



WELCOME TO THE 4TH ANNUAL
IDAHO INTEGRATED BEHAVIORAL HEALTH NETWORK
CONFERENCE

Overview of Critical Incident Stress Management/Peer Support

CISM/PST – What, Why, Who, How

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Disclosure

Workshop Description

Critical Incident Stress Management (CISM) – Psychological First Aid – Peer Support Teams(PST) - BattleMind – These are all terms that have been around for some time. They all deal with distress resulting from involvement in critical incidents, something that happens to first responders more often than we would like.

This workshop will provide an overview an understanding of Critical Incident Stress Management/Peer Support. What is it? Who is it for? When should it be used?How does it work?

All first responders should be aware of CISM/PST as a resource for work fitness and what to expect when it is accessed.

Learning Objectives

1. Learn what CISM/PST is and is not
2. Understand who CISM/PST is designed to serve
3. Gain an understanding of different types of stress and the stress response
4. Learn the tools used in CISM/PST

Critical Incident Stress Management

What is it?

Who needs it?

Debriefing?

Defusing?

Education?

How much does it cost?

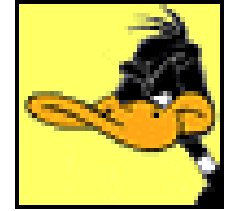


An Overview of CISM/PST

CISM is a comprehensive, integrated, multi-component crisis intervention system.

The goal of CISM is to support first responders who are experiencing normal reactions & symptoms of *distress* because they were exposed to a highly abnormal event.

What It ISN'T



It's not psychotherapy

It's not a substitute for psychotherapy

It's not a critique of the event

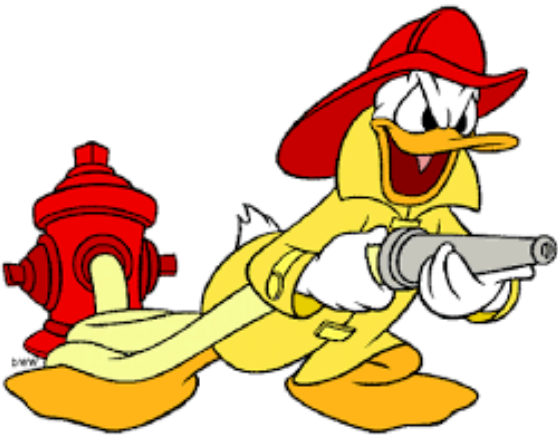
It's not group therapy

It will not solve all of the problems presented.

The Emergency Worker Personality

- Need to be in control
- Obsessive
- Compulsive
- Internal motivation
- Action oriented
- High need for stimulation

- Easily bored
- Risk takers
- Rescue personality
- Highly dedicated
- Strong need to be needed



Emergency Services Stress

Acute Stress

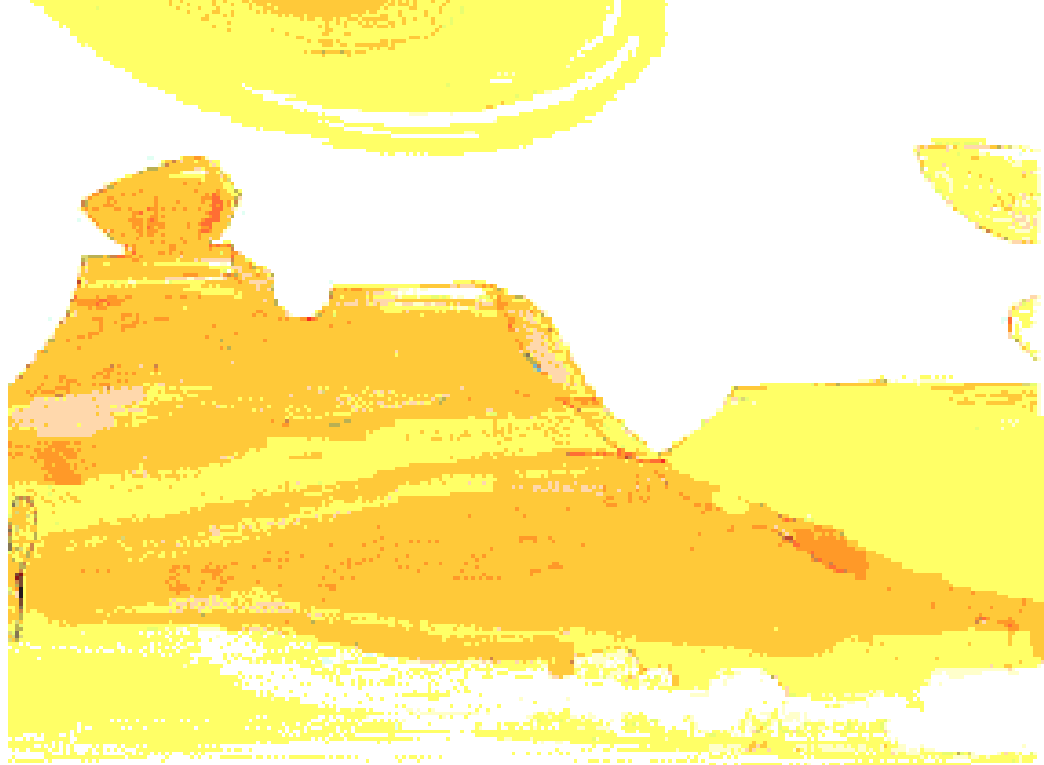
(Critical Incident Stress)

