



BASIC CRITICAL INCIDENT STRESS MANAGEMENT

Based on information
provided by

Daniel W. Clark, Ph.D.

*International Critical Incident
Stress Foundation*

WHAT IS STRESS?

- ☞ *"The nonspecific response of the body to any demand made upon it" (Selye)*
- ☞ *"Demands on the person which tax or exceed his adjustive resources" (Lazarus)*
- ☞ *"A particular relationship between the person and the environment that is appraised by the person as taxing or exceeding his/her resources and endangering his/her well-being"*

COMPONENTS OF STRESS

- *necessary for life*

anything that threatens us

pushes us

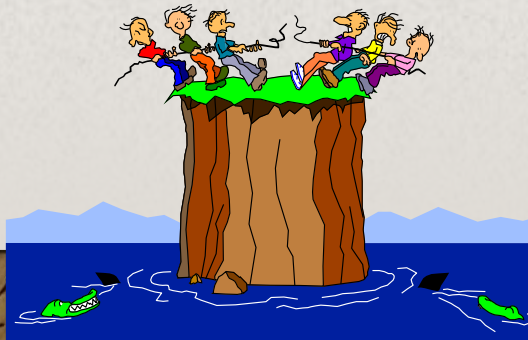
- *subjective*

scares us

worries us


- *positive and negative*

thrills us



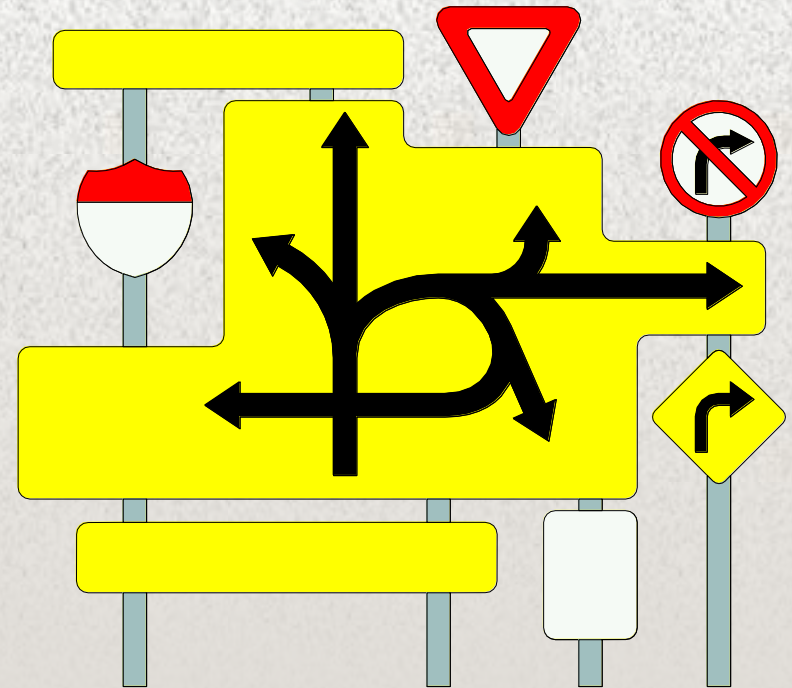
PROLONGED STRESS... PHYSICAL EFFECTS



- *muscle tension*
- *headaches*
- *lack of energy*
- *stomach problems*
-  *immune system*
- *high blood pressure*
- *strokes*
- *sexual problems*

