

Basic Critical Incident Stress Management

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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"*

Critical Concepts Consulting


-



Prolonged Stress...

Physical Effects

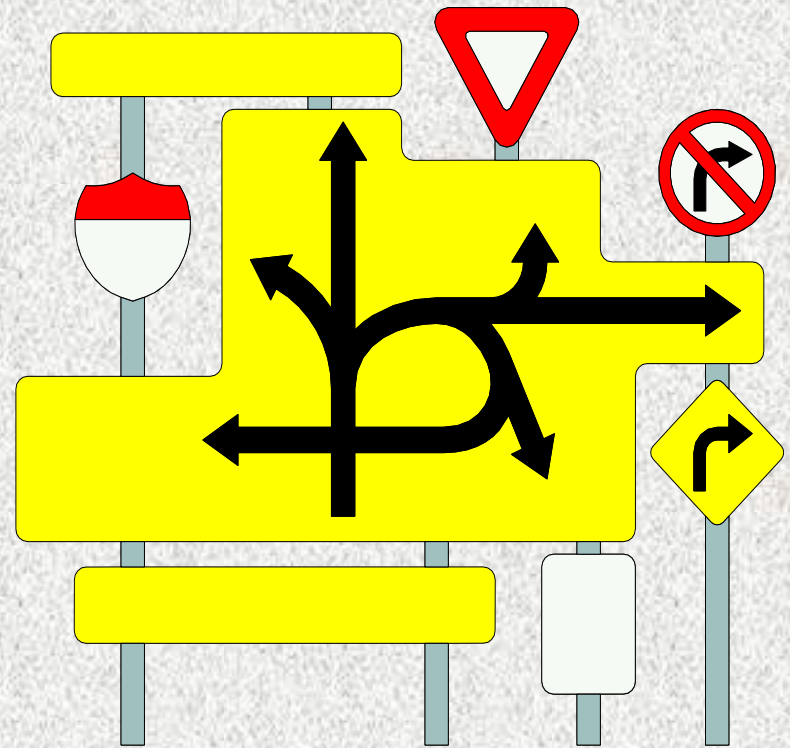


- *muscle tension*
- *headaches*
- *lack of energy*
- *stomach problems*
-  *immune system*
- *high blood pressure*
- *strokes*
- *sexual problems*

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*



Stressor

Any event acting as a stimulus which places a demand upon a **person**, a **group**, or an **organization**.

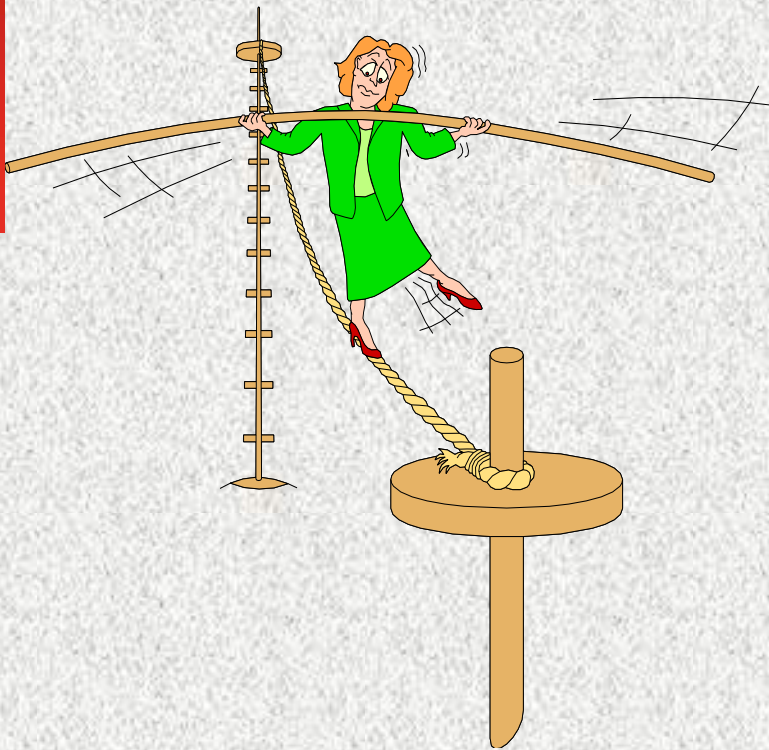


What are your stressors?



