

TRAUMA-INFORMED RESPONSES TO EMERGENCIES IN THE DIGITAL ERA

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Abstract - Academic paper.

The COVID-19 outbreak has brought disaster responses in China to a digital era. China has one of the highest usage of digital mobile phones across age. During the recent heavy rainstorm in Zheng Zhou, the capital city of the Province of Henan, thousands of volunteers jumped into the web to pick up seek help messages and try to connect the people in danger to nearby rescue teams. However most of them received no training in psychological self-protection and lost themselves in personal burnout. This paper reviewed the need for trauma-informed volunteer training and reported a survey on psychological stress experienced by various groups of volunteers in the digital rescue. Survey results indicated that volunteers involved in digital rescue have experienced three different stages, namely heroism, disappointment, and exhaustion. Application of the model of ‘Sensitisation, Education, Scanning, Choice of Opting Out, and Recovery Facilitation’ (S-E-S-C-R) to better structure Trauma-Informed training and supervision, is discussed.

Keywords: Trauma-informed Emergency Response, Digital Voluntary Rescue Services, Social Psychological EDRM

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