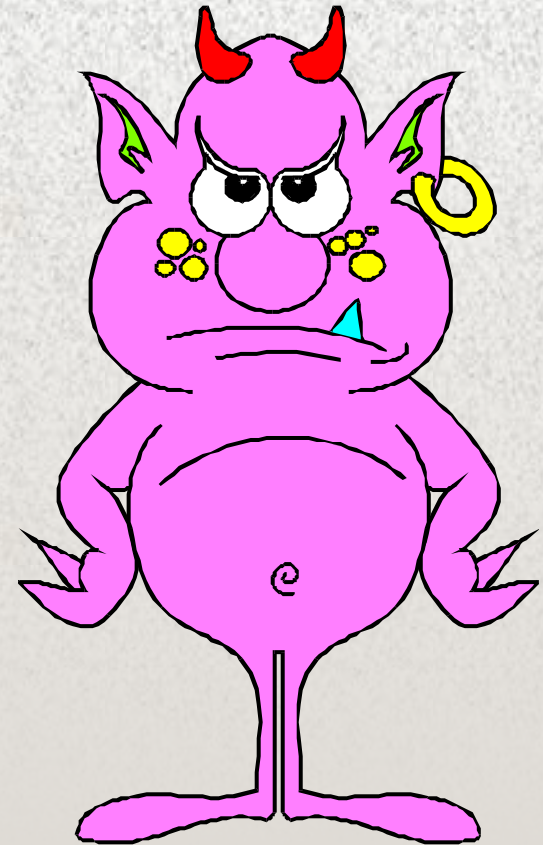
PROLONGED STRESS... PSYCHOLOGICAL EFFECTS

- *depression*
- *anxiety*
- *anger*
- *confusion*
- *irritability*
- *impatience*
- *fear*
- *negativism*
- *memory problems*
- *helpless/hopeless*



PROLONGED STRESS... BEHAVIORAL EFFECTS

- *Alcohol and drug use*
- *Change in usual behavior*
- *Withdrawal*
- *Acting out*
- *Silence / talkative*
- *Under / Overeating*
- *Hypervigilance*
- *Impulsive*

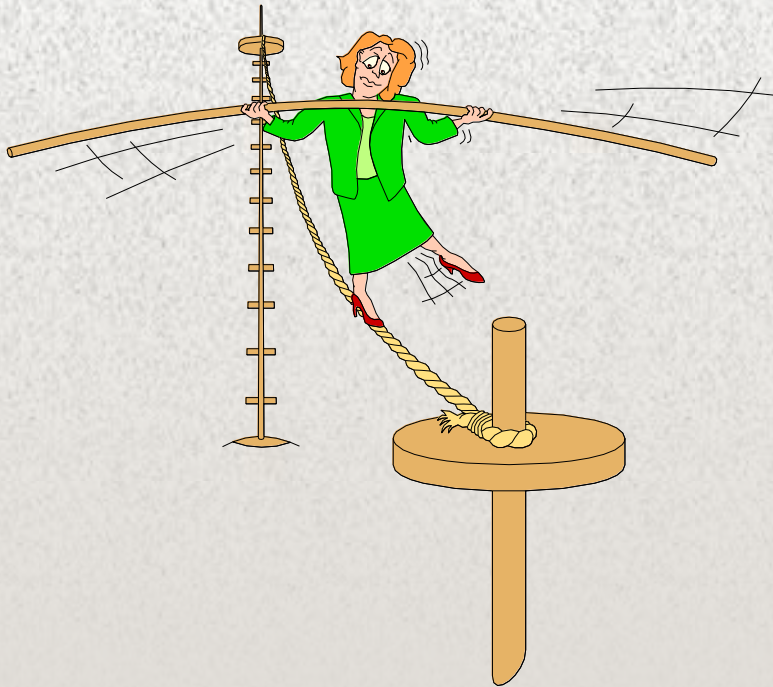


WHAT ARE YOUR STRESSORS?



- ▶▶ Home
- ▶▶ Work
- ▶▶ Environment
- ▶▶ Biogenic

HOME STRESSORS



- Spouse
- Children
- Family demands
- Finances
- Role in the home
- Family illness
- Shift changes
- Relatives

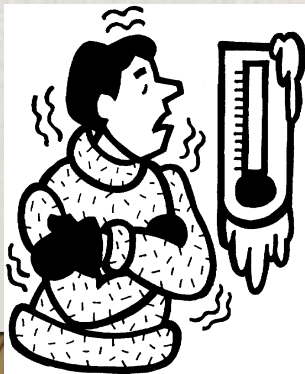
WORK STRESSORS

- 📄 Supervisor/subordinates
- 📄 Time demands
- 📄 Personal safety
- 📄 Role at work
- 📄 Environment
- 📄 Shift work
- 📄 Work pace