- ▶▶ **Home**
- ▶▶ **Work**
- ▶▶ **Environment**
- ▶▶ **Biogenic**
- ▶▶ **Law Enforcement**
- ▶▶ **Psychosocial**
- ▶▶ **Cadet**

Home Stressors



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

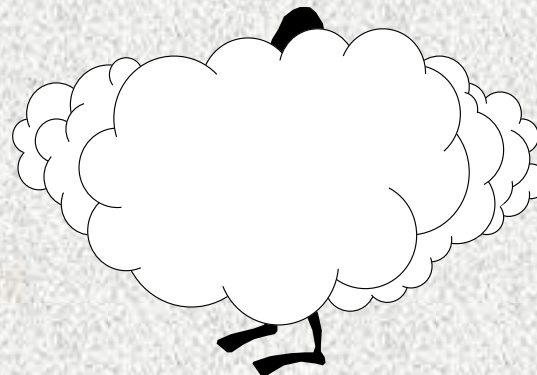
Work Stressors

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



Environmental Stressors

- **Pollution**
- **Crowding**
- **Temperature**
- **Noise**



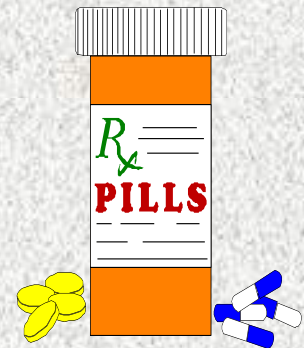
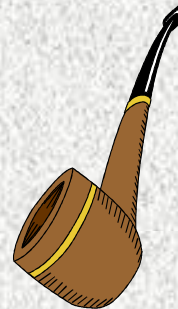
Biogenic Stressors

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

Caffeine

Nicotine

Amphetamines



Law Enforcement Stressors

- ⚡ Irregular work schedule
- ⚡ Danger of job/injury
- ⚡ Human suffering/death
- ⚡ Absence of closure
- ⚡ Excessive paperwork
- ⚡ Inadequate rewards
- ⚡ Special assignments
- ⚡ Unfavorable court decisions
- ⚡ Corrections system
- ⚡ Distorted media reports
- ⚡ Public sentiment



Work Stressors

Pardon Me, Officer, While I Finish My Beer



Despite the fact that an officer is pointing a gun at him, a passenger from a stopped vehicle decides to finish his beer. Police stopped the vehicle because they thought it was stolen; it wasn't, but another passenger was taken into custody on an outstanding

warrant and was also charged with resisting arrest. Five people were in the vehicle, and drinking was obviously occurring, but the police didn't arrest anyone else. The incident occurred in Klamath Falls, Ore., on Wednesday.

Military Stressors

- ⚡ Irregular work schedule
- ⚡ Danger of job/injury
- ⚡ Frequent relocations
- ⚡ Inadequate rewards
- ⚡ Frequent deployments
- ⚡ Field time
- ⚡ Human suffering/death

Psychosocial Stressor

Those events that are interpreted or appraised as being challenging, threatening, or otherwise adverse.

