

# RESPOND TOOL: CULTURALLY COMPETENT HISTORY TAKING IN A CRISIS

**R** **Rapport:** Build *rapport* with the individuals you are reaching.

**E** **Explain:** *Explain* the purpose of your conversation. Establishing clear intentions and expectations about the nature of the conversation will go a long way in making communication more efficient and effective.

**S** **Services:** Identify what community-based *services* are available to community members to help them re-establish their lives. In addition, be aware that many individuals might not understand that these services are available, let alone that they are often offered at no cost to them.

**P** **Proactive:** Encourage individuals to be *proactive* in seeking help and identifying their needs.

**O** **Offer:** *Offer* assistance for individuals in the affected communities by helping them identify their needs as much as you are able.

**N** **Negotiate:** *Negotiate* what was “normal” prior to the disaster to help an individual identify his or her needs as much as you are able.

**D** **Determine:** Finally, *determine* what the next steps are for that individual, as people affected by a disaster are likely to feel increasingly vulnerable. Providing them with the security of structure and normalcy can improve their ability to recover more quickly.