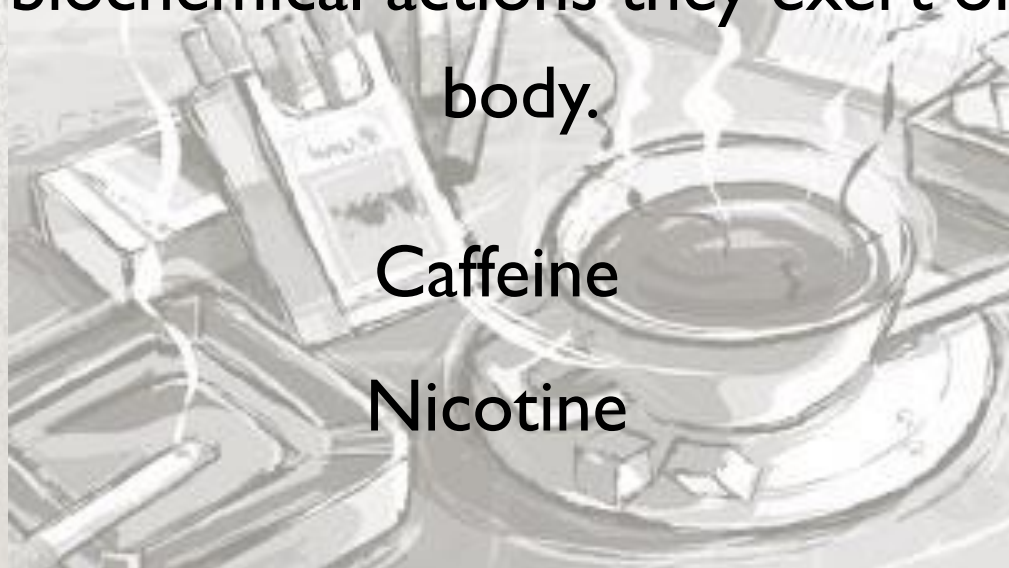
ENVIRONMENTAL STRESSORS

- ◆ Pollution
- ◆ Crowding
- ◆ Temperature
- ◆ Noise



BIOGENIC STRESSORS

Stimulants which cause stress by virtue of the biochemical actions they exert on the body.



Caffeine

Nicotine

COPING TECHNIQUES FOR MANAGING STRESS



STEPS IN STRESS MANAGEMENT

→ **accept** that you are constantly under stress

→ **explore** areas causing negative stress

→ **practice** effective stress management

TIME MANAGEMENT

Decide what's important and
worth worrying about

Get organized

Schedule time for relaxation and
exercise

Write it down!



POSITIVE ATTITUDE

Know yourself and your
"automatic thoughts"

Communicate and express
your feelings

Rally your support system

Adopt a problem-solving
approach



RELAXATION

Do something you enjoy,
whether indoors
or out, alone or with others

Do what is satisfying for you

Set aside time for yourself



RELAX

because sometimes a galactic war has to take a break.

EXERCISE



Exercise is a great way to relieve physical and mental tension

Improves physical resistance to stress

Choose an activity that appeals to you

POST-TRAUMATIC STRESS

Post - traumatic stress
is a **normal reaction**,
in a **normal person**,
to an **abnormal event**.

POST-TRAUMATIC STRESS

Post-traumatic stress is a survival mechanism, Post Traumatic Stress Disorder is a pathogenic version of that survival mechanism.

POST TRAUMATIC STRESS DISORDER

BRIEF HISTORY

- ▶▶ First Named in DSM - III, 1980
- ▶▶ Military awareness
 - ▶▶ Civil War - nostalgia
 - ▶▶ WWI - war neurosis, shellshock
 - ▶▶ WWII - combat fatigue/exhaustion
 - ▶▶ Post Vietnam - PTSD
- ▶▶ Prevalence
 - ▶▶ General population: 1-2%
 - ▶▶ Emergency Services: 16-20%

PTSD

- ◆ Exposure to a traumatic event

- *(experienced/witnessed death/serious injury)*

- ◆ Persistently reexperienced

- *(intrusive thoughts, dreams, flashbacks)*

- ◆ Avoidance of traumatic stimuli

- *(forgets, anhedonia, shortened future)*

- ◆ Increased arousal symptoms

- *(sleep changes, anger, hypervigilance)*

CRITICAL INCIDENT

In a career where day to day you respond to the abnormal events in other people's lives;

A critical incident is the *one* that, for whatever reason, is abnormal even for *experienced* personnel.

