



**OHIO EMPLOYEE
ASSISTANCE PROGRAM**

Helping and supporting you to be well and serve well...

Pre-Incident Education

Critical Incident Stress Management



**Presented by:
Debbie L. Shutt, OEAP and Mona Hobbs, DRC**

Learning Objectives

Today you will receive information about...

What is a critical incident

The goals of crisis intervention

**The importance of developing a
crisis management plan**

**The CISM services offered by
OEAP**

What is a critical incident?

“A *critical incident* is a traumatic event outside the *usual* range of human experience which can cause a strong emotional reaction with the potential to affect one’s ability to cope after the incident has occurred.”

Did you know...

**Research has shown that
human-made disasters are
more psychologically
disruptive than natural
disasters**

Types of Critical Incidents

Catastrophic Events...

- Suicide of a co-worker
- Severe level of trauma to a large number of employees
- On-site assault (shooting or action causing significant physical harm)
- Hostage taking
- Explosion (man-made or natural)
- Natural disaster

Types of Critical Incidents

Critical Incidents...

- On-site or sudden death of an employee
- Employee threatens or commits violence against a co-worker
- Workplace accident
- Incident with extensive media attention
- Incident charged with profound emotion

**What did we
miss?**



What Is Critical Incident Stress?

Factors that may trigger Critical Incident
Stress in one
individual may not trigger Critical Incident
Stress in another.

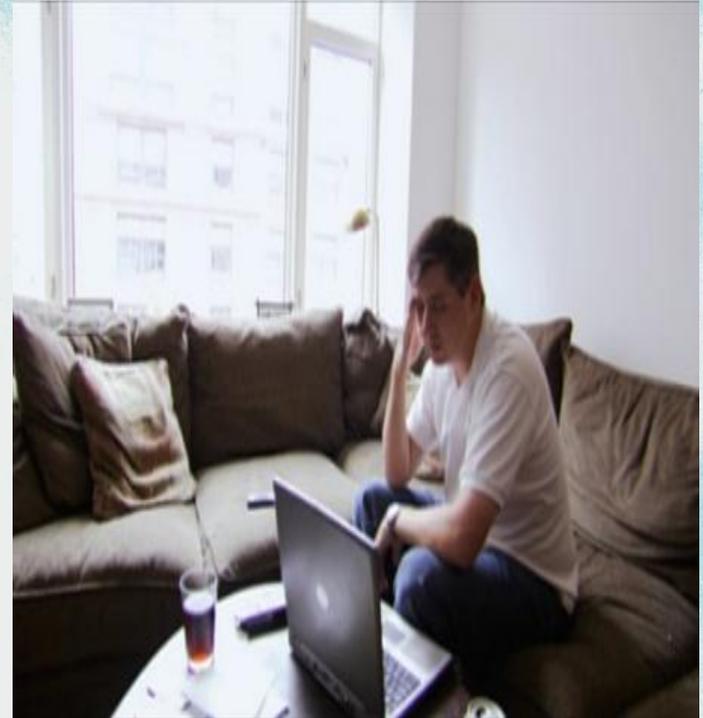
What you see is what you get!

How STRESSORS Impact...

