

San Joaquin Area Critical Incident Support Team

Compassion in Crisis • Comfort in Sorrow • Help in Distress • Hope in Tomorrow

**SAN JOAQUIN AREA
CRITICAL INCIDENT
SUPPORT TEAM**

Mission Statement

*To Provide Emergency Service Personnel and the
Communities of San Joaquin County
Emotional and Spiritual Support in a
Compassionate Healthy Manner when
Confronted with a Stressful and Traumatic
Incident or Event*

San Joaquin Area Critical Incident Support Team

- Volunteer Organization Consisting of Multi-Disciplined Trained Members.
- The team was originally formed in 1992 adding a Chaplaincy program in 2005.
- Team members consist of trained professionals in Mental Health, Chaplaincy, and Critical Support Intervention.

SAN JOAQUIN AREA CRITICAL INCIDENT SUPPORT TEAM

The SJACIST Team is Modeled after Nationally Recognized Organizations:

- √ Law Enforcement Chaplaincy Sacramento.
- √ International Conference of Police Chaplains.
- √ Federation of Fire Chaplains.
- √ U.S. Department of Justice Community Chaplain Program.
- √ International Critical Incident Stress Foundation (Mitchell Model).

PURPOSE

Volunteer Crisis Responders Providing Support to Victims of Tragedy, Crime, Natural Disasters, Personal Losses of Family, Friends, and Co-Workers.

Chaplains Provide a "Spiritual Presence" to any Critical Event.

Team Members

- ☐ Are Professionally Trained Volunteers.
- ☐ Will assist by offering emotional and spiritual support, free of charge, to public service agencies and the community during times of crises, stress, and emergency situations.

Provided Service

- Individual or Group Critical Incident Stress Management.
- Post Traumatic Event Intervention.
- Spiritual Guidance & Prayer Support.
- Grief Support.
- Family Referral Services.
- Crisis Intervention for Personnel and Their Families.
- On-scene Crisis Response as Requested by the Incident Commander (IC) or Supervisor.
- Agency Funerals Assistance upon request.

WHAT IS THE CRISIS RESPONDER/RESOURCE CHAPLAIN PROGRAM?

- A “Ministry of Presence” (act of serving others) in times of crisis & stress.
- Emotional, physical & spiritual support to you, your families and to the community.
- Offering of practical & compassionate guidance.
- To work in partnership with the Peer Support program in Individual or Group Setting.

CRITICAL INCIDENTS STRESS





Critical Incidents Defined

Critical Incidents Are Highly Stressful Situations.

- ✓ A Critical Incident is a traumatic event that has sufficient power to overwhelm an individual's ability to cope.
- ✓ Normal physical and psychological responses occurs which places considerable pressure upon an individual or group.

EXAMPLES OF CRITICAL INCIDENTS

- Witness violence in the workplace.
- Witness an accidental death of one of their co-workers.
- Suicide of a co-worker.
- Bank tellers are held up at gunpoint by masked robbers.
- A city vehicle accidentally runs over a pedestrian who dies in front of other employees.
- Air-traffic controllers are unable to avert major airline disaster and witness the plane crash.
- A group of school children are held hostage and injured.
- Witness child abuse.
- Any incident where sights, sounds or odors are so distressing as to produce an intense emotional response, i.e. flashbacks to other traumatic events.



Special Incidents:

Special Incidents may not occur in the workplace.

- Employee involved in an auto accident.
- Employee death due to natural causes.
- Unexpected death of an employee's family member.

Critical Incidents:



Incidents that involve or directly impact the workplace.

The level of trauma can range from low to catastrophic.

Production may be effected in some way.

The appropriate intervention begins at the Staff Level having a Peer Support Program.

Catastrophic Incident:

Catastrophic Incidents are those situations which have an extreme impact.

These incidents significantly impact the work site, may draw media attention impacting work site productivity.

The level of trauma to the work site and employees is extreme.

INCIDENT IMPACT



*Critical Incidents
Results are*

WIDE SPREAD





Critical Incident Stress Management (CISM)


Jeffrey T. Mitchell, Ph.D., C.T.S.

- ▣ As crises and disasters become epidemic, the need for effective crisis response capabilities becomes obvious.
- ▣ Crisis intervention programs are recommended and even mandated in a wide variety of community and occupational settings.
- ▣ Critical Incident Stress Management (CISM) represents a powerful, yet cost-effective approach to crisis response which has been often misunderstood.

(ICISF - Mitchell Model)

The 7 Core Components of CISM


1. Pre-Crisis Preparation.
This includes stress management education, stress resistance, and crisis mitigation training for both individuals and organizations.



2. Disaster or Large-Scale Incident.
As well as, school and community support programs including demobilizations, informational briefings, "town meetings" and staff advisement.


The 7 Core Components of CISM (cont.)

3. Defusing.
This is a 3-phase, structured small group discussion provided within hours of a crisis for purposes of assessment, triaging, and acute symptom mitigation.



4. Critical Incident Stress Debriefing (CISD).
Structured group discussion, usually provided within 72 hours post crisis, and designed to mitigate acute symptoms, assess the need for follow-up, and if possible provide a sense of post-crisis emotional and spiritual closure.

The 7 Core Components of CISM (cont.)



5. One-on-One.
One on one crisis intervention emotional and spiritual support .

6. Family.
Family crisis intervention, and/or referral.

7. Follow-Up.
Follow-up and referral service i.e. employee assistance programs, clergy, child services, family health services, etc.

“S.A.F.E.R.”

Protocol For Crisis Intervention

“S” - STABILIZE

The first part of the stabilization process involves introductions. It would be best if there were already a rapport between the individual who has been involved in the event and the one helping with the intervention. Following the introductions, see that basic needs are met within an environment of safety.

“A” - ACKNOWLEDGE

Acknowledgement of the event includes listening to the who, what, and when, of the event “story.” Try not to focus on the “why” and “how” of the event. These tend to lead to judgment statements. Stay with the facts.

Acknowledgement of reactions involves listening to the responses and reactions of the those involved with the event.

S.A.F.E.R.

“F” - FACILITATE UNDERSTANDING

This step involves encouraging the expression of difficult emotions, and helping them understand the impact of the critical event. It is a time to paraphrase the content of what is being said. It is a time for normalization; it is an opportunity to share that an event such as they have been through will have reactions and emotions.

“E” - ENCOURAGE EFFECTIVE COPING

Here is the time to identify personal stress management tools. These management techniques might include time management, nutritional techniques, avoiding known stressors, relaxation response training, physical exercise. Also identify external support/coping resources.

“R” - RECOVERY or REFERRAL

Assess the person(s) ability to safely function. Make referrals as needed.

REMEMBER

Critical Incidents
Are Far Reaching



SACIST - Contact Number
209-373-3288
