

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

Critical Incident Stress Management (CISM) is an adaptive, short-term psychological helping-process that focuses solely on an immediate and identifiable problem. It can include pre-incident preparedness to acute crisis management to post-crisis follow-up. Its purpose is to enable people to return to their daily routine more quickly and with less likelihood of experiencing post-traumatic stress disorder (PTSD).

CISM is designed to help people deal with their trauma one incident at a time, by allowing them to talk about the incident when it happens without judgment or criticism. The program is peer-driven and the people conducting the interventions may come from all walks of life, but most are first responders (Police, Fire, Emergency Medical Services) or work in the mental health field. All interventions are strictly confidential; the only caveat to this is if the person doing the intervention determines that the person being helped is a danger to themselves or to others. The emphasis is always on keeping people safe and returning them quickly to more normal levels of functioning.

Critical incidents are traumatic events that cause powerful emotional reactions in people who are exposed to those events. Examples of these events include;

1. Line of duty deaths
2. Suicide of a colleague
3. Serious work related injury
4. Multi-casualty/disaster/terrorism incidents
5. Events with a high degree of threat to personnel
6. Significant events involving children
7. Events in which the victim is known to the personnel
8. Events with excessive media interest
9. Events that are prolonged and end with a negative outcome
10. Any significantly powerful, overwhelming distressing event

Types of Intervention

Defusing is done the day of the incident before the person(s) has a chance to sleep. The defusing is designed to assure the person or people involved that their feelings are normal, to tell them what symptoms to watch for over the short term, and to offer them a lifeline in the form of a telephone number where they can reach someone whom they can talk to. Defusing's are limited only to individuals directly involved in the incident and are often done informally, sometimes at the scene. They are designed to assist individuals in coping in the short term and address immediate needs.

Debriefings are usually the second level of intervention for those directly affected by the incident and often the first for those not directly involved.

A debriefing is normally done within 72 hours of the incident and gives the individual or group the opportunity to talk about their experience, how it has affected them, brainstorm coping mechanisms, identify individuals at risk, and inform the individual or group about services available to them in their community. The final step is to follow up with them the day after the debriefing to ensure that they are safe and coping well or to refer the individual for professional counseling.

To request CISM services (Crisis Response Team) contact your local Community Mental Health (CMH) and ask for the Crisis Response Team Coordinator, Supervisor, or call Listening Ear at 989.772.2918.

Normal Responses you May Notice

Emotional Affects you may notice:

-Shock	-Despair	-Terror/Fear	-Phobias
-Grief	-Hypersensitivity	-Anger	-Emotional numbing
-Guilt	-Depression or sadness	-Loss of pleasure from activities	
-Irritability	-Helplessness/Hopelessness		

Cognitive Affects you may notice:

-Impaired concentration	-Memory Impairment	-Confusion	-Self blame
-Decreased self-esteem	-Worry	-Impaired Decision making ability	
-Disbelief	-Distortion	-Decreased self-efficacy	
-Intrusive thoughts/memories-Nightmares			

Physical Affects you may notice:

-Fatigue	-Sleep disturbance	-Somatic complains	-Headaches
-Insomnia	-Startle response	-Decreased libido	-Hyperarousal
-Decreased Appetite	-Gastrointestinal problems	-Impaired immune response	

Interpersonal Affects you may notice:

-Alienation	-Aggression	-Increased relationship conflict
Crying easily	-Avoiding reminders	-Social withdrawal/isolation
-Vocational impairment	-Change in eating patterns	

HELPFUL COPING STRATEGIES

- Mobilize a support system and reach out and connect with others, especially those who may have shared the stressful event
- Talk about the traumatic experience with empathetic listeners
- Cry
- Hard exercise like jogging, aerobics, bicycling, walking
- Relaxation exercise like yoga, stretching, massage
- Humor
- Prayer and meditation; listening to relaxing guided imagery; progressive deep muscle relaxation
- Hot baths
- Music and art
- Maintain balanced diet and sleep cycle as much as possible
- Avoid over-using simulants, caffeine, sugar, or nicotine
- Commitment to something personally meaningful and important every day
- Hug those you love, pets included
- Eat warm turkey, boiled onions, baked potatoes, cream based soups. These are tryptophan activators, which help you feel tired but good (like after Thanksgiving dinner)
- Write about your experience in detail, just for yourself or to share with others.

Individuals who have experienced a traumatic/stressful event often times suffer psychological stress related to the incident. In most instances, these are normal reactions to abnormal situation. Individuals, who feel they are unable to regain control of their lives, or who experience the following symptoms for more than a month, should consider seeking outside professional mental health assistance.