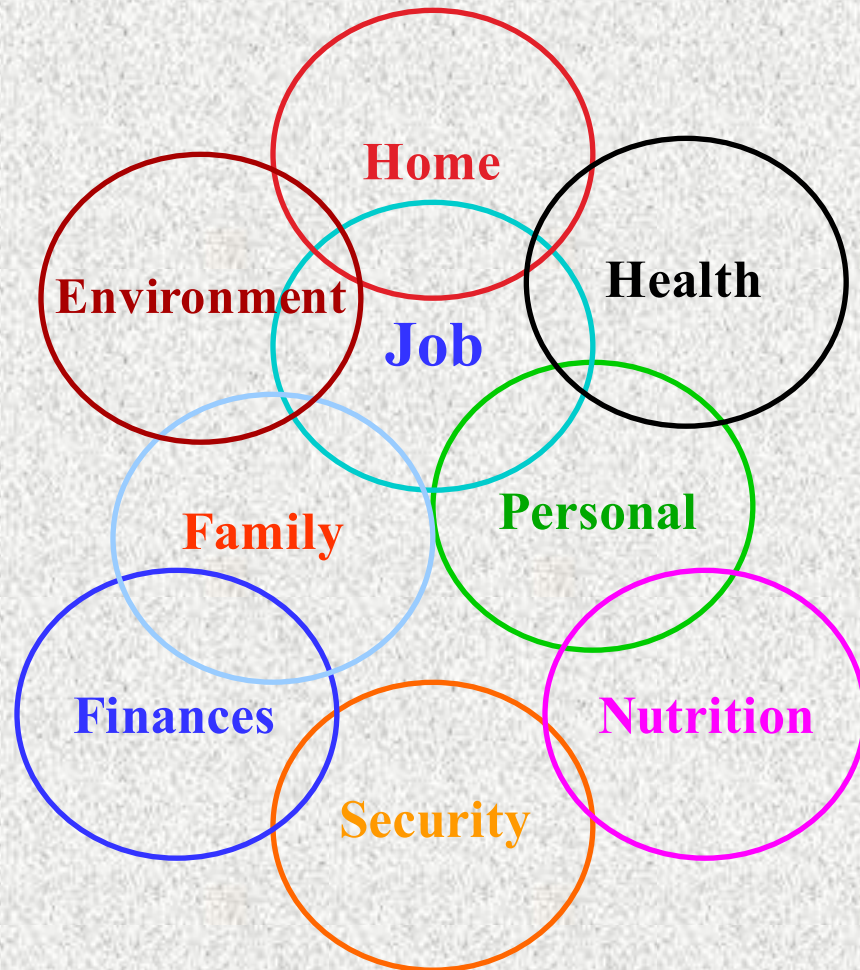


Like beauty --

They lie in the eye of the beholder.

Cadet Stressors

“Real Life”



Willpower Defeats Firepower

LAPD – 28 Feb 97

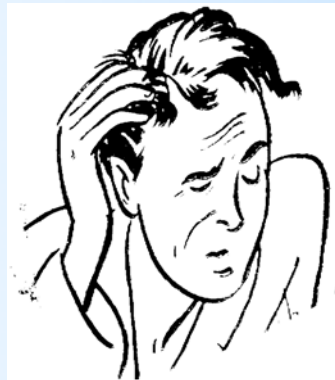


Coping Techniques for Managing Stress



Steps in stress management

- ➔ **accept** that you are constantly under stress
- ➔ **explore** areas causing negative stress
- ➔ **practice** effective stress management



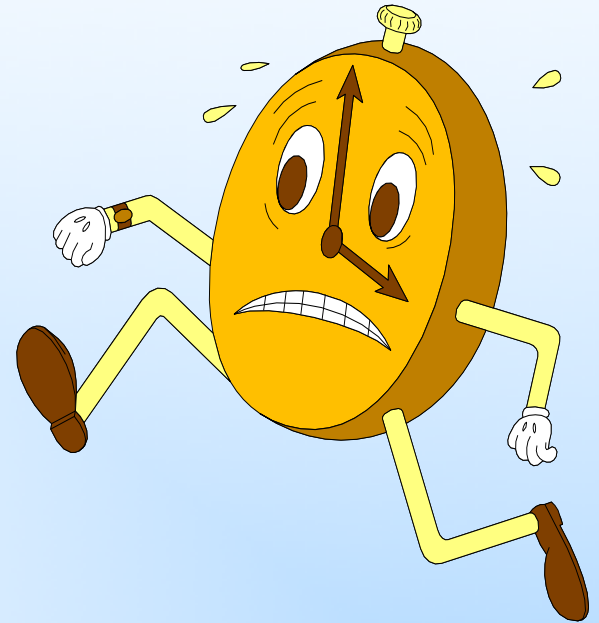
Time Management

**Decide what's important
and worth worrying
about**

Get organized

**Schedule time for
relaxation and
exercise**

Write it down!



