, 479
web-based counseling 114
welfare support 464, 465
well-being 161, 170, 315, 326, 333–4, 411, 475
   and work 334
   of employees 83
   of staff in challenging conditions 95
   psychological 49, 61–3, 88
   subjective 62
wellness programs 113
WEMBWS, see Warwick Edinburgh Mental
   Well Being Scale
Wenchuan earthquake 436, 443
Western psychology 440
witnesses
   and emotional trauma 78
   and trauma management policies 339
witnessing combat 419
witnessing deaths 74–5, 185
witnessing traumatic images 36
women’s health 45
work
   adaptation 186, 335, 338, 339, 341–6
   and health 334
   and recovery 334
   and self-esteem 334
   and well-being 334
   beneficial general effects 341
worker deaths 73, 74–5
worker injuries 73
working conditions 182
Working for a Healthier Tomorrow 338
working memory 289, 323, 376
working-through 372, 374–5
workplace
   accidents 74
   adjustments 186, 335, 338, 339, 341–6
   aggression 105, 106
   conflict 441
   resistance 146
   trauma 17–28, 163, 206, 441
   violence 90, 105–17, 142–3, 200
work-related injuries 121
worksite wellness programs 41–2
World Conference on Disaster
   Reduction 229
World Trade Center 71–3, 78, 81, 454
World War One (WWI) 8, 168, 242, 245
World War Two (WWII) 10–11, 181, 426, 439, 460
worried well 231
WSDO, see welfare support desk officer
xenophobia 141
yin/yang 436
Yuan Dynasty 439
Zeebrugge ferry disaster, see Herald of Free
   Enterprise disaster