Delayed Stress

Chronic Stress

Cumulative Stress

**So . . .
what
constitutes
A Critical
Incident?**





Any incident faced by emergency personnel that causes them to experience unusually strong reactions

Human-caused events.

Events with unusual sights, sounds or smells.

Events which are life-threatening to the worker.

Events which violate the worker's sense of how the world should be.

Events drawing high media coverage.

Death or serious injury of one of your own.

Death of a child.



**When & who
should
Call for CISM
services**

Anyone, Anytime...

- Stress Reactions noticed
- Criteria for CISM met
- Crew requested
- Supervisor requested

Signs of Stress



Physical

Emotional

Mental/Cognitive

Behavioral

Spiritual

Stress Reactions

PHYSICAL	COGNITIVE	EMOTIONAL	BEHAVIORAL	SPIRITUAL
Chest pain* Chills Diarrhea Difficulty breathing* Disorientation Dizziness Elevated blood pressure* Equilibrium problems Fainting* Fatigue Grinding of teeth Headaches Insomnia Lower back pains Muscle tremors Nausea Neck and shoulder pains Nightmares Profuse sweating Rapid heart rate* Shock symptoms* Stomach problems Thirst Twitches Uncoordinated feeling Visual difficulties Vomiting Weakness	Blaming someone Confusion Difficulty identifying familiar objects or people Disturbed thinking Flashbacks Heightened or lowered alertness Hypervigilance Impaired thinking Increased or decreased awareness of surroundings Intrusive images Loss of time, place, or person orientation Memory problems Nightmares Overly critical of others Overly sensitive Poor abstract thinking Poor attention Poor concentration Poor decisions Poor problem solving	Abandonment Agitation Anger Anxiety Apprehension Denial Depression Emotional shock Excessive worry Fear Feeling helpless about life Feeling hopeless Feeling overwhelmed Flat affect—numbness Grief Guilt Inappropriate emotional response or lack of it Intense anger Irritability Loss of emotional control Phobias Rage Resentment Sever panic* (rare) Uncertainty	Alcohol consumption Antisocial acts* Avoiding thoughts, feelings or situations related to the event Changes in activity Changes in sexual functioning Changes in speech patterns Changes in usual communications Emotional outbursts Erratic movements Hyper-alert to environment Inability to relax Inability to rest Loss or increase in appetite Nonspecific bodily complaints Pacing Silence Startle reflex intensified Suspiciousness Withdrawal	Acceptance or rejection of Providence Alienation Anger directed to God Awareness of the holy Changes in religious observances Confusion regarding God Deepened spiritual awareness Emphasis on religious rites Hyper-repentance Imposed gratefulness Increased emphasis on religion Isolation Renewed search for meaning Sense of abandonment Sense of betrayal Sense of communion Sense of meaninglessness Sense of vocation in creation and providence

