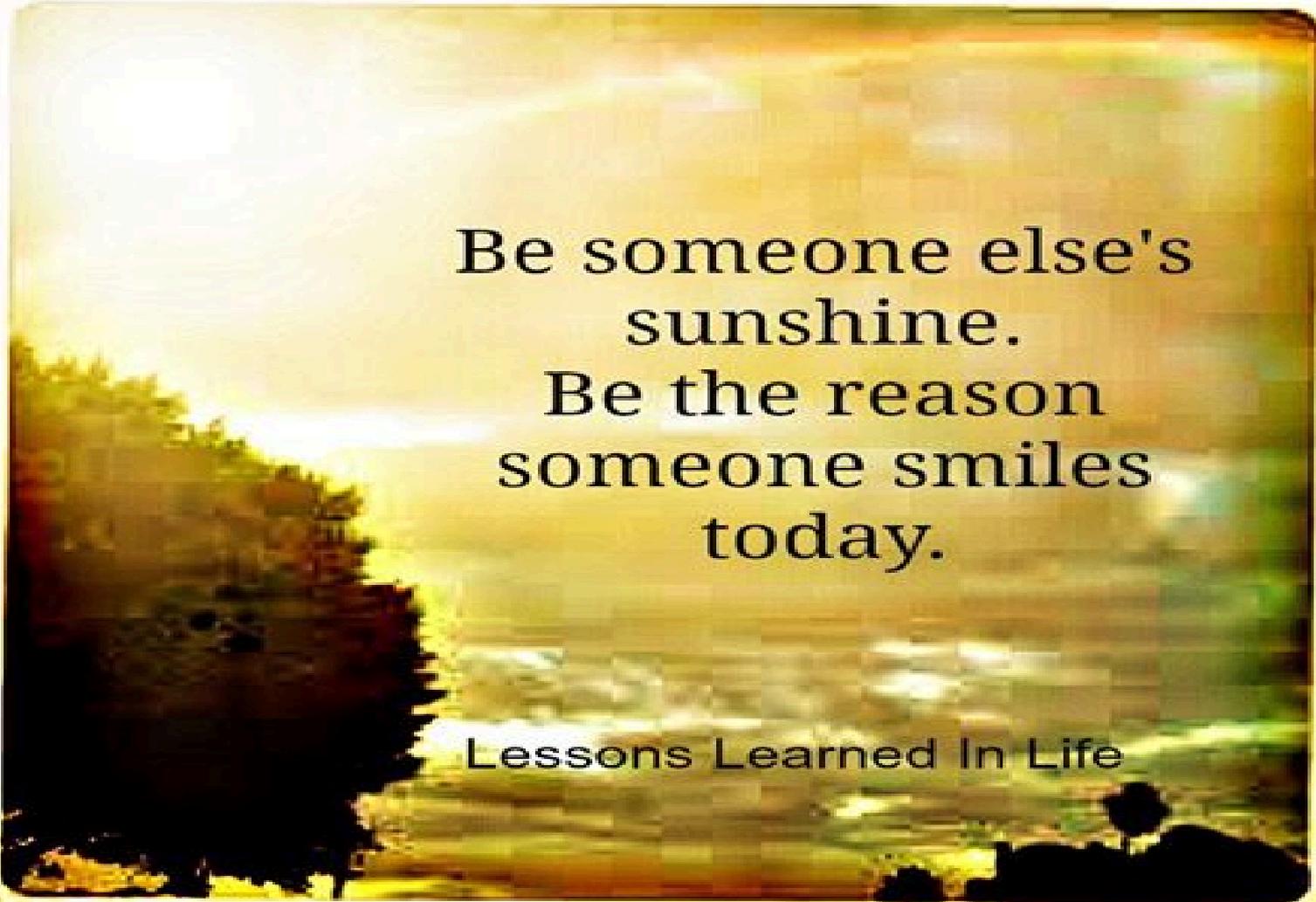


# What Can Your Regional CISM Team Do For You?

Patricia Copeland, EMTP

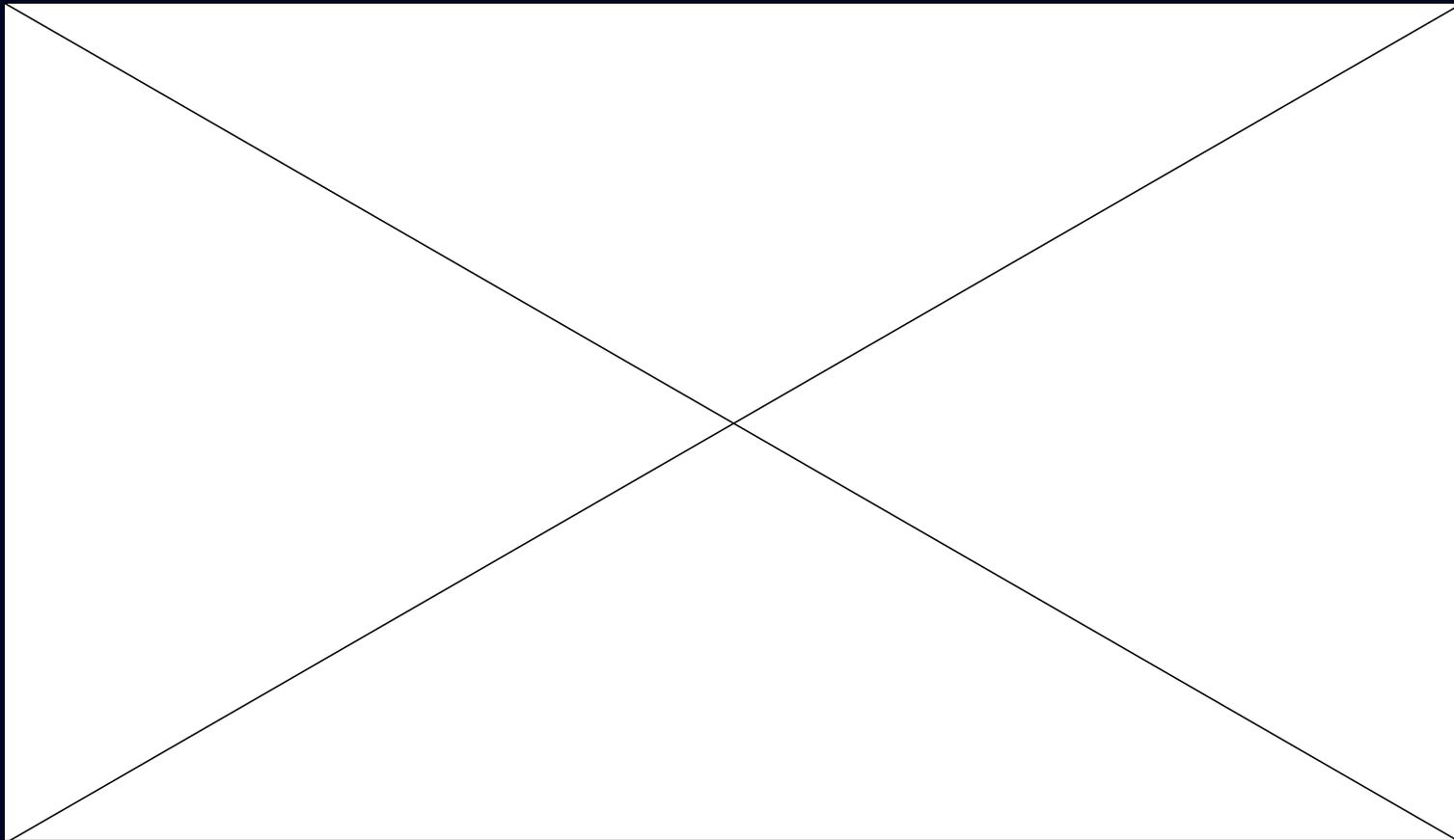
REMS CISM Team Coordinator

Approved ICISF Group Crisis Intervention Instructor



Be someone else's  
sunshine.  
Be the reason  
someone smiles  
today.

