

Critical Incident Stress Management (CISM)

→ 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.