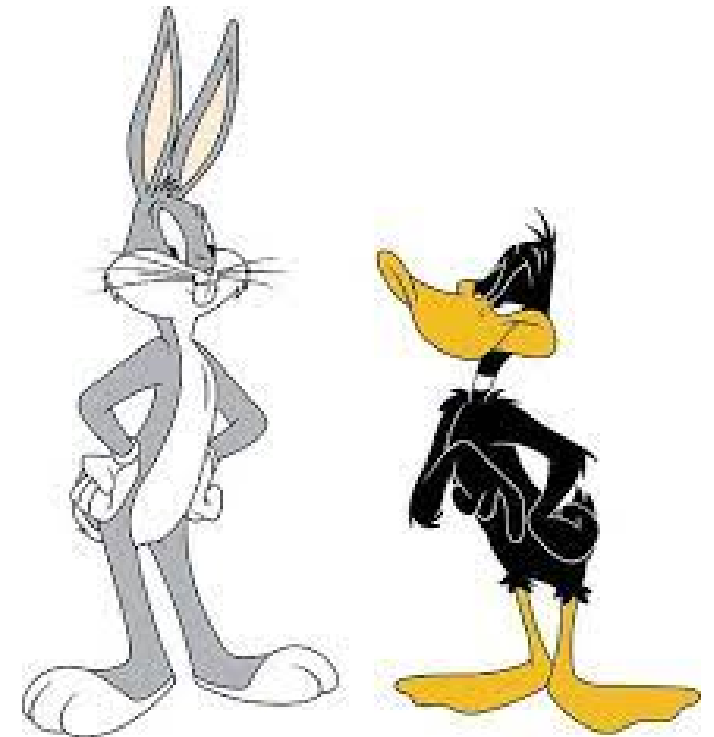
*Requires immediate medical intervention

6 Tactical Elements of CISM/PST



Peer Support

- Trained peers provide one on one support
- Application process
- Use of SAFER Model and Psychological First Aid
- Keep active referral list
- Provide in-service stress management training
- Oversight by MHP



Informational Groups

Crisis Management Briefings

Rest - Information – Transition – Services



Interactive Groups - Defusing



Last about 20-40 Minutes

Typically managed by peer support personnel

Concentrates on the most seriously affected workers

Allow for a little initial ventilation/reactions

Less formal version of a debriefing

Ideally done 1-4 hours after an event

Interactive Groups – Debriefing (CISD)

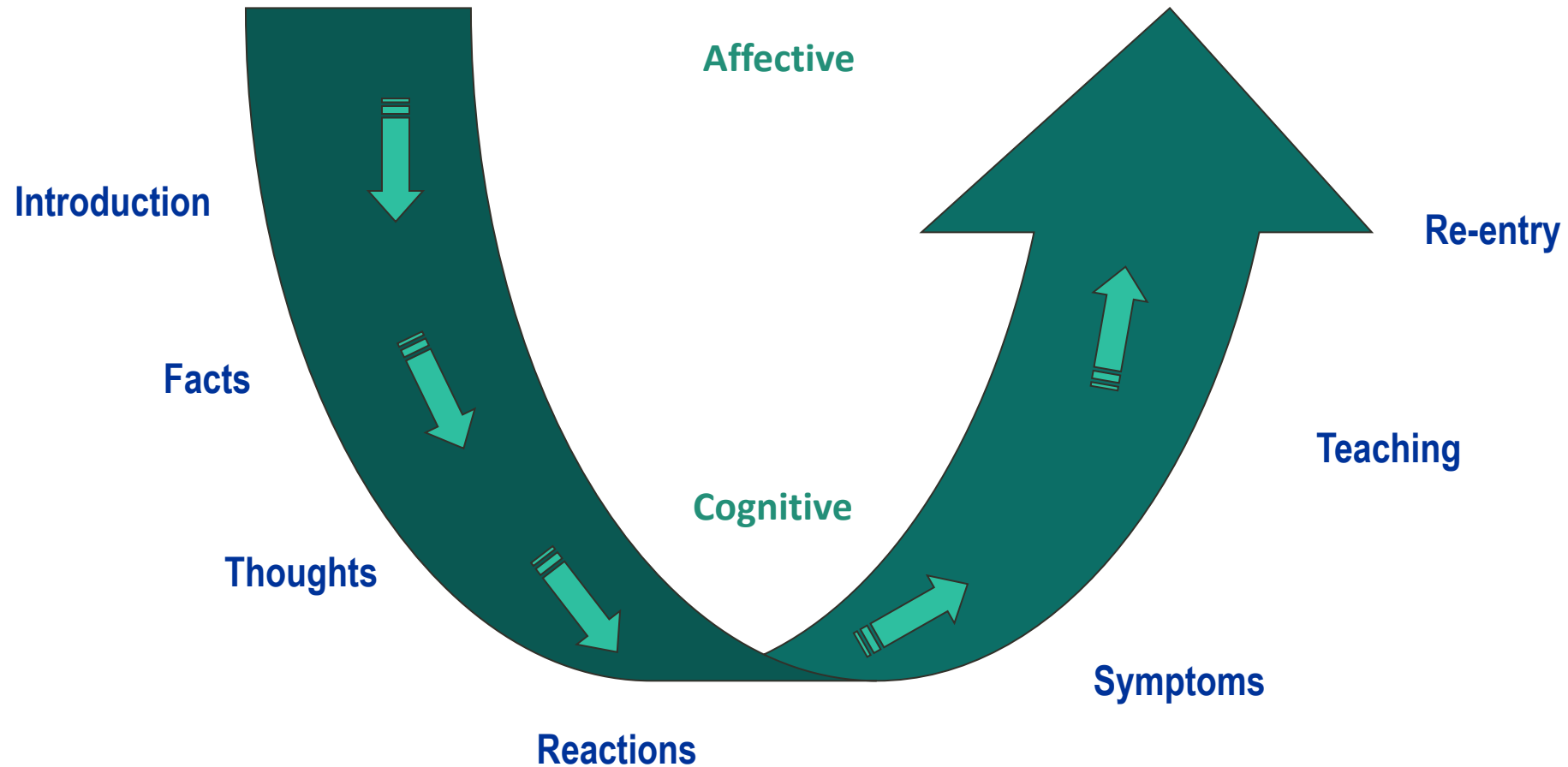
More formal group process. Led by team. All personnel involved in incident.