Lessons Learned In Life

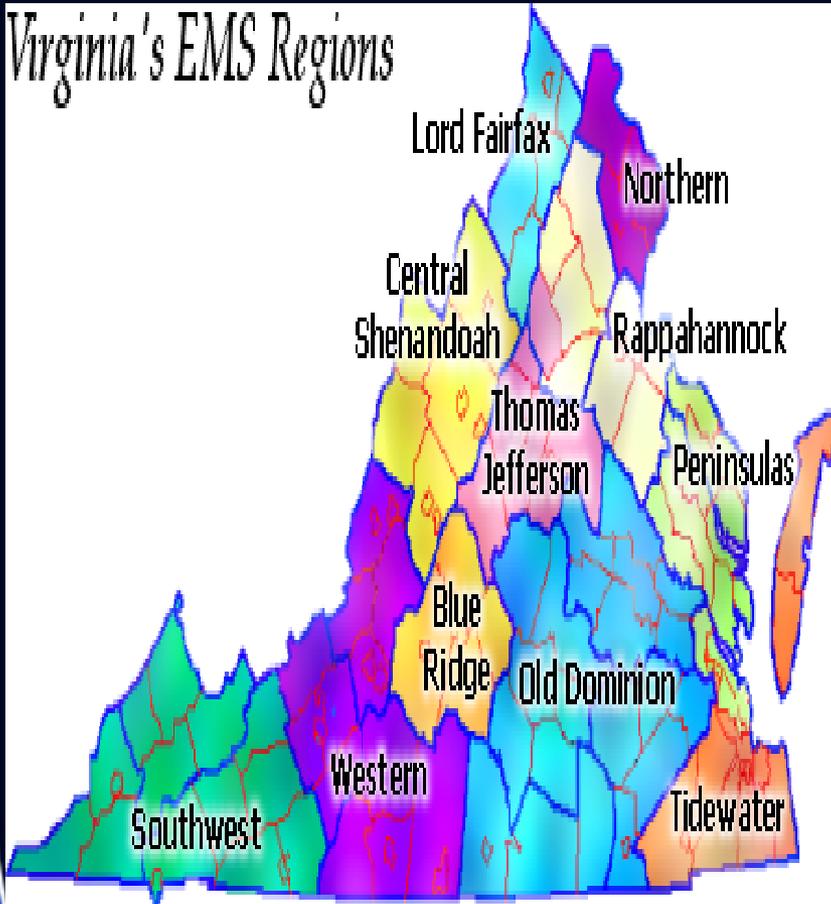


## DEFINITIONS

**CRITICAL INCIDENTS** are unusually challenging events that have the potential to create significant human **DISTRESS** and can overwhelm one's usual coping mechanisms

# REGIONAL OFFICES

## Virginia's EMS Regions



EMS COUNCIL CONTACTS	EMS COUNCIL WEBSITES
<i>Blue Ridge EMS Council Contact Information</i>	<i>Blue Ridge EMS Website <a href="http://blueridge.vaems.org">blueridge.vaems.org</a></i>
<i>Central Shenandoah EMS Council Contact Information</i>	<i>Central Shenandoah EMS Website <a href="http://csems.vaems.org">csems.vaems.org</a></i>
<i>Lord Fairfax EMS Council Contact Information</i>	<i>Lord Fairfax EMS Website <a href="http://lfems.vaems.org">lfems.vaems.org</a></i>
<i>Northern Virginia EMS Council Contact Information</i>	<i>Northern Virginia EMS Website <a href="http://northern.vaems.org">northern.vaems.org</a></i>
<i>Old Dominion EMS Alliance Contact Information</i>	<i>Old Dominion EMS Website <a href="http://odemsa.vaems.org">odemsa.vaems.org</a></i>
<i>Peninsulas EMS Council Contact Information</i>	<i>Peninsulas EMS Website <a href="http://peninsulas.vaems.org">peninsulas.vaems.org</a></i>
<i>Rappahannock EMS Council Contact Information</i>	<i>Rappahannock EMS Website <a href="http://rems.vaems.org">rems.vaems.org</a></i>
<i>Southwest Virginia EMS Council Contact Information</i>	<i>Southwest Virginia EMS Website <a href="http://southwest.vaems.org">southwest.vaems.org</a></i>
<i>Thomas Jefferson EMS Council Contact Information</i>	<i>Thomas Jefferson EMS Website <a href="http://www.tjems.org">www.tjems.org</a></i>
<i>Tidewater EMS Council Contact Information</i>	<i>Tidewater EMS Website <a href="http://tidewater.vaems.org">tidewater.vaems.org</a></i>
<i>Western Virginia EMS Council Contact Information</i>	<i>Western Virginia EMS Website <a href="http://western.vaems.org">western.vaems.org</a></i>

## WHO IS ON THE TEAM?

- **EMS Providers**
- **Firefighters**
- **Dispatchers**
- **Law Enforcement Officers**
  - **Police**
  - **Sheriff**
  - **Federal**
- **Clergy**
- **Clinicians/Counselors**

## HOW DO YOU JOIN A TEAM

1. Fill out a team application
2. Most teams have background checks
3. Must attend quarterly meetings (most teams have a certain number that you must attend a year, in order to remain active)

ALL TEAMS HAVE A 24-HOUR  
CONTACT NUMBER

# **INTERNATIONAL CRITICAL INCIDENT STRESS FOUNDATION**

**The mission of the International Critical Incident Stress Foundation, Inc. is to provide leadership, education, training, consultation, and support services in comprehensive crisis intervention and disaster behavioral health services to the emergency response professions, other organizations, and communities worldwide.**



**Employed in 28 nations worldwide and  
more than 1,000 CISM teams serve their  
communities in the aftermath of traumatic  
events**

**[www.icisf.org](http://www.icisf.org)**

## Jeffery T. Mitchell, Ph.D.

- **Began as an elementary teacher ... 6th grade science**
- **•Became a volunteer firefighter ... 9 ½ years**
- **•Became interested in the stress of emergency services personnel**
- **•Ph.D. Dissertation on paramedic stress**
- **•Met George Everly ... working on identification and treatment of victims**
- **•Since 1982, together working to assist first responders**



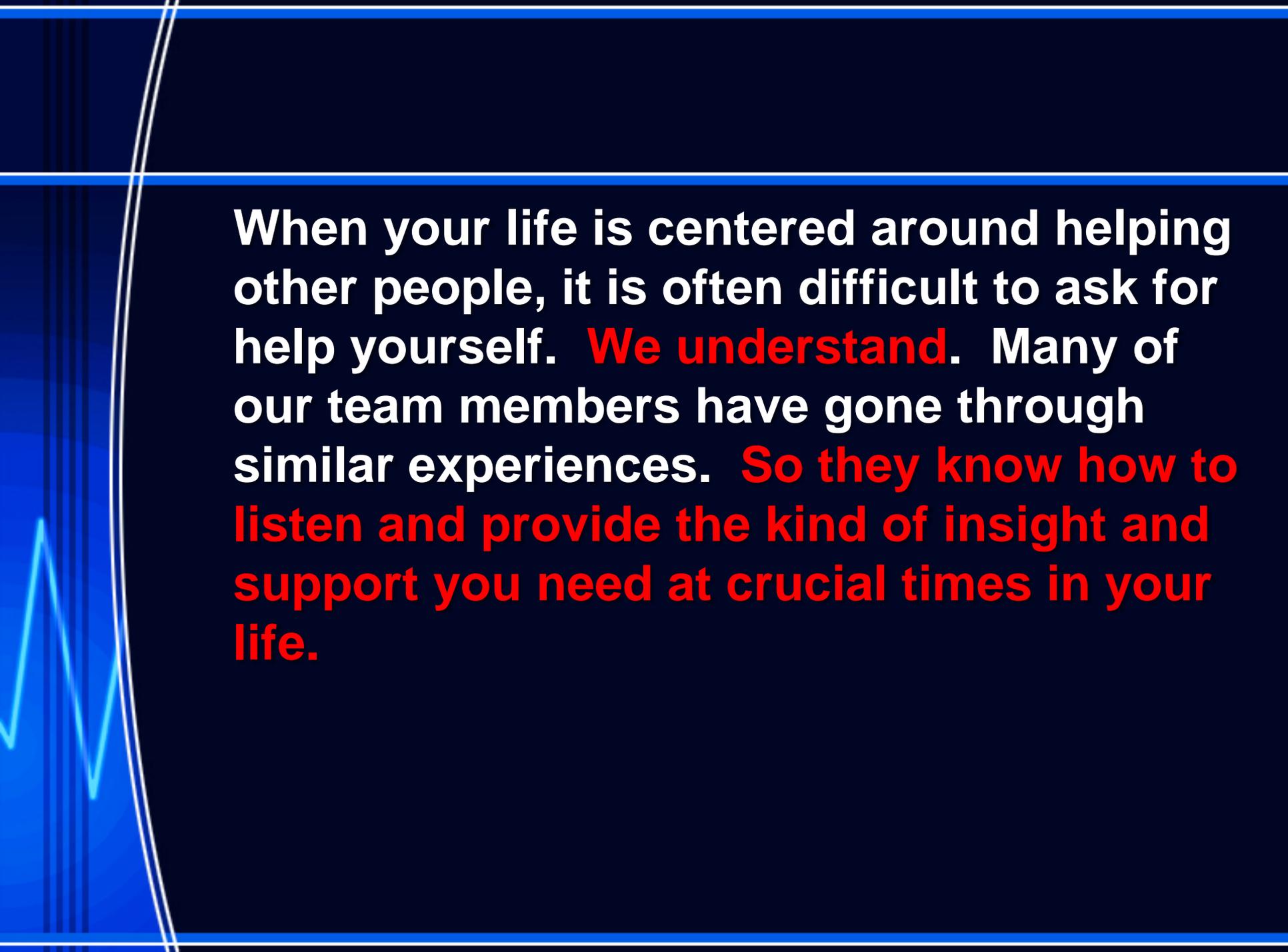
## GEORGE S. EVERLY, Jr. Ph.D.

