

### Coping on an Assignment Guidelines

1.) Take along the local ARC Chapter telephone number and email address – if you have access to communication and would like to contact the Chapter, you will be able to. Have assignment Dr#, telephone contact, location information & directions (consider MapQuest). Take maps & check on road safety.

2.) The most important guideline is that we all attempt to remain as flexible and tolerant as possible, given the expected limitations on detailed structure available in very challenging disasters. Of course, there will be some fellow volunteers or clients we serve that can be trying, but tolerance will go a long way. Checking in with your supervisor can be useful, and sometimes necessary or even required.

3.) Experiencing frustration with the situation, the assignment, and lack of resources is normal, and the way we deal with it is key. Tell yourself it is understandable that you feel frustration given the situation – acknowledge and then let go of it as best as you can. Holding onto frustration will only increase your stress level and compromise your effectiveness with those you are trying to serve.

4.) No matter what – be sure to take breaks – even brief breaks will help you work healthier and more effectively. Check with your supervisor and encourage each other to take a few minutes for fresh air, a walk if it isn't too hot, and time to just relax.

5.) Talk with other volunteers when there is time – it is important that you try to support one another. Honoring basic humanitarian concepts of respect, appreciation, and acknowledging those who help you and those you work with is expected.

6.) It may help to write down a few of your thoughts, or to problem-solve on paper, to avoid carrying around uncomfortable or challenging thoughts and feelings. Making note of interesting observations and positive experiences can also be helpful.

7.) Attempt to clear your mind of worries and stress – take a moment and picture a calming place where you feel comfortable, relaxed, and reasonably peaceful. If you can do this for a few minutes periodically, it can help you serve others better.

8.) As best as one can on a disaster, try to get the sleep you need when you can, and eat as healthily as possible.

9.) Please follow the ARC structure as to who you are to check in with, take direction from, support and assist. Please note that ARC follows a zero tolerance policy for sexual harassment and discrimination, and an honoring of confidentiality must be followed.

10.) Know that what you are doing is very important, appreciated, and that it will be a remarkable experience for you to draw from in the future. Remember that miracles aren't expected, just do the best you can with what you have.

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