

OEAP Mission...

To assist employees and their families in resolving personal and work-related problems by providing quality services, support and solutions that enhance the emotional, behavioral health and overall productivity of employees in a confidential and professional manner.

OEAP Staff...

OEAP has several trained Critical Incident Stress Management facilitators.

Confidentiality...

The OEAP ensures strict confidentiality as governed by state law (Ohio Revised Code 128.44) and Federal Regulations (42 CFR Part 2) to protect client information.



Your OEAP...

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CRITICAL INCIDENT STRESS MANAGEMENT SERVICES

A phone call can make
all the difference!



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

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 workplace.

The CISM services are designed to help individuals return to “normal” following a traumatic event or a critical incident.

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.

In addition, pre-incident education and training is available to agency employees and managers.

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 soon after an event; and
- ✓ 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 workplace 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, workplace accident, sudden death of an employee 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 stressors become extreme or severe, they often produce 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 affect 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.

Defusing Session

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

Individual Interventions

A contact will be made 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 to 60 minutes.

Critical Incident Stress Debriefing (CISD)

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