- **Trained in business administration**
- **Intrigued with human behavior within business organizations**
- **Interested in clinical psychology ... especially psychophysiology**
- **Worked in laboratory ... studied biofeedback applications, blood pressure and general stress**
- **Went to conference with Dr. Mitchell in Australia on emergency service stress**
- **“These people are at such high risk, occupationally and there doesn’t seem to be anything in place to really assist them.”**
- **In 1989, the international critical stress foundation was formed**

## **BASIC TRAINING**

**Below are the basic classes one must have to be on a State Accredited team:**

- **Individual Crisis Intervention and Peer Support (ICISF)**
- **Group Crisis Intervention (ICISF)**
- **Suicide Prevention, Intervention, and Postvention (IC<sub>ISF</sub>)**



When your life is centered around helping other people, it is often difficult to ask for help yourself. **We understand.** Many of our team members have gone through similar experiences. **So they know how to listen and provide the kind of insight and support you need at crucial times in your life.**

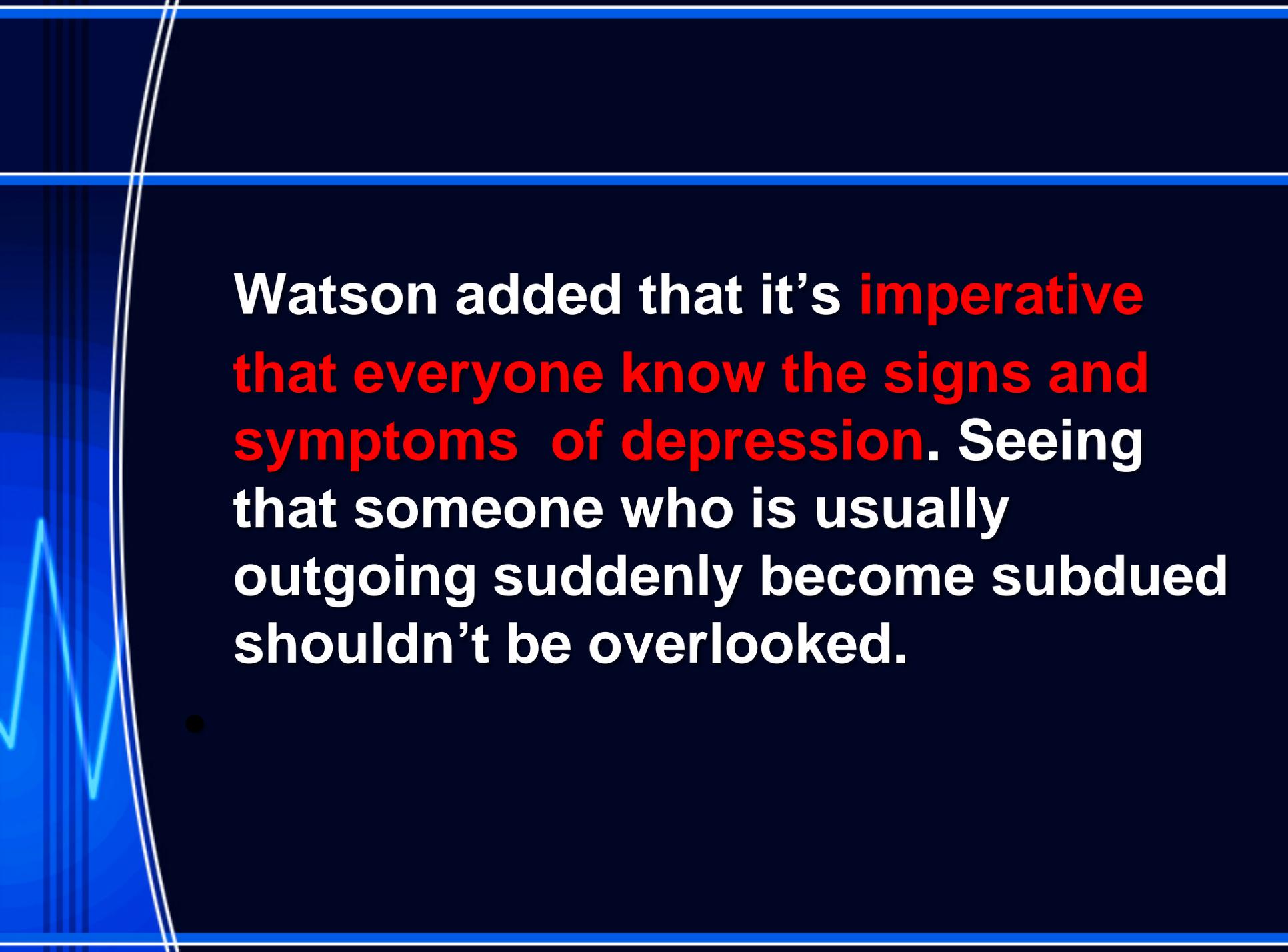
Article from Firehouse Magazine

October 29, 2013

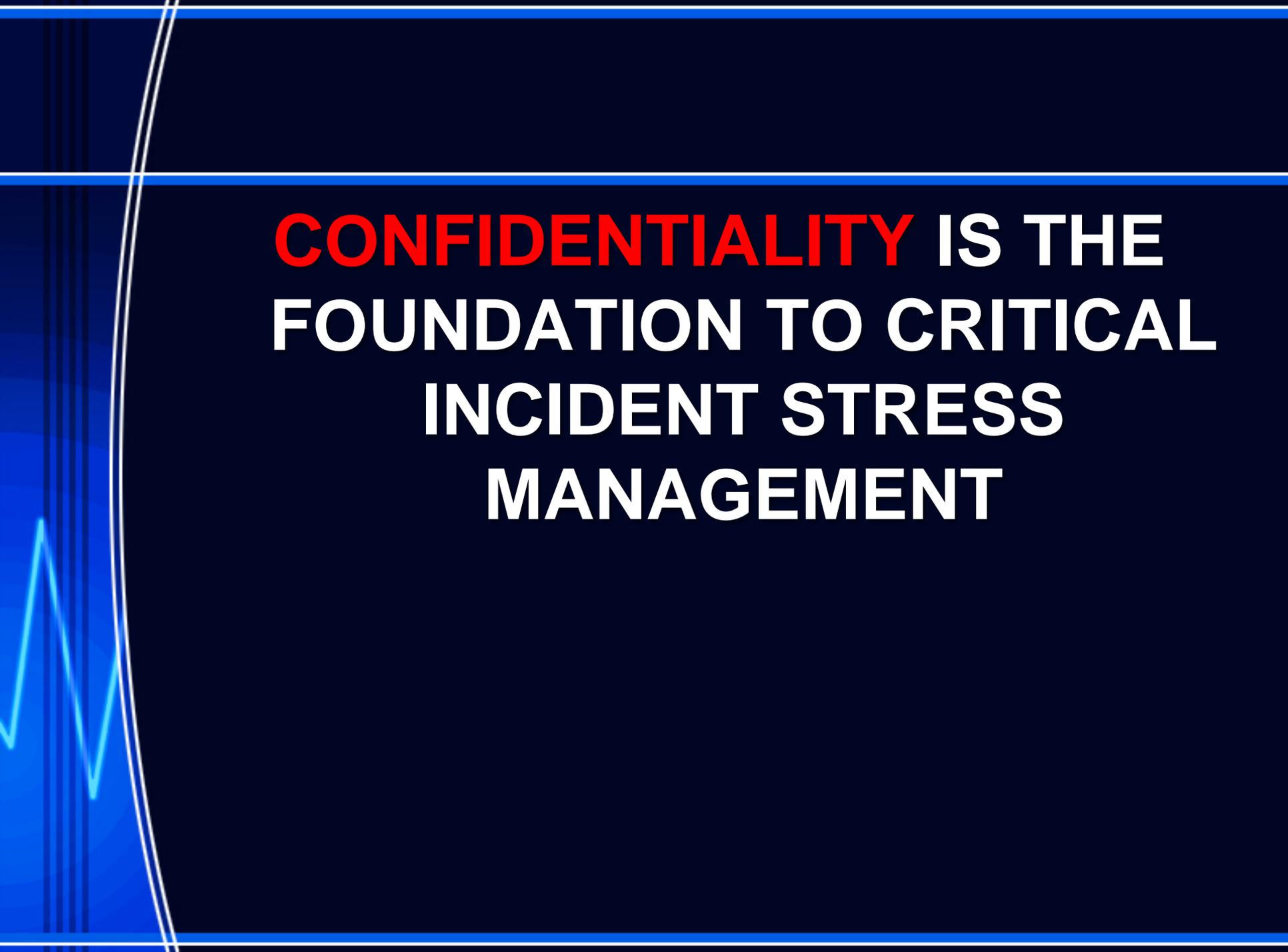
The majority of those suffering from PTSD don't get treatment for a number of reasons. They often **fear documentation of their visit will hurt their chances of promotion or their colleagues will find out.**

That's why confidentiality is so essential throughout the process, explained Dr. Patricia Watson with the National Center for PTSD.

She added that **responders often prefer peer interaction** as opposed to formal interventions. But, some must be referred for professional assistance.



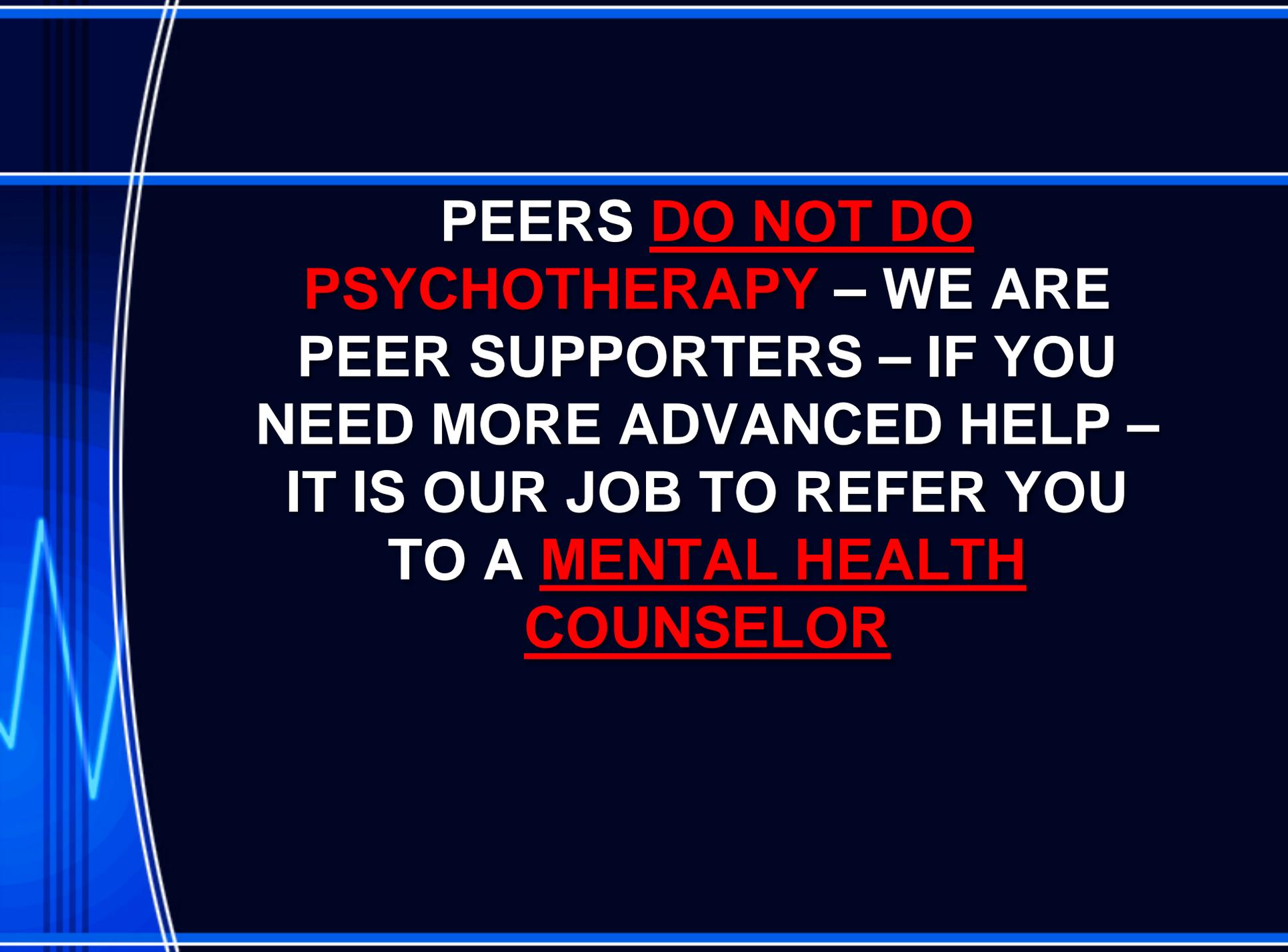
**Watson added that it's imperative that everyone know the signs and symptoms of depression. Seeing that someone who is usually outgoing suddenly become subdued shouldn't be overlooked.**