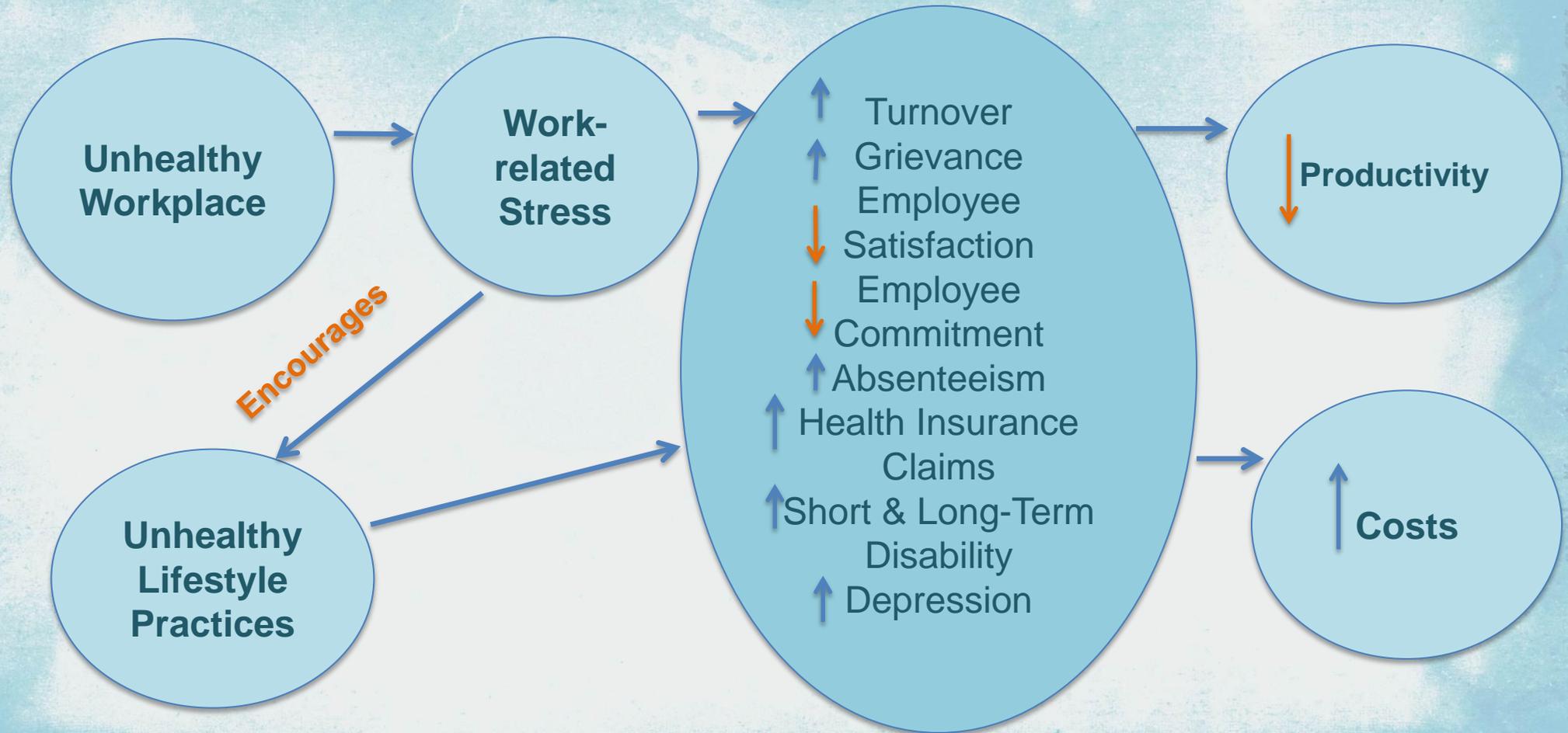


Critical Incident Stress

- What is it?
- What causes it?
- What are the effects?
- What are consequences if left untreated?



The Cost of Doing Nothing



The Cost of Doing Nothing

Graphic adapted from "The Business Case for a Healthy Workplace" produced by Industrial Accident and Prevention Association.

Why Create a Crisis Management Plan?

A *crisis management plan* can provide guidelines for a practical communication/response system that is adaptable for any crisis situation.

Having a plan will reduce the additional stress of trying to decide how to react at the time of the crisis.

The plan should be a working document – continually updated.

Crisis Intervention Strategic Planning Formula

- **Target:** Who should receive services? What target groups have been identified?
- **Type:** What interventions should be used?
- **Timing:** When should the interventions be implemented and with what target groups?
- **Resources:** What intervention resources are available to be mobilized, for what target groups?

