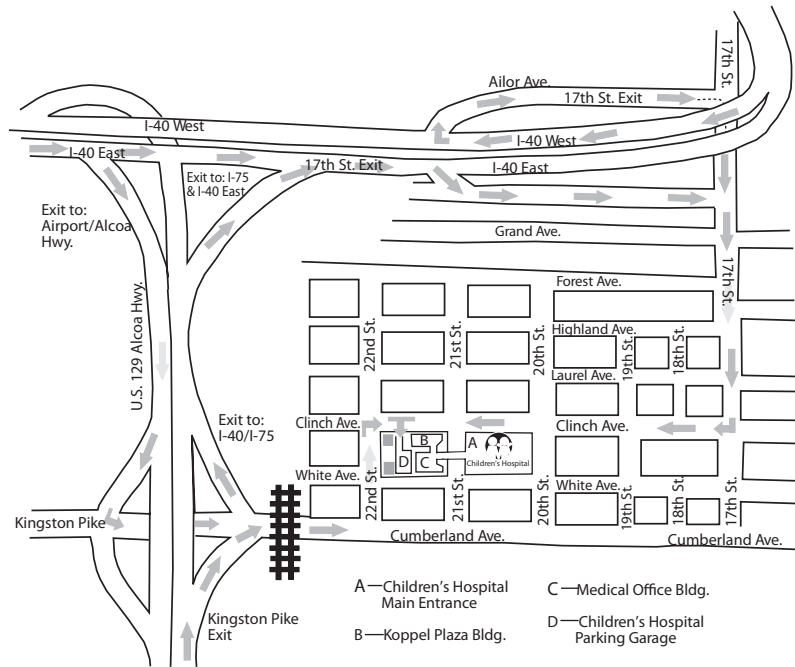


# Location

The conference will be held in Children's Hospital's Koppel Plaza Building on the second floor in the Meschendorf Conference Room.

# Parking

Participants are invited to park in Children's Hospital's Parking Garage on Clinch Avenue below the hospital. We ask that you park on the top level of the parking garage if possible. Bring your parking ticket into the conference for complimentary parking.



East Tennessee Children's Hospital  
 Pastoral Care Department  
 P.O. Box 15010, Knoxville, TN 37901



Children's Hospital

*presents*

# Psychological First Aid: Responding To Crisis

*Dianne R. Britton, LCSW*

**Thursday, April 15, 2010**

**8:00 a.m. - Noon**

*to be held at*

Children's Hospital, Koppel Plaza  
 2018 Clinch Avenue, Knoxville, TN 37916



# Faculty Biography

## Dianne R. Britton, LCSW

Britton has provided crisis response services in business, corporate, school and church settings since Spring 1998. She holds a Master's Degree in Clinical Social Work and has worked 20+ years as a licensed therapist. In her private practice located in the Farragut area, she offers services to adults, children and adolescents. Additionally, she is available through several crisis response firms to provide telephone support and on-site services to businesses and employee assistance programs.

Her skills have been used following terrorist acts, murders, workplace accidents, robberies, downsizing, aircraft crashes, illness and unexpected employee deaths. Through private companies, the Substance Abuse & Mental Health Services Administration, the Episcopal Church and the American Red Cross, she has provided emotional and psychological interventions to communities following hurricanes and California wildfires. In Knoxville, Britton worked with the Tennessee Valley Unitarian Universalist Church after the shooting there. She has provided services both nationally and abroad to soldiers and their families before, during and after military deployment to Iraq.

She is active locally and in the southeastern United States with the Episcopal Church to plan for church safety, train crisis response teams and provide crisis response. She volunteers for the American Red Cross as a National Mental Health Provider, "Coping with Deployment" teacher and trainer, and teaches the American Red Cross certification course for crisis response. She lives in Knoxville, Tennessee.

# Objectives

1. To provide basic information about disaster response and Psychological First Aid.
2. To review the steps needed to translate existing skills into those needed to assist disaster victims.
3. To discuss local and national resources for helping people in crisis.
4. To provide an opportunity for area professionals and lay people to interact on issues important to working with families.

# Abstract

Many professionals want to help during a disaster but are not prepared and do not know what steps to take to be involved. If you want to help and do not know how, this seminar will provide some answers. The presenter will introduce *Psychological First Aid* and discuss how to translate existing professional skills into the unique environment of crisis response. Opportunities will be provided to practice *Psychological First Aid* from a strengths and resiliency perspective.

The Pastoral Care Staff at Children's Hospital cordially invite the community of East Tennessee to attend a seminar on **"Psychological First Aid: Responding To Crisis."**

This conference is offered by Children's Hospital as a part of our commitment to families in our service area.

**Thursday, April 15, 2010**  
**8:00 a.m. - Noon**

# Agenda

- 8:00 a.m. \_\_\_\_ Registration and Continental Breakfast
- 8:30 a.m. \_\_\_\_ Invocation and Introduction to the Day  
*Chaplain Rick Callaway*
- 8:45 a.m. \_\_\_\_ Response to Individual and Mass Disaster Using Psychological First Aid with a Focus on Strengths and Resiliency  
*Dianne R. Britton, LCSW*
- 10:00 a.m. \_\_\_\_ Break
- 10:15 a.m. \_\_\_\_ Out of the Office, Into the Fray: How to Translate Skills Used in the Office to Those in the Field for Disaster Response  
*Dianne R. Britton, LCSW*
- 11:30 a.m. \_\_\_\_ Questions and Discussion
- Noon \_\_\_\_ Dismiss

Thank you for your interest.  
We invite your suggestions of future topics for our annual seminars. If there are ways we can be of service to you, please contact Chaplain Rick Callaway, Director of Pastoral Care, East Tennessee Children's Hospital, P. O. Box 15010, Knoxville, TN 37916, 865/541-8476, or rcallaway@etch.com

# Psychological First Aid: Responding To Crisis

Thursday, April 15, 2010  
8:00 a.m. - Noon



## Registration Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Organization: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

***Please return this registration form  
with a contribution of \$10 to:  
Department of Pastoral Care  
Children's Hospital  
P.O. Box 15010  
Knoxville, TN 37901-5010***

If the financial contribution would prevent you  
from attending, please register and come  
without a donation.

If you have questions, please contact  
Chaplain Rick Callaway at 865/541-8476 or  
by E-mail at [rcallaway@etch.com](mailto:rcallaway@etch.com).

# Psychological First Aid: Responding To Crisis

Thursday, April 15, 2010  
8:00 a.m. - Noon



## Registration Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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by E-mail at [rcallaway@etch.com](mailto:rcallaway@etch.com).