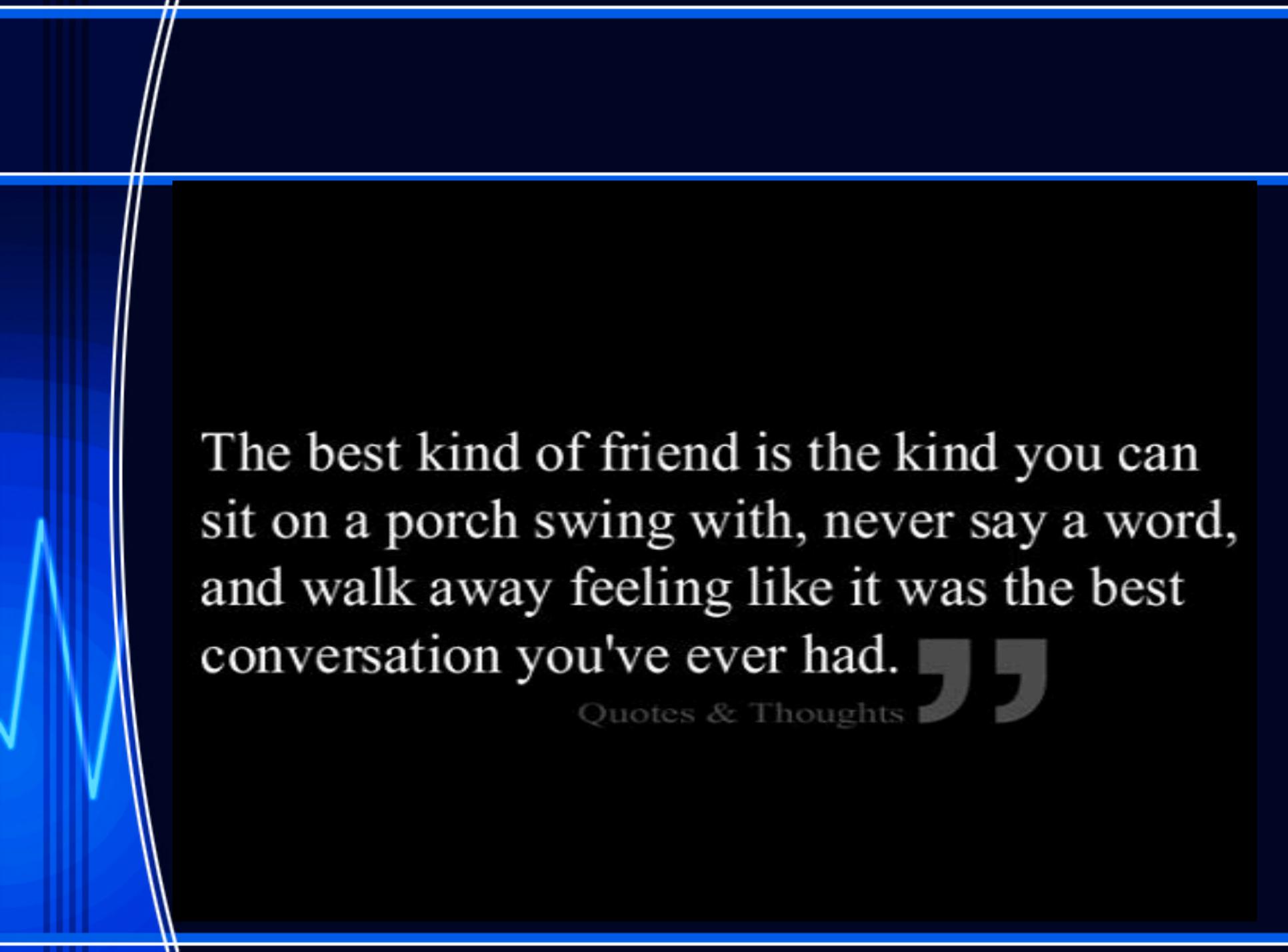
**CONFIDENTIALITY IS THE  
FOUNDATION TO CRITICAL  
INCIDENT STRESS  
MANAGEMENT**



**Confidential**

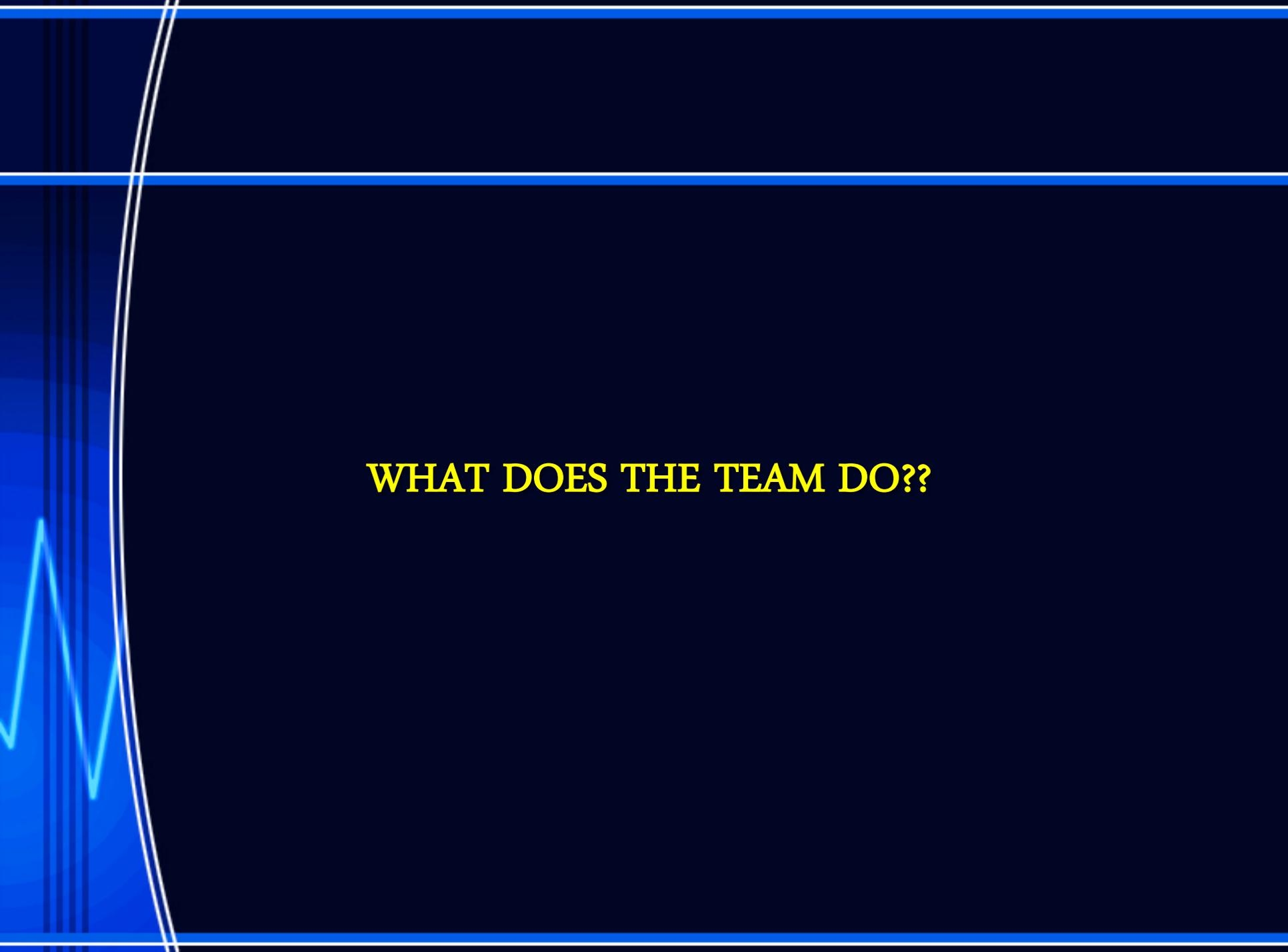


**PEERS DO NOT DO  
PSYCHOTHERAPY – WE ARE  
PEER SUPPORTERS – IF YOU  
NEED MORE ADVANCED HELP –  
IT IS OUR JOB TO REFER YOU  
TO A MENTAL HEALTH  
COUNSELOR**



The best kind of friend is the kind you can sit on a porch swing with, never say a word, and walk away feeling like it was the best conversation you've ever had. ”

Quotes & Thoughts

The image features a dark blue background with a white grid. On the left side, there is a glowing blue line graph with several peaks and valleys. The text "WHAT DOES THE TEAM DO??" is centered in the middle of the page in a yellow, bold, sans-serif font.