Crisis Management Planning: 5 P's

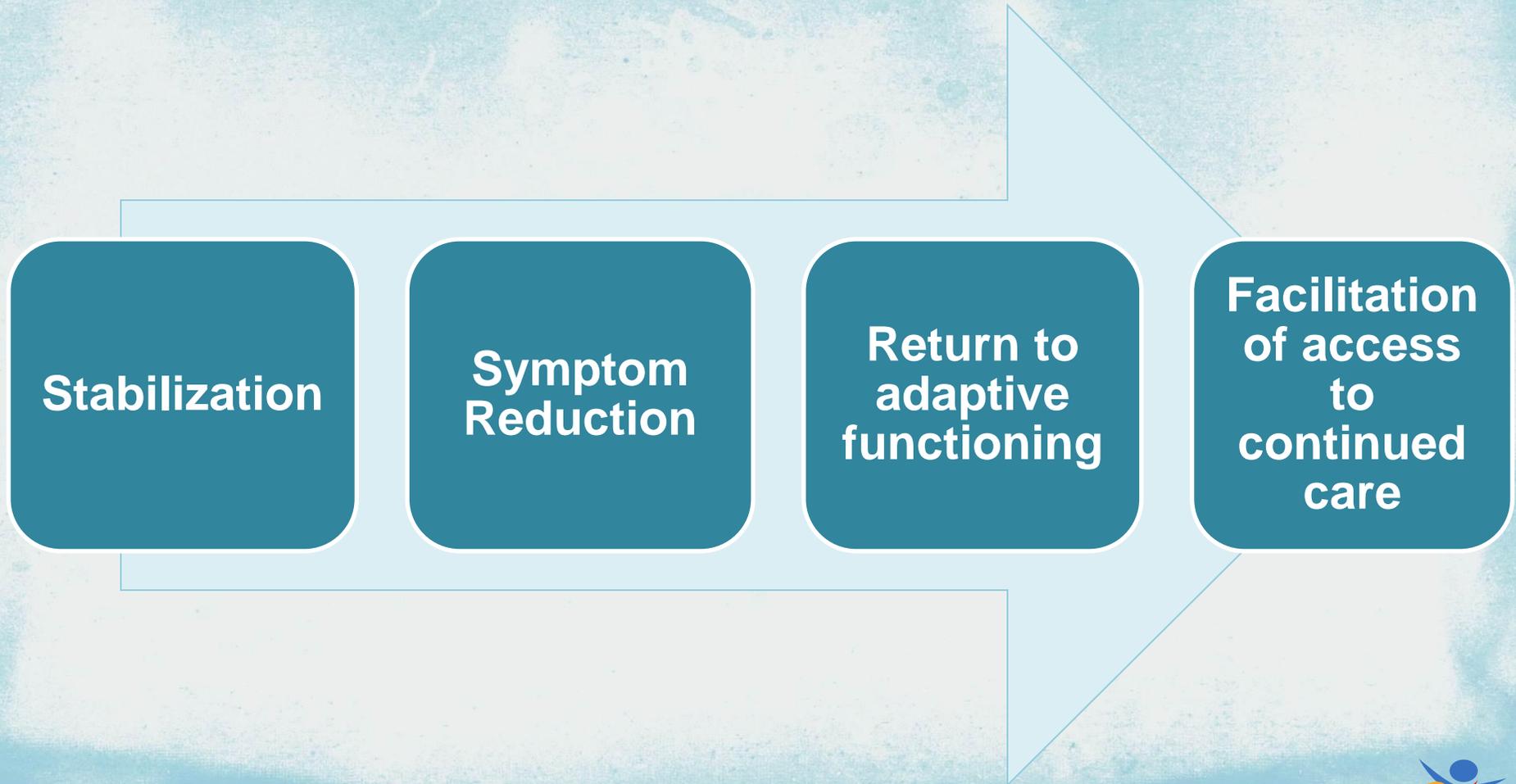
Predict	Anticipate everything that could go wrong and identify the issues.
Position	Decide what your position will be on various crisis management issues.
Prevent	Identify preventive measures and communicate them.
Plan	Prepare a plan for handling the crisis.
Persist	Be persistent but flexible in following your plan.

The challenge in crisis intervention is knowing when to employ the most appropriate intervention for the situation.

In the event of a critical incident...

- Critical Incident Stress Management services (CISM) provide options to address the needs of state employees who may be exposed to or experience a traumatic event in the workplace.
- CISM services do **NOT** involve counseling or therapy however if needed an appropriate referral can be made.

Crisis Intervention Goals



Multi-Faceted Approach of Crisis Management

- Pre-Incident Education
- One-on-One Crisis Intervention
- Demobilization
- Crisis Management Briefing
- Defusing



Multi-Faceted Approach of Crisis Intervention

- Critical Incident Stress Debriefing
- Family Support
- Pastoral Crisis Intervention (optional)
- Follow-up



CISM Services Provided by OEAP Team

- Pre-Incident Education
- Onsite assistance or consultation
- Initial defusing
- Demobilization
- Formal debriefing
- Follow-up



**Follow-up
support as
needed.**

OEAP CISM Services



 **EAP**
OHIO EMPLOYEE ASSISTANCE PROGRAM
CRITICAL INCIDENT STRESS MANAGEMENT SERVICES

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

Questions?



OEAP CISM Team



OEAP Contact

**For information or assistance,
please call:**

**1-800-221-6327 (6EAP)
or 614-644-8545
(Franklin County only)**

www.ohio.gov/eap