

RESPOND: Culturally Appropriate History Taking

R	Build rapport with the individuals you come in contact with.
E	Explain the purpose of your conversation to help build rapport. Establishing clear intentions and expectations about the nature of the conversation will go along way in making communication more efficient and effective.
S	Identify what community based services and resources 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	Encourage individuals to be proactive in seeking help and identifying their needs.
O	Offer assistance for individuals in the affected communities by helping them identify their needs as much as you are able.
N	Negotiating what was “normal” was prior to the disaster may help an individual in identifying what assistance they need or what might be available to them. By identifying their everyday (or “normal”) needs, it will be easier to identify what services they need to access.
D	Finally, determine what the next steps are for that individual, as people affected by a disaster are likely to feel increasingly vulnerable. Providing them the security of structure and normalcy can improve their ability to recover more quickly.