**WHAT DOES THE TEAM DO??**

## **INTERVENTIONS**

- **One-on-One Interventions**
- **RITS (Rest, Information Transition Services)**
- **Crisis Management Briefings**
- **Defusings**
- **Debriefings**
- **On-Scene Support**

## How Does CISM Help?

**CISM helps you to understand that it is okay to deal with the stressors of your job.**

**Critical Incident Stress Management:**

**Reduces the impact of the incident;  
Eases the feeling of being abnormal;  
Promotes overall well-being; Improves coping skills for future incidents; Helps you remain productive on the job.**

## Coping with a Critical Incident

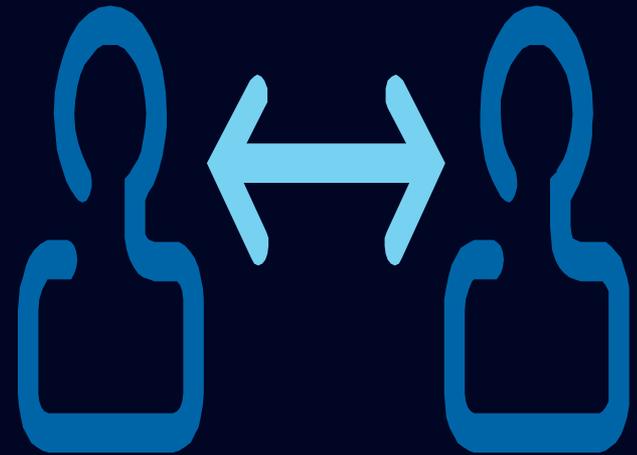
Often emergency personnel cope with stress and consider it as **“part of the job.”** Some situations, however, cause lasting impressions and can challenge the ability to function on the job and at home. These can sometimes be the cause of physical and emotional stress and result in an emergency responder losing interest in their job, becoming a troubled employee or leaving the field completely.

## How Does the CISM Team Work?

- **Everything is confidential so you can speak freely**
- **This is not therapy, a critique of the event or fit for duty clearance**
- **Participants may describe their thoughts, actions and reactions to the incident**
- **The team will assist you in understanding the thoughts, emotions and behaviors that accompany a critical incident**
- **It is an opportunity to help you understand how a critical incident has effected you**

## ONE-ON-ONES

- **Individual contact**
- **Either by phone or in person**



## RITS/DEMOBILIZATIONS

- **Natural or Man - made Disaster**
- **Terrorist attack**
- **Major search operation**
- **Major wild land fire**

## REST, INFORMATION TRANSITION SERVICES

- **A ten minute informational session on operation, as well as information on stress & stress management**
- **A twenty minute rest period with food and fluids**
- **A very brief period of instructions from unit leaders on either a return to non - disaster duties or release to home**

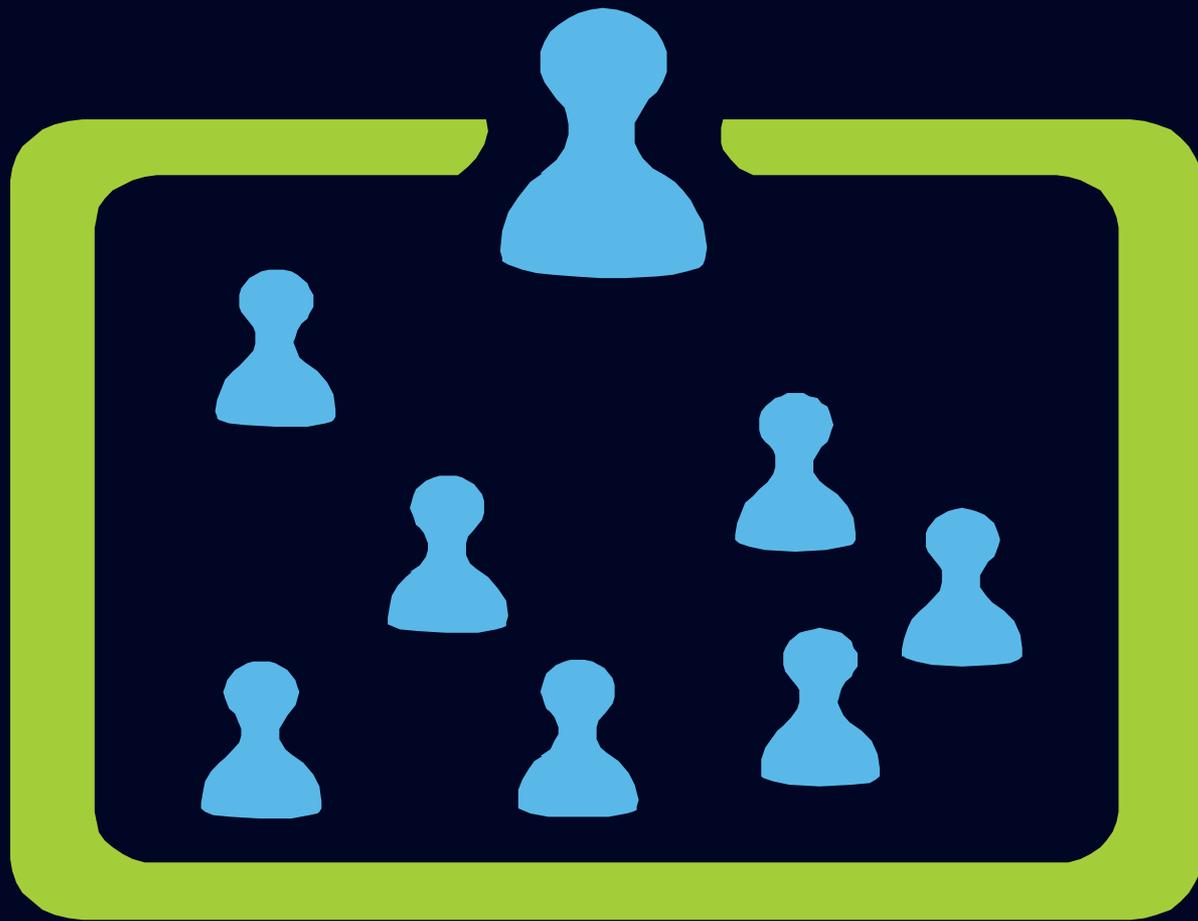
## RESPIRE/REHAB CENTERS

- **On - going and less structured than demobilization**
- **Most commonly used for on - going events**
- **Provides areas for rest and / or diversion (e.g., TV, VCR) appropriate for use in ongoing event**
- **Provides food and fluids**

## CRISIS MANAGEMENT BRIEFING

(CMB)

- **May be utilized with a traumatic event of any size that impacts a large number of people**
- **Applicable to school, business, church, industrial, organizational and community based populations**
- **Has military and emergency services applications as well**



## CMB GOALS

- **Provide information**
- **Provide a sense of leadership**
- **Reduce sense of chaos**
- **Enhance credibility**
- **Rumor control**

## DEFUSING GOALS

- **Normalization / lower tension**
- **Set expectations, provide information**
- **Discuss coping methods**
- **Identify those who need additional support**

## DEFUSINGS

- **INTRODUCTION** – Introduce team; lay out the guidelines; lower anxiety about the process
- **EXPLORATION** – Allows a brief discussion of the experience. A brief “story” of the event
- **INFORMATION** – Provide information, normalize, teach, guidance, summarize key points