Occurs 24-72 hours after incident. It is confidential, non-evaluative discussion of involvement, thoughts and feelings resulting from the incident.

Mitigate the impact of a critical incident on the EMS personnel who witnessed or managed the traumatic event.

Accelerate recovery processes in people who are experiencing stress reactions to abnormal traumatic events

Interactive Groups - Debriefing

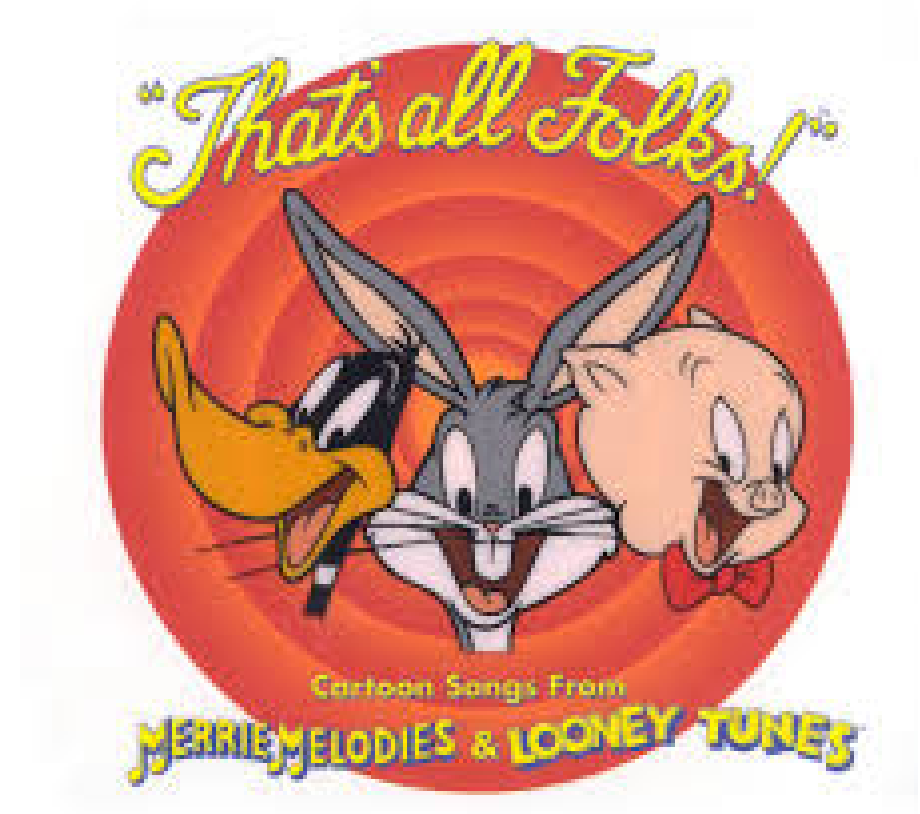


Critical Incident Stress Management

Join a Team

Get Trained

Serve those who serve



Q&A



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