CRITICAL INCIDENTS

THE TERRIBLE 10

1. Line of Duty Death
2. Serious Line of Duty Injury
3. Suicide of a Co-Worker
4. Disaster / Multi-Casualty Incident
5. Law Enforcement Shooting



CRITICAL INCIDENTS

THE TERRIBLE 10



6. Events Involving Children
7. Relatives of Known Victims
8. Prolonged Incident - Especially with loss
9. Excessive Media Interest
10. Any Significant Event

Baby Jessica Rescue - 16 OCT 1987

INTENSITY OF IMPACT

Personal Relevance *

Duration

Sense of Loss

Previous History

Guilt

Social Support

Coping Skills

COMPREHENSIVE CISM PROGRAM

Why have a critical incident stress management program?

We can learn from past experience.

COMPARISON “TWIN” DISASTERS

	San Diego	Cerritos
Total Killed	125	82
Plane Survivors	0	0
Homes Destroyed	16	16
Killed On Ground	15	15
Emergency Personnel	300	300
Body Parts Found	10,000	10,000

COMPARISON “TWIN” DISASTERS

Support Services Provided

San Diego

◆ Sporadic One on One

Cerritos

◆ On Scene One on One

◆ Demobilizations

◆ 12 Debriefings

◆ Hot Line Number

◆ One on One Follow Up

COMPARISON

PERSONNEL LOST IN 1 YEAR

	San Diego	Cerritos
Police	5	0
Fire	7	0
Paramedics	17	1

Increase in

Mental Health Use

31%



1%



TYPES OF INTERVENTIONS

- Pre-Incident Education
- On Scene Support Services
- Peer Support (Individual Consults)
- Defusing
- Demobilization
- Crisis Management Briefing
- Critical Incident Stress Debriefing

TYPES OF INTERVENTIONS

- Specialty Debriefings
- Significant Other Debriefings and Support
- Follow Up Services
- Mental Health Referral Services
- Community Assistance

PRE-INCIDENT EDUCATION

- Heart of Successful CISM Program
- Discuss Stress/Human Stress Response
- Describe CISM Services
- Explain What CISM Is Not
- Provides Outline for CISM Access
- Generates Positive Contacts

I:I CRISIS INTERVENTION

- ✈ Communication Skills
- ✈ Awareness of Acute Stress Symptoms
- ✈ Intervention Protocol
- ✈ Referral Options

DEMOBILIZATION

- ▶ Provided by trained CISM personnel.
- ▶ 10 minute informational talk.
 - Describe stress reactions.
 - List signs and symptoms.
 - Outline stress survival strategies.
- ▶ 20 minute rest after talk is completed.
 - Low fat, low sugar, low salt foods
 - Non-caffeinated drinks

CRISIS MANAGEMENT BRIEFING

“...a group psychological crisis intervention designed to mitigate the levels of felt crisis and traumatic stress in the wake of terrorism, mass disasters, violence, and other “large scale” crises.”