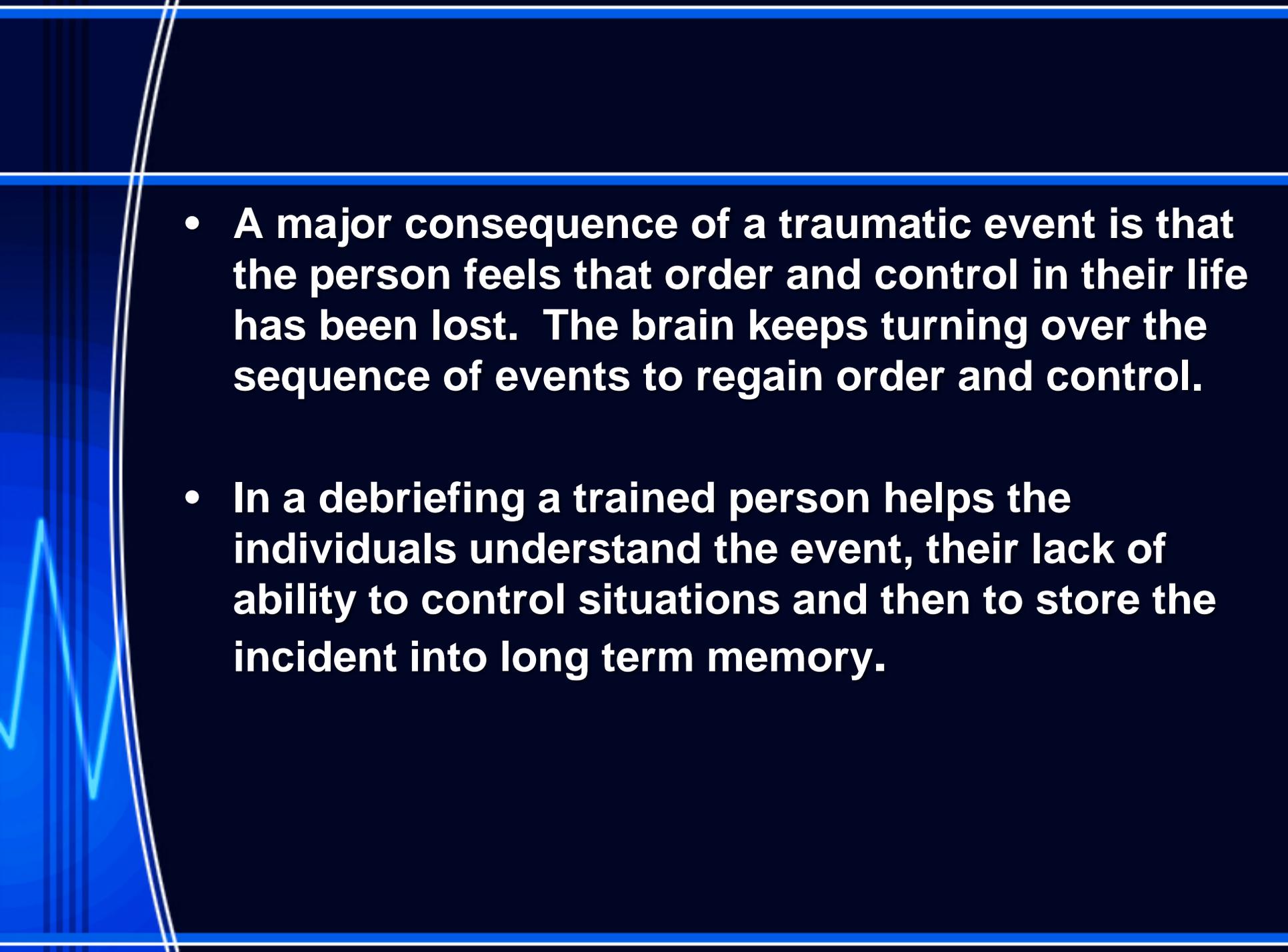


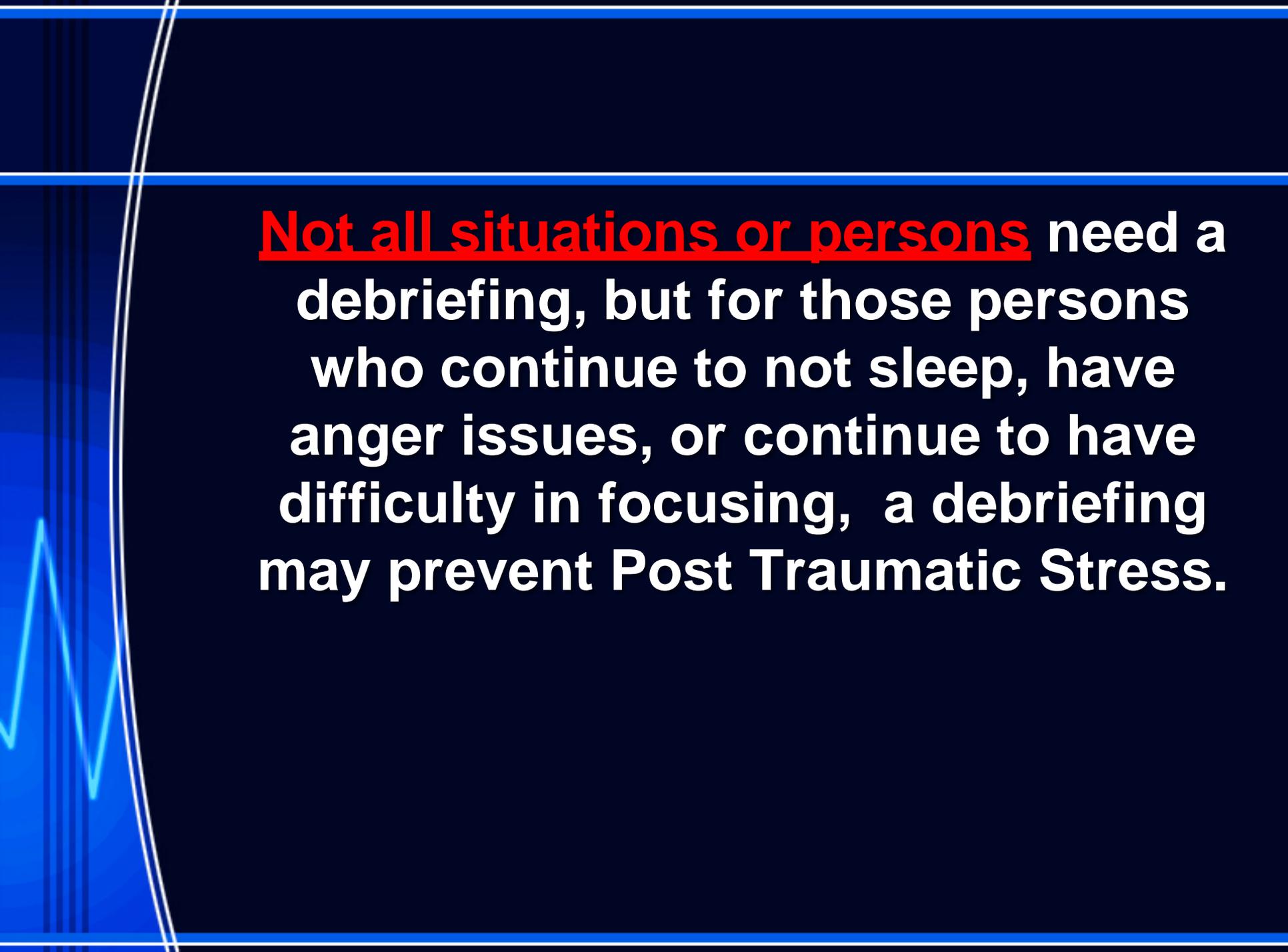
## **DEBRIEFING GOALS**

- **Mitigate distress.**
- **Facilitate psychological normalization and psychological “closure” (reconstruction).**
- **Set appropriate expectations for psychological / behavioral reactions.**
- **Serve as a forum for stress management education.**
- **Identification of external coping resources.**
- **Serve as a platform for psychological triage and referral.**

## PLANNING A DEBRIEFING

- **SIZE:** Small group (3 - 20).
- **DURATION:** 1 - 3 hours.
- **TIMING:** 1 - 10 days for most incidents (1 - 3 days for most acute public safety incidents; 3 - 4 weeks for disasters). Implement when “psychological closure” possible, i.e., disengagement. Timing has more to do with **PSYCHOLOGICAL READINESS** than the passage of time.
- **LOCATION:** Room with chairs placed in a circle or around a table, isolated away from incident site and distractions.
- **GROUP:** Homogeneous groups only!

- 
- **A major consequence of a traumatic event is that the person feels that order and control in their life has been lost. The brain keeps turning over the sequence of events to regain order and control.**
  - **In a debriefing a trained person helps the individuals understand the event, their lack of ability to control situations and then to store the incident into long term memory.**



**Not all situations or persons need a debriefing, but for those persons who continue to not sleep, have anger issues, or continue to have difficulty in focusing, a debriefing may prevent Post Traumatic Stress.**

## ON-SCENE SUPPORT

- **Have someone stay with the distressed person or persons.**
- **Provide non-alcoholic and non-caffeinated fluids.**
- **Allow the person to talk about the experience.**
- **Reassure the person that the stress experience is normal; most people recover very well from stress.**
- **Show appreciation for the person's work.**

- **Do nothing to embarrass the person.**
- **Listen to the person.**
- **Don't take the person's anger or other feelings personally.**
- **Don't tell them that they are "lucky it was not worse" - traumatized people are not consoled by those statements. Instead, tell them that you are sorry such an event has occurred and you want to understand and assist them.**

M

See how far you've come?  
Be proud of yourself.  
If nothing else, one day, you can look at  
someone straight in the eye and say:  
"But I lived through it and  
it made me who I am today."

