

FOLLOWING A TRAGEDY:
*PROVIDING EFFECTIVE INTERVENTION
TO ENSURE EMPLOYEE RESILIENCE*



PRESENTATION OVERVIEW

- THE NEED
- THE INJURED
- THE INTERVENTIONS
- THE RESULTS
- THE TRAINING
- & MORE...



THE NEED

Most agencies and organizations have plans and policies that focus on threats (such as “active shooter” or severe weather protocols).

These necessary protocols primarily focus on prevention and emergency response but rarely consider “AFTER-INCIDENT SUPPORT” for affected employees and personnel.



THE INJURED

Those employees (and possibly families) affected by an unexpected,

traumatic event sustain psychological injury - known as:

- * Critical incident stress or
- * Traumatic stress.



THE INJURED

This type of stress can create a CRISIS, disrupting how your employees:

- Think
- Feel
- Behave
- Believe
- and even disrupt their Body
(or physical distress)



Following a critical incident, employees will often have trouble concentrating, comprehending and/or processing information. Depending on the severity of the event, employees may be in shock, become emotionally-numb, angry and even withdraw.

There are many signs and symptoms associated with stress and crisis. It's the trained employee that can recognize these distressed individuals and provide the immediate care and support they need.

THE EMPLOYEE AS RESPONDER

Trained employees are able to respond to ANY crisis.



These employees are typically exceptional personnel who volunteer to become a part of a crisis response, or PEER team.

These “PEERS” are properly vetted, receive necessary training and become certified as CRISIS RESPONDERS.

THE RESPONSE

Crisis Responders provide IMMEDIATE, ON-SCENE SUPPORT, known as: Crisis Intervention.

Crisis intervention is an IMMEDIATE, SHORT-TERM and ORGANIZED support provided to individuals and groups following a traumatic event.

Goals of Crisis Intervention:

1. LESSEN impact of the event and LOWER tension
2. Facilitate the RECOVERY process
3. RESTORE to adaptive function (Mitchell, 2001)
4. FACILITATE return to continued care - when necessary



THE RESEARCH

Crisis Intervention services have been documented and validated through various types of qualitative research.

Published reports outline that when crisis intervention services are properly applied by trained personnel, the following has occurred:

- Reduction in the risk for “binge drinking”
- Reduction in the risk for “alcohol dependance”
- Reduction in the risk for post-traumatic stress disorder (PTSD)
- Reduction in the risk for major depression
- Reduction in the risk for anxiety disorder
- Reduction in the risk for global impairment

For more information on research and the published reports, visit www.icisf.org/related-articles

THE ACKNOWLEDGEMENT

Trauma Specialist, Margaret Vasquez of
Freedom's Calling Trauma Therapy Institute,
acknowledged the following:



*What keeps a trauma from
becoming a trauma
is crisis intervention.*

THE INTERVENTIONS

Crisis Intervention can include (but not limited to):



1. *One-on-one "Peer Support"*
 2. *Large group support*
 3. *Small group support*
 4. *Chaplaincy / spiritual care*
 5. *Community support*
 6. *Family support*
- & more...*

THE INTERVENTIONS

One-on-One (or Peer Support) can provide:

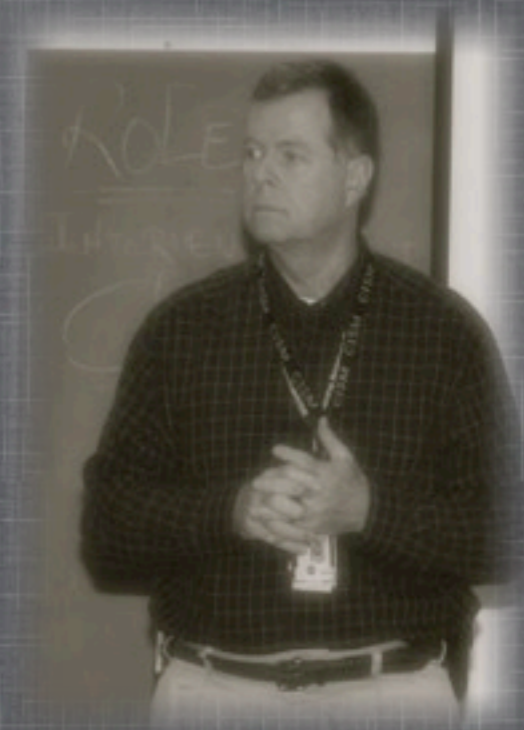
- STABILIZATION
- Accurate ASSESSMENT
- Appropriate and effective INTERVENE at any level assessed
- Stress / Symptom REDUCTION
- “Pulse-check” for PREVENTION purposes
- FOLLOW UP care and considerations
- REFERRAL - when necessary



THE INTERVENTIONS

Large Group interventions (such as “briefings”) can:

- Assist management in providing important information in order to...
 - Reduce rumors
 - Reduce a sense of chaos
 - Provide a sense of leadership
 - Enhance organizational credibility
 - Re-establish the organization and culture
 - & more...
- Allow crisis team members to provide information in order to...
 - Acknowledge potential stress reactions
 - Normalize current or projected stress reactions
 - Provide immediate suggestions for coping
 - Instill hope
 - Provide screening of employees for further assistance



THE INTERVENTIONS

Small Group interventions (such as “debriefings”) are provided for a select (homogeneous) group of employees who just experienced a critical incident in a similar way. The small group intervention can help distressed employees:



- REVIEW the events and REPLACE any misunderstandings or false impressions with “facts”
 - RETHINK (or REFRAME) distressing thoughts (such as - distrust of self, teammates or management)
 - REFLECT and normalize reactions given the abnormal or unexpected event
-
- RECOGNIZE any behavioral changes that may have occurred (such as: risk-taking; isolating; self-medicating; etc.) & encourage healthier forms of coping

THE INTERVENTIONS

Recovery or REFERRAL - crisis intervention is designed to move individuals and groups toward their sense of normal (or “functioning”) more quickly.

