

# Team Services

All Western Ohio CISM Team responses follow the International Critical Incident Stress Foundation's format for delivering services.

Confidential services provided by the CISM Team include:

## Pre-Incident Stress Management Education

- Information about stress identification, coping skills, and resources will be shared

## Rest Information Transition Services

- Used for initial stabilization of large scale disasters

## Crisis Management Briefing

- Used to get accurate information disseminated to employees in a timely manner
- 15-20 minutes in length
- Will need a person of authority to coordinate factual information

## Defusing

- Used to quickly lower anxiety and stress in the immediacy after an incident, usually within the first few hours of an incident
- Done within the first few hours of an incident or when it's the first contact with the team if a CMB or other intervention did not occur
- Quiet, controlled environment where people can speak freely about their reactions, thoughts, and concerns without reservation or retribution
- Usually 30-45 minutes in length (may be longer if necessary depending on size of the group)
- Groups will be arranged according to exposure, contact, and involvement with the incident



## Critical Incident Stress Debriefing

- Held 48-72 hours after an incident or after a significant development in an incident
- This intervention is reserved for those people who have not been able to adjust to the stress of the incident
- Not all personnel will need a debriefing
- Quiet, controlled environment where people can speak freely about their reactions, thoughts, and concerns without reservation or retribution
- 45-60 minutes in length (may be longer if necessary, depending on size of the group)
- Groups will be arranged according to contact and involvement with the incident
- If necessary, additional responses may be arranged
- If necessary, referral or professional counselors may be recommended

## Individual Peer Support

- Held when there are one or two people impacted by an incident
- Less formal, general discussion with a peer or team member
- Can be 5-30 minutes in length, even accomplished over the phone

## Follow-Up / Referral

- All CISM responses result in follow-up contact from the team leader or team member
- Within a few days after contact with the team, a team member will be in contact with the agency representative to see if any additional support is warranted
- If necessary, additional responses may be arranged
- If necessary, referral to professional counselors/employee assistance program (if available) may be recommended

## Pastoral / Chaplain Care

- Some incidents result in testing of religious values and beliefs
- A special subgroup of CISM team members provide Chaplaincy and Pastoral Care if requested



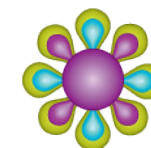
## CISM Services & Information For Immediate Assistance call 1-800-567-4673



### Questions:

**Rick Skilliter**  
419-235-9546  
allencountycism@gmail.com

**Website:**  
cism.care



Mental Health & Recovery Services  
Board of  
Allen, Auglaize and  
Hardin Counties  
www.wecarepeople.org



# Team Information

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During times of critical incidents, the normal coping mechanisms most people rely upon on a daily basis are stretched to their limits. It is not uncommon for the situation to be so overwhelming that even a well trained individual may not recognize that they are being affected by the incident.

Critical Incident Stress Management (CISM) was developed, and has evolved, to a process that helps people be resistant, be resilient, and recover from critical incident stress.

Public safety professional organizations such as the International Association of Chiefs of Police, the National Fire Prevention Association, and the Department of Transportation have all endorsed the need for public safety officers to have access to supportive services. For many smaller organizations, the initial contact for those supportive services may be a CISM team.

Circumstances such as student and employee tragedies may affect other public institutions such as children's services, schools, and universities.

A public tragedy such as a death in the work place, or an incident involving a community neighborhood, may bring about the need for deescalating stress surrounding the incident.

The Western Ohio CISM team is available 24/7 to help those in need. Of course the team will respond at any point when requested, but the earlier we are able to address the needs (personal or organizational), the more effective we may be in reducing the stress of the incident.

## Accessing the Team:

- The team will only respond if invited to an incident by someone in authority (OIC/CEO)
- The team will not self-dispatch to any incident
- 24/7 phone 1-800-567-4673 will be answered and a CISM team member will return the call within 15 minutes of the call to the team
- Team response is done without charge (NO COST) to the organization or individuals

## Team Response:

- Traditional team "debriefing" now means much more in CISM, so the team members will employ the best practice methods (see back side) of providing services based on the circumstances
- The sooner the team is called to assist, the sooner we can stabilize the stress of the incident
- Information about common responses to crisis in the behavioral, cognitive, emotional, and physical areas are discussed and shared with people to help them understand what may be happening, or what may happen in the future
- Information about how to make healthy choices in the immediacy after an incident will be discussed to encourage positive choices rather than potentially destructive choices
- Information for family members who may be the support system for persons impacted by a stressful event will be shared to help them know what may be helpful to their loved one

## Confidentiality:

- Services provided are strictly confidential
- The Western Ohio CISM team is registered with the Ohio CISM Network, and is covered by ORC 2317.02 K1 for protected speech

## Cautions:

- CISM response is not intended to be used as a critique of the event or to review policies, practices, or procedures
- CISM response is not psychotherapy nor intended to be a replacement for therapy

When to call the CISM Team:

### Please consider calling early rather than later

- Line of duty death / death of worker
- Serious injury of co-worker
- Suicide
- Multi-casualty incidents
- Police use of force resulting death or injury
- Death or violence to a child
- Prolonged event with negative outcome
- Incidents with extensive media attention
- Incidents where responders know the victim
- Incidents charged with profound emotion

## Team Dynamics:

All CISM responses will involve a minimum of two team members. Depending on the size, gravity, and complexity of an incident, our team will bolster or reduce the number of responders. While CISM works best when peers respond to an incident, our team has taken great strides to cross-train team members to respond to a variety of settings and situations. You can be assured that the team members responding to your incident are either trained peers, or have been trained in the techniques of responding to emotionally charged incidents.