



Critical Incident Stress Management (CISM) Responsibilities

Intervention	Responsible
<p>Pre-Incident Planning and Preparation</p> <ul style="list-style-type: none"> • Agency leadership support of critical incident stress management and the provision of crisis debriefing and other staff supports • Developing a strategic response for crisis response • Developing agency policies, procedures, or protocols to support CISM and Crisis Debriefing, including the arrangements for activation and assessment of the critical incident and initiation of a crisis debriefing session • Educating staff in critical incident stress and crisis debriefing • Training agency managers and supervisors in CISM management principles (including the multiple causes of critical incident stress, the impact of critical incident stress, and the nature of social support and how best to provide it) and how to conduct a defusing 	<ul style="list-style-type: none"> • Agency Administrator • Agency Point Person • CISM Team, if developed by agency
Critical Incident Occurs	
<p>Immediate Personal Support</p> <ul style="list-style-type: none"> • Demonstrate care and support • Plan for immediate future 	<ul style="list-style-type: none"> • Supervisor
<p>Crisis Management Briefing (CMB)</p> <ul style="list-style-type: none"> • Provide information to agency staff • Control rumors • Provide coping resources • Assess further needs of agency staff 	<ul style="list-style-type: none"> • Agency Administrator • Note: A trained Crisis Debriefer could be asked by Agency Administrator to provide the coping resources, with the Agency Administrator remaining as the lead for the CMB
<p>Defusing</p> <ul style="list-style-type: none"> • Psychological first aid provided less than 12 hours after the event • Stabilization • Clarify circumstances of event • Ventilation • Assess needs 	<ul style="list-style-type: none"> • Supervisor • Note: A trained Crisis Debriefer could be asked by Agency Administrator to join the Supervisor in the Defusing with the impacted staff members, with the Supervisor remaining as the lead for the Defusing
<p>Crisis Debriefing</p> <ul style="list-style-type: none"> • Structured crisis intervention to facilitate psychological closure and reconstruction • Ideally provided within 72 hours post-incident, but can be provided up to 14 days post-incident 	<ul style="list-style-type: none"> • Crisis Debriefer
<p>Follow up and referral</p> <ul style="list-style-type: none"> • Follow up with individuals and groups following the initial crisis intervention • Assess need to refer for more intensive treatment 	<ul style="list-style-type: none"> • Follow agency process that is in place • Crisis Debriefers MUST be aware of the process to support it and staff



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