IJEMH v2(1) p. 53-57 (2000)

CRISIS MANAGEMENT BRIEFING GOALS

Inform and consult

Allow psychological decompression

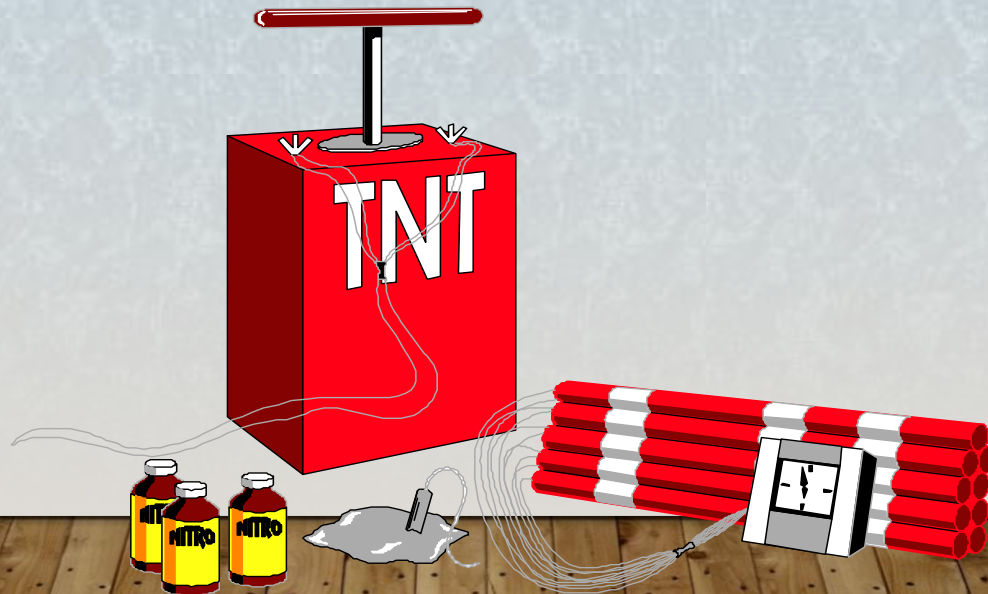
Stress management

Similar to Demobilization but for

non-operational personnel

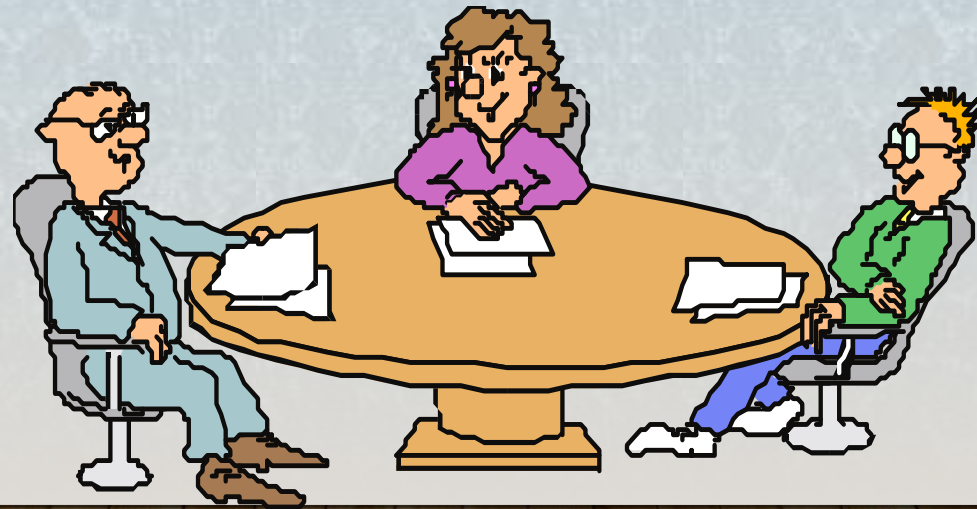
DEFUSING

Defusing means to render something harmless before it can do damage.



DEFUSING

A small group intervention applied within hours of a critical incident.



CRITICAL INCIDENT STRESS DEBRIEFING

The goal of a
Critical Incident Stress Debriefing
is **psychological closure.**

DEBRIEFING

CONSIDERATIONS

- ▶▶ Large scale incident.
- ▶▶ Prolonged incident.
- ▶▶ Circumstances out of the ordinary.
- ▶▶ CISD is not therapy
- ▶▶ CISD is not a substitute for therapy.

QUESTIONS?

- For more information on your local CISM resources contact:
 - Mark Griffith (South Central Region) 507-257-3224
 - Ann Jenson (Southwest Region) 320-769-2806