What is CISM?

CISM is a confidential and structured crisis intervention/support for employees or individuals who may be affected by a critical incident or traumatic event that has occurred within the work experience. CISM is guided by a certified Crisis Debriefing individual to help develop an understanding of reactions to traumatic or critical incidents as well as providing coping tools and resources to manage negative responses to stress.

How does CISM work?

Any employee or individual may request a Crisis Incident Debriefing with their supervisor, CISM team member, or other agency members they feel comfortable with. A CISM team member will work with supervisors or appointed agency member to conduct the CISM Process:

- A **Defusing** will occur as soon as possible after the Critical Incident or Traumatic Event has taken place, preferably before staff leave. This is conducted by a direct supervisor or appointed agency member to mitigate the impact of the event, help the recovery process, and ensure safety of those involved.
- A **Crisis Debriefing** will be conducted by a CISM team member(s) and may occur individually or in a group setting. CISM team member(s) will work with individual(s) to: help reduce negative stress responses; understand stress impacts us all in a variety of ways; receive support and encouragement; and provide resources/tools for managing negative impacts of traumatic events.

We have a variety of CISM team members trained to conduct the CISM process, and meet the needs of those involved in a traumatic/critical incident.

➔ Myths

- Critical incident stress (CIS) and traumatic stress are considered to be indications of psychological weakness.
- Employees who experience symptoms of critical incident stress (CIS) are less competent or suited to the work.
- Talking about critical incidents increases the likelihood of problems and it is better to forget about them.