Lessons Learned In Life

## COURSES OFFERED BY ICISE

- **Advanced Group Crisis Intervention**
- **Behavioral Emergencies: Survival Strategies for Emergency Services and Counselors**
- **CISM Application with Children**
- **Compassion Fatigue**
- **Grief Following Trauma**
- **Group Crisis Intervention**
- **Individual Crisis Intervention and Peer Support**

## COURSES OFFERED BY ICISE

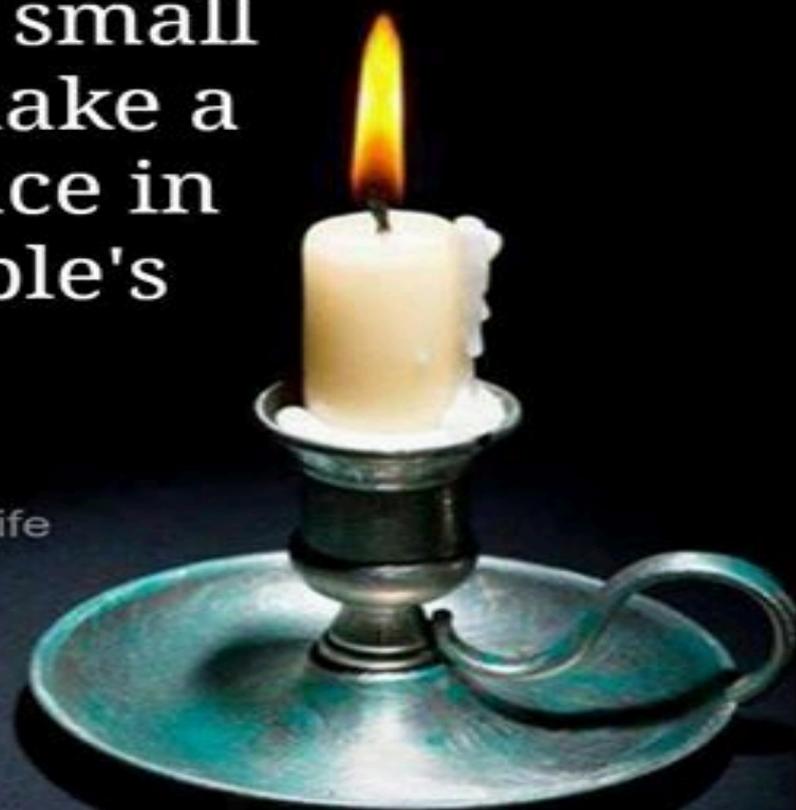
- **Law Enforcement Perspectives for CISM Enhancement**
- **Line of Duty Death: Preparing the Best for the Worst**
- **Managing School Crises: From Theory to Application**
- **Pastoral Crisis Intervention**
- **Pastoral Crisis Intervention I & II**
- **Pastoral Crisis Intervention II**

## COURSES OFFERED BY ICISE

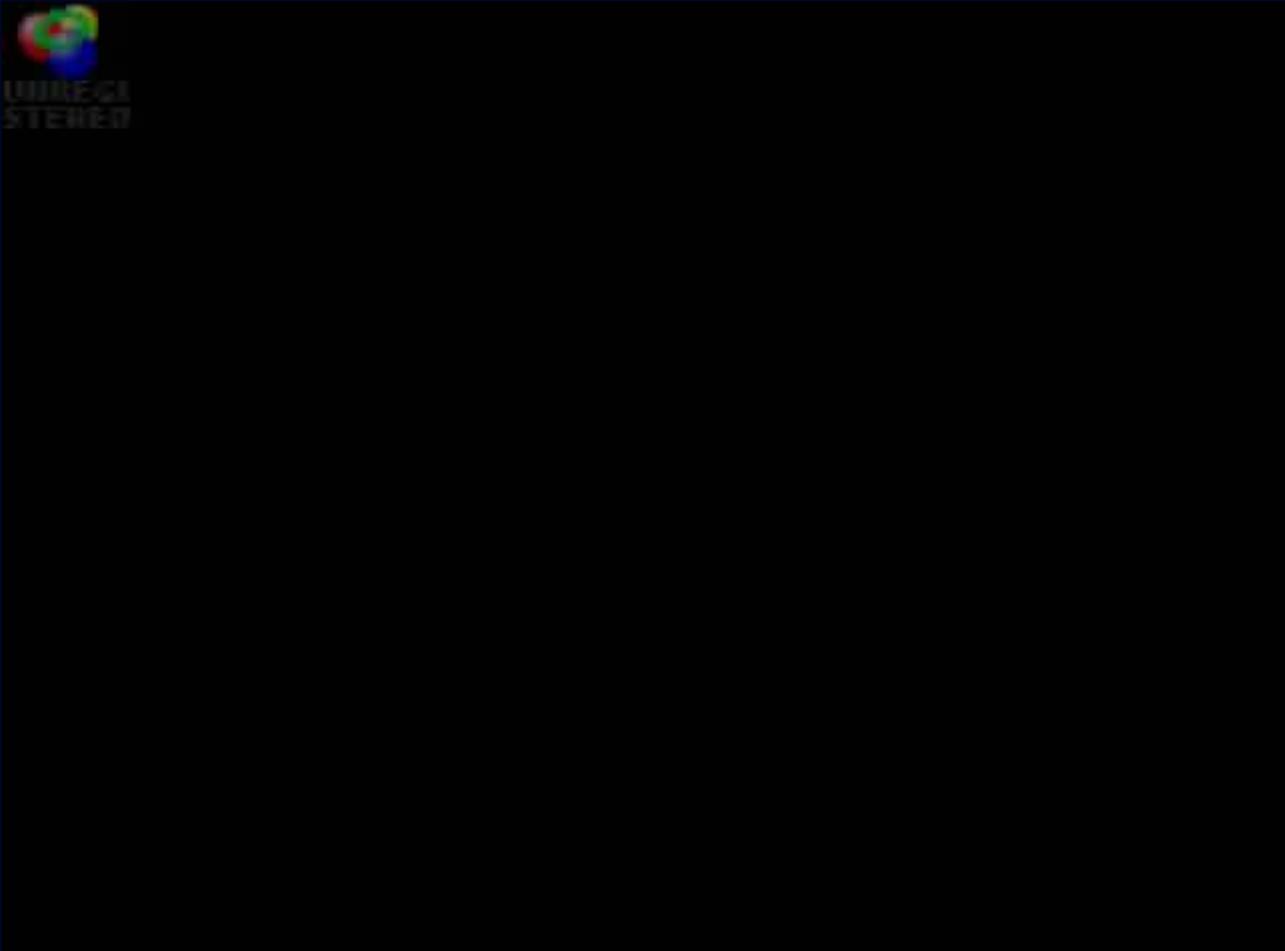
- **Stress Management for the Trauma Service Provider**
- **Suicide Prevention, Intervention, and Postvention**
- **Terrorism: Psychological Impact and Implications**
- **Workplace Violence Individual Crisis Intervention and Peer Support & Group Crisis Intervention**

You may think  
your light is small  
but it can make a  
**BIG** difference in  
other people's  
lives.

Lessons Learned In Life



# EVERYBODY NEEDS SOMEBODY





**2013 REGIONAL AWARD**

**For Outstanding Achievement in EMS**

**OUTSTANDING CONTRIBUTION TO  
EMS HEALTH AND SAFETY**

**Rappahannock CISM Team**



**Rappahannock Emergency Medical  
Services Council**

# QUESTIONS??