However, crisis intervention is not therapy, or a substitute for professional psychological services.

For those that may need additional and/or professional support, crisis intervention allows trained team members to identify those in need and facilitate the referral process.

THE PLANNING

Crisis Intervention involves a tactical planning response that includes:

- Identifying individuals and groups in need
- Understanding timing for Applying identified interventions
- Recognizing stress reactions and factors that influence distress
- Mobilizing trained personnel
- Delivering “back-briefing” to management following interventions
- Providing support to team members following interventions

NOTE: Crisis Support Solutions utilizes a modified version of FEMA’s Incident Command System (ICS) in the National Incident Management System (NIMS) to teach organization and strategic planning for effective response.



THE TEAM

Crisis Intervention should include more than one TRAINED responder. A diverse / multi-disciplinary team comprised of:

- Peers / colleagues
- Mental health professionals
- Chaplains
- Medical professionals
- Educators
- & others... recommended for "BEST PRACTICE"

NOTE: All CISM / crisis intervention team members should be TRAINED in crisis response protocols in order to perform as a team and provide effective response.



THE REGRET

Col. Steve Flaherty, of the Virginia State Police Department, shared in a “lessons learned” presentation at the Federal Law Enforcement Training Center (FLETC) that six (6) months following the shooting at Virginia Tech “about half the Virginia Tech Police Department walked off the job.”

Col. Flaherty believed it was due - in part - to the lack of crisis intervention services for the officers following that tragic event.



THE RESULT

Crisis Intervention services, when applied IMMEDIATELY and EFFECTIVELY have proven to move employees toward recovery more quickly.

When agencies and organizations decide to INVEST in the “after-care” of their employees following a critical incident, the results have shown:

- Employees return to “normal” functioning more quickly
- Production and quality of work increases when stress decreases and cognitive abilities return
- Morale builds as employees recognize management’s concern for overall wellbeing
- & more...



THE TRAINING

Crisis Support Solutions provides various training opportunities to meet the needs of your organization.

Whether you need ALL of your employees to know some... or SOME of your employees to know ALL...WE can BUILD and DELIVER a training solution that's right for you.

Our GOAL is to enhance knowledge and skills in various areas of resiliency and wellness (to include but not limited to):

- * Understanding various stress reactions
- * Enhancing communication skills with active listening and assessing
- * Providing IMMEDIATE and EFFECTIVE response
- * Briefing management on "best practices" for pre-incident and post-incident protocols
- * Teaching skills to avoid burnout
- * Teaching "tactics" to increase resiliency
- * & more....



THE INSTRUCTORS

Our highly-skilled team of instructors have backgrounds in:

- Law enforcement and law enforcement training
- Social work and professional counseling
- Chaplaincy and pastoral care
- Family violence training and victim advocacy
- Drug and alcohol treatment programs
- Curriculum development
- & more...

NOTE: Crisis Support Solutions staff and instructors currently coordinate &/or actively serve on their respective community crisis response teams.

Our instructors are also Approved Instructors with the International Critical Incident Stress Foundation (ICISF) and proudly provide ICISF trainings upon request.



THE COMPANY

Crisis Support Solutions, LLC is a training and consulting company. We help agencies and organizations learn the skills to formally and informally improve lives.

We help “helping professionals”
become CAPABLE in CRISIS!

We help companies
focus ENERGY and ATTENTION
to improving employee RESILIENCE
and overall organizational WELLNESS



THE CONTACT

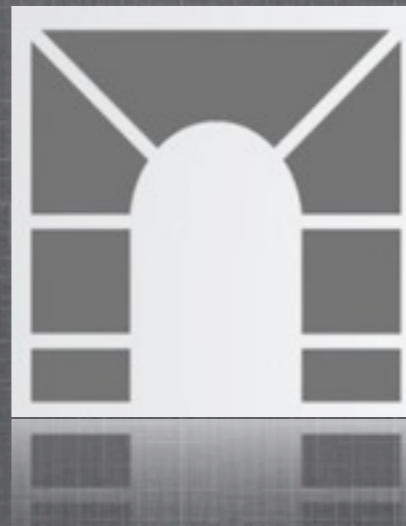
To get started, contact us at:

INFO@CRISISSUPPORTSOLUTIONS.COM

and be sure to visit:

www.crisissupportsolutions.com

for more information



The image associated with Crisis Support Solutions is an arch, the epitome of strength and support. Our trainings are designed to increase your knowledge and skills, building a strong response – capable of supporting those in need.