Positive Attitude



Humor

**Communicate and
express your
feelings**

**Rally your support
system**

**Adopt a problem
solving approach**

Positive Attitude

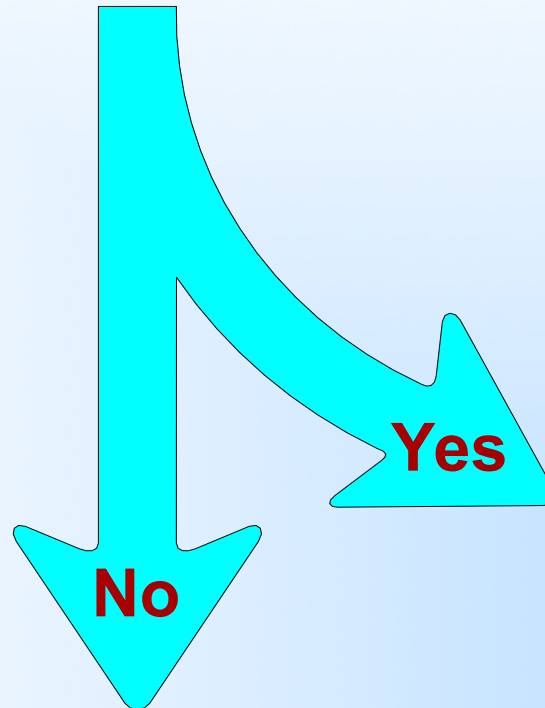


Perspective



Problem-solving Approach

Can I change this??



Accept it!

Do it!

Think Win/Win

	I Lose	I Win
You Win	Lose/Win	Win/Win
You Lose	Lose/Lose	Win/Lose

(from *The Seven Habits of Highly Effective People* by Covey)

Relaxation

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

Do what is satisfying for you

Set aside time for yourself

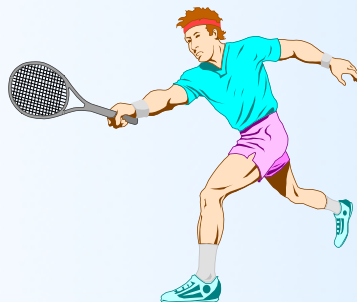


Exercise

**Exercise is a great way to relieve
physical and mental tension**

Improves physical resistance to stress

Choose an activity that appeals to you



Don't accept substitutes for stress management



Perfectionism

“Perfectionists aren’t people who do something perfectly. Perfectionists are people who fantasize about doing something perfectly.”

John Perry, professor emeritus of philosophy at Stanford University

Self Care



Specific Suggestions

When helping others

Don't take anger/feelings of others personally

Listen non-judgmentally

Spend time with them

Reassure them

Listen carefully

Be patient



Specific Suggestions

To help self

Talk to people

Mental Health Professional

Chaplain

Medical doctor

Family members

Friends

State EAP

Supervisors

1800SafeCallNow



Crisis Intervention

Peer Support



Critical Incidents

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)*

Fairchild AFB

June 1994



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LAPD Officer Whitfield – 9L89



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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**



OKC, 19 APR 1995

Critical Incidents

The Terrible 10



Baby Jessica Rescue - 16 OCT 1987

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

Intensity of Impact

Personal Relevance *

Duration

Sense of Loss

Previous History

Guilt

Social Support

Coping Skills

Types of Interventions

- ☐ **Pre-Incident Education**
- ☐ **On Scene Support Services**
- ☐ **Peer Support (Individual Consults)**
- ☐ **Defusing**
- ☐ **Demobilization**
- ☐ **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**

Peer Support/ Individual Crisis Intervention



Individual Crisis Intervention

Positives

- **‘Been there, done that’**
- **Credibility**
- **Rapport**

Negatives

- **May be too close**
- **Very vulnerable to counter-transference**
- **May over-identify**

1:1 Crisis Intervention

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

Demobilization



24 MAY 2001, Jerusalem Wedding Collapse

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



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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

