

# CRITICAL INCIDENT STRESS MANAGEMENT

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*‘We are not human beings on a spiritual journey but  
spiritual beings on a human journey’*

**Is it just me?**

- Crisis Intervention began in 1906 National Save-A-Life League
- Crisis Intervention is NOT psychotherapy; rather it is a specialized acute mental health intervention which requires specialized training.
- As physical first aid is to surgery, crisis intervention is to psychotherapy.
- Crisis Intervention is sometimes called “emotional first aid”.
- Jeffrey T. Mitchell. Ph.D., Model of Crisis Response, developed a comprehensive, systematic, integrated and multi-component crisis intervention program.

# DEFINITION OF STRESS

- Stress is defined as a state of cognitive, emotional and physical arousal.
- Stress is caused by exposure to some actual or perceived demand or stimulus in our environment
- Once we arouse the intellect, emotions and body, we can observe changes in a person's behavior
- Stress can be a powerful destructive force

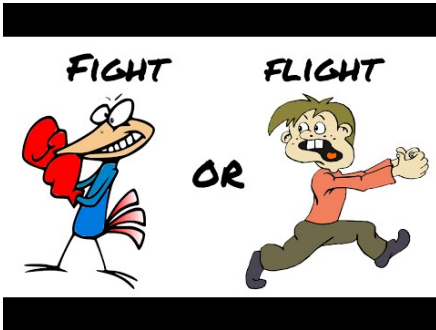


# General Adaptation Syndrome Phases

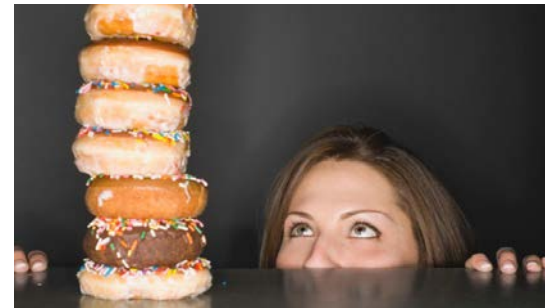
- Alarm



- Fight/Flight



- Resistance



- Exhaustion



# FOUR TYPES OF STRESS

- General Stress (normal)
- Cumulative Stress (not normal) leads to burnout
- Critical Incident Stress (normal)
- Posttraumatic Stress Disorder (PTSD) (not normal) unresolved critical incident stress



# CRISIS

- A crisis is an acute emotional reaction to a powerful stimulus or demand
- A state of emotional turmoil
- Two main types of crisis: Maturational and Situational
- Three main characteristics of any crisis:
  1. *Disrupted balance between thinking ability and emotions*
  2. *Usual coping methods fail to work*
  3. *Evidence of mild to severe impairment in the individual or group involved*



# CRITICAL INCIDENT STRESS

- State of cognitive, physical, emotional, and behavioral arousal which accompanies the crisis reaction to a severe situational crisis.





# CRITICAL INCIDENT STRESS

## The *Terrible Ten*:

1. line of duty death,
2. suicide of a colleague
3. serious work-related injury
4. disaster/ terrorism
5. events with a high degree of threat to personnel
6. events involving children
7. victim is known
8. excessive media interest
9. prolonged events with negative outcome
10. any powerful overwhelming distressing event



# GOAL OF CRISIS INTERVENTION

- Stabilize
- Mitigate
- Mobilize resources
- Normalize reactions
- Restore to adaptive function



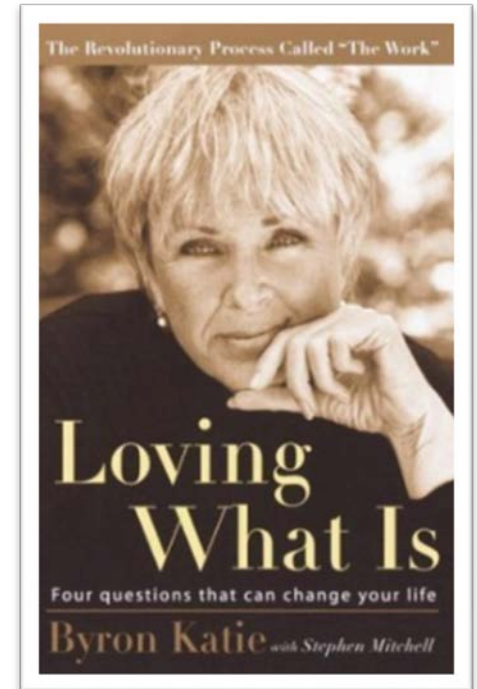
# CRITICAL INCIDENT TOOLS:

- Demobilization
- Crisis Management Briefing
- Defusing
- Critical Incident Stress Debriefing



# 5 PRINCIPLES OF SELF-CARE

1. Ask for Help, call a CISD; ask why me, what did I learn, what difference did I make, what would I do differently next time, how has this event changed me
2. Have healthy boundaries: “my business, your business, God’s business” Byron Katie, Loving What Is
3. Move from reactive to creative mode
4. Listen to your body, your intuition, and your felt experience
5. Find out what restores you



***NEED HELP?***

*Call your Employee Assistance Provider*

***Linda Winston ext 18122***