

OEAP Mission...

To help State of Ohio employees and their families resolve personal and work related problems by providing supportive services that are inclusive of intake, crisis interventions, counseling referrals, consultations, education and training programs that enhance the emotional, mental health and overall productivity of employees, in a confidential and professional manner.

OEAP Staff...

OEAP staff are trained Critical Incident Stress Management (CISM) facilitators in group and/or individual crisis interventions.

Confidentiality...

The OEAP ensures strict confidentiality as governed by state law (Ohio Revised Code 3701.041) and Federal Regulations (42 CFR Part 2) to protect client information.



Your OEAP...

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614-644-8545
1-800-221-6327 (toll free)
Fax: 614-564-2510
www.ohio.gov/eap



For detailed information about services offered visit the OEAP website at: www.ohio.gov/eap



John R. Kasich, Governor



**OHIO EMPLOYEE
ASSISTANCE PROGRAM**

**CRITICAL INCIDENT
STRESS
MANAGEMENT
SERVICES**

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What is CISM?

Critical Incident Stress Management (CISM) is a program offered to State of Ohio agencies and employees. The CISM services will address the needs of state employees who may be exposed to or experience critical incidents in or outside the work place.

The CISM services are designed to help individuals return to normal recovery due to the reactions of a traumatic event or a critical incident. In addition, pre-incident education and training is available to agency employees and managers.

In the event of a critical incident. OEAP staff are available to assist in determining what services would be most beneficial for the situation or the circumstance. Call us for consultation, on-site support, interventions and/or post-incident education.



What are the goals of the program?

The CISM program goals are to:

- ☑ Inform management and those impacted about how to obtain CISM procedures.
- ☑ Promote effective responses to stressful events.
- ☑ Reduce harmful effects following critical incidents by working with individuals at the time of incidents.
- ☑ Minimize the impact of exposure to a traumatic event and accelerate the healing process.

Types of Events

Catastrophic Event

- These events have an extreme impact on the workplace.
- A catastrophic event significantly impacts the work site production and may draw media attention.
- The level of trauma to the work place and employees is extreme.
- Examples of catastrophic events include:
 - on-site shooting or hostage taking, explosion (man-made or natural), natural disaster, a severe level of trauma to a large number of employees and/or where operations are severely affected or stopped.

Critical Incident

- An incident that may involve or directly impact employees in the workplace.
- The level of trauma can range from low to moderate.
- Examples include:
 - on-site death, employee threatens or commits violence against a co-worker, work-place accident, employee dies tragically or other immediate fatal manner or employee suicide.

Special Incidents

- Special incidents usually do not involve the workplace.
- The appropriate intervention may involve a meeting with individuals on an as needed basis.
- Examples include:
 - employee involved in a tragic accident,
 - employee death due to natural causes



Why CISM Services are needed?

When the stressor becomes extreme or severe, it often produces a heightened state of cognitive, emotional and/or behavioral reactions. CISM services offer tools and resources to help individuals cope with the affects of traumatic events.

What are the intervention services provided by OEAP?

On-scene Support

Individual on-site assistance while the affects of the incident is still taking place. Services provided under "on-scene support" are brief, practical crisis intervention functions that are designed to limit the level of distress employees may experience. These services do not interfere with business operations.

Defusing Session

- Session held with a small group of people relatively soon after a critical incident.
- Defusing sessions typically last for less than one hour and are intended to reduce the affects of exposure to a traumatic event, prior to employees leaving the work place or returning to normal job.

Individual Interventions

Intervention held with an individual employee following a critical incident. This is an opportunity for employees to share information and their reactions about the incident. These sessions last for about 45-60 minutes.

Critical Incident Stress Debriefing (CISD)

- Intervention held with a group (10-15 optimal) ideally within 15 days of the incident.
- A CISD session is a discussion of the involvement, thoughts, reactions and feelings resulting from the incident.