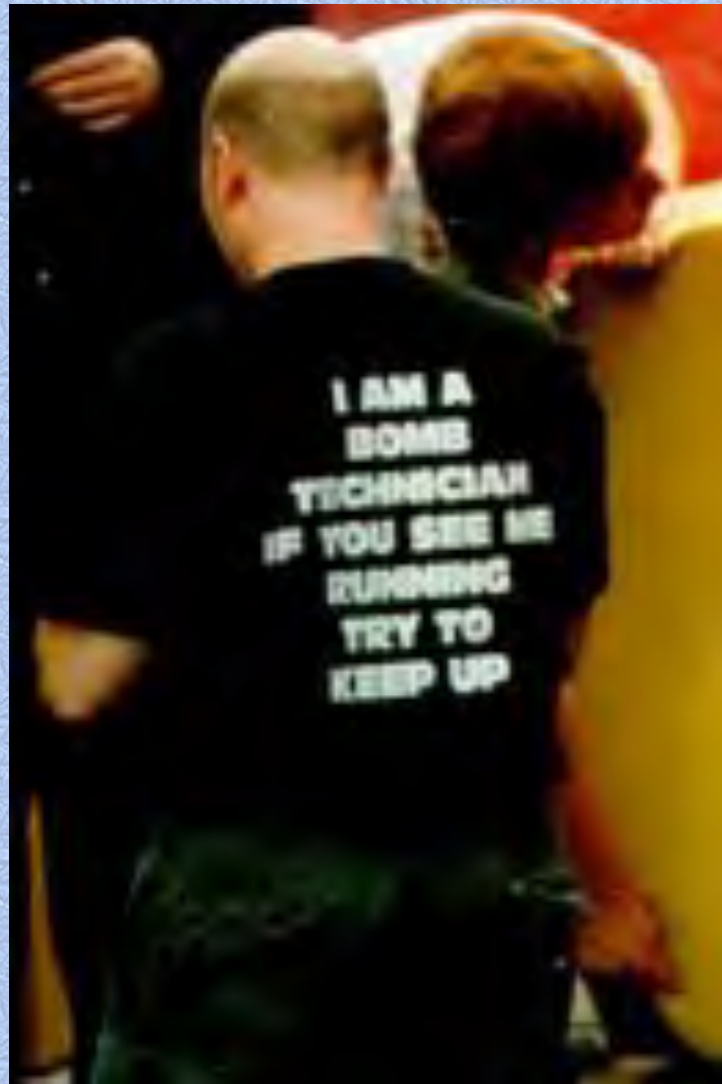
Inform and consult

Allow psychological decompression

Stress management

**Similar to Demobilization but for
non-operational personnel**

Defusing



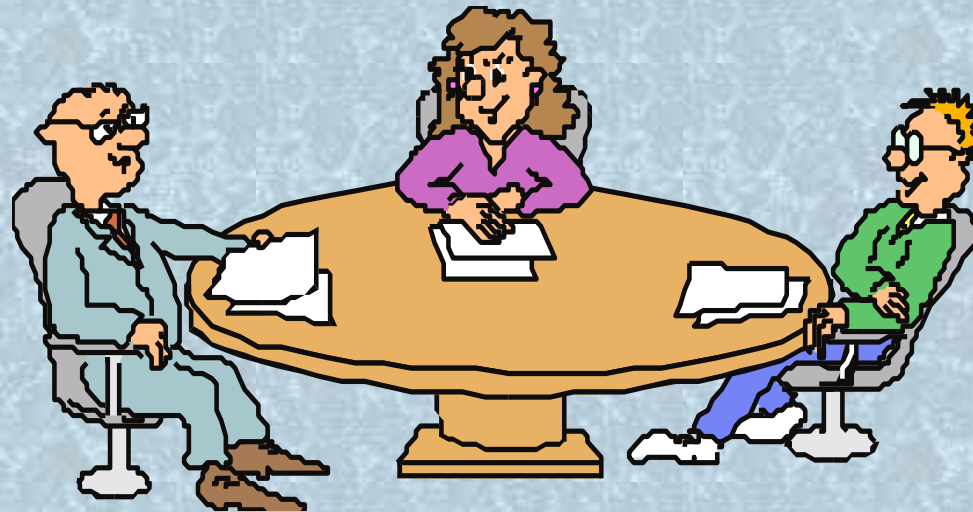
Defusing

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



Defusing

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



Defusing

- 1) Introduction**
- 2) Exploration**
- 3) Information**

Critical Incident Stress Debriefing



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.**

Debriefing

Phases

- 1) Introduction**
- 2) Fact**
- 3) Thought**
- 4) Reaction**
- 5) Symptom**
- 6) Teaching**
- 7) Re-Entry**

Mental Health Services

**Psychotherapy for employees
and family members:**

Individual

Marital/couples

Group

Trooper applicant screening

Training/Academy instruction

Command consultation

Referrals & Appointments

➤ **Referrals:**

- **Directed**
- **Voluntary**

➤ **Appointments**

- **Days off**
- **Medical leave**
- **Supervisor's discretion**

Confidentiality/ Privileged Communication

- ➔ **Privacy**: a *personal right* which limits the access of others to certain information about one's self, body, mind, etc.
- ➔ **Confidentiality**: a *professional duty* to refrain from speaking about certain matters
- ➔ **Privilege**: a *legal decision* which provides relief from the duty to speak in court proceedings about certain matters

Limits of Confidentiality

- **RCW 71.05**
- **RCW 26.44**
- **RCW 74.34**
- **Danger to self or others**
- **Abuse of children or DD adults**
- **Abuse of vulnerable adults**
- **Case review**

Questions??





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