MIDLAND COUNTY RESOURCES

COUNSELING

Family and Children's Services -----	989-631.5390
Partners in Change-----	989.832.2165
Community Mental Health for Central Michigan (Midland)-----	989.631.2320
Connection for Mental health -----	989.633.9021
Catholic Family Services (North Midland Family Center) -----	989.689.7770
Catholic Family Services (West Midland Family Center)-----	989.832.3256
Jeff Hedlund, Licensed Professional Christian Counselor -----	989.631.1880
Covenant Counseling-----	989.835.8344
Alternative Counseling -----	989.835.8227
Behavioral Medicine Associates -----	989.832.9161
Cathedral Mental Health -----	989.759.3356
The Relationship Coach -----	989.631.1999
Senior Services Counseling-----	989.633.3700
Great Lakes Caring (for southern Midland Co and requires PHCP referral)-----	800.379.1600

PSYCHIATRIC SERVICES

MidMichigan Physician's Group Psychiatry -----	989.839.3385
--	--------------

SUBSTANCE ABUSE

1016 Recovery Network -----	989.631.0241
1016 Detox-----	989.775.0604
1016 Rehab-----	989.835.3466
J & A Counseling -----	989.631.4092

GAMBLING

Michigan Problem Gambling Hotline-----	800.270.7117
Gambler's Anonymous -----	989.631.5890

DOMESTIC VIOLENCE

Shelter House -----	989.835.6771
---------------------	--------------

ECONOMIC AND EMERGENCY ASSISTANCE

Department of Human Services-----	989.835.7040
American Red Cross-----	989.631.3262
Salvation Army -----	989.631.3262
Midland Health Department -----	989.832.6655
Physicians Referral Line -----	989.837.9090
Physicians Referral Line(toll free) -----	800.999.3199
Lawyer Referral Services -----	800.968.0738
First Call for Help -----	989.835.2211

FEDERALLY QUALIFIED HEALTH CENTER

Beaverton Clinic -----	989.246.3507
------------------------	--------------

*For additional resources contact 211 or 1-877-211-5253

ISABELLA COUNTY RESOURCES

COUNSELING

AGN Service	989.772.4702
Associated Counseling Services	989.773.1112
Behavioral Medicine Association of MidMichigan	989.773.0102
Catholic Family Services (All faiths)	989.7739328
Center for Community Counseling and Development	989.774.3532
Center of Hope Counseling (eating disorder)	989.954.4673
Central MI Professional Counseling Associates	989.772.5833
CMU Counseling Center (students)	989.774.3381
Christian Counseling of MidMichigan	989.317.4664
Community Counseling Associates	989.773.0222
Family Health Psychiatric and Counseling Center	989.400.4588
Hospice of Central Michigan	989773.6137
MidMichigan Family LTD	989.773.9600
Partners in Change	989.832.2165
Psychological Training and Consultation Center	989.774.3904
Ronan Psychological Associates	989.779.8999
Saginaw Chippewa Behavioral Health	989.775.4850

PSYCHIATRIC SERVICES

Dr. Gary Ralph	989.779.9449
Dr. Venkat Talanila	989.772.6263

SUBSTANCE ABUSE

1016 Outpatient	989.773.9655
1016 Detox	989.7750604
Addictions Solutions Counseling Center (ASOC) Therapy Solutions	989.779.9449
Alano House AA and Alanon Drop-in Center	989.772.4955
Answers Counseling	989.773.9247
Michigan Therapeutic Consultant	989.953.4357
Narcotics Anonymous	989.772.4955

GAMBLING

Gambling Anonymous	718.352.1671
Michigan Association on Problem Gambling	517.242.0655
Michigan Problem Gambling Helpline	800.270.7117
National Council on Problem Gambling	202.547.9204
National Problem Gambling Helpline	800.522.4700

DOMESTIC VIOLENCE

Sexual Assault Peer Advocates (SAPA)	989.774.2255
Sexual Assault Services (CMU)	989.774.6677
Woman's Aid Services	989.772.9168

ECONOMIC AND EMERGENCY ASSISTANCE

Dept. of Health and Human Services	989.772.8400
Eight Cap Community Service	989.772.0110
Listening Ear	989.772.2918

FEDERALLY QUALIFIED HEALTH CENTER

Isabella Citizens for Health Inc. -----989.953.5320
Isabella Citizens for Health Inc. (pediatric) -----989.779.5270

***For additional resources contact 211 or 1-877-211-5253**

MECOSTA/OSCEOLA COUNTY RESOURCES

COUNSELING

Catholic Charities of West Michigan -----	231.796.1583
Catholic Human Services -----	231.775.6581
Community Mental Health for Central Michigan (Mecosta) -----	231.796.5825
Community Mental Health for Central Michigan (Osceola) -----	231.832.2247
Life Skills Psychological Services -----	231.775.6517
Northland Counseling Center -----	231.592.8090
New Leaf Counseling Services PLLC (Angela Mc Nally-Wernette, LPC) -----	989.944.5735

PSYCHIATRIC SERVICES

Lighthouse Psychiatric Services (Ludington) -----	231.845.3615
Dr. Gray Ralph -----	989.779.9449
Dr. Venkat Talasila -----	989.779.5440

SUBSTANCE ABUSE

1016 Recovery Network -----	231.527.2007
1016 Detox -----	989.775.0604
1016 Rehab -----	989.835.3466

GAMBLING

Michigan Problem Gambling Hotline -----	800.270.7117
Lighthouse Associates -----	231.425.4414

DOMESTIC VIOLENCE

WISE - Women's Information Services and Shelter -----	231.796.6660
Toll free -----	800.374.9473
OASIS -----	231.775.7233

ECONOMIC AND EMERGENCY ASSISTANCE

Department of Human Services -----	231.796.4300
MidMichigan Community Action Agency -----	231.660.0271
American Red Cross -----	231.796.6562
Salvation Army -----	231.796.5597
Veteran's Local Information Assistance -----	231.592.0124

FREE HEALTH SERVICES

Hope House -----	231.598.9500
------------------	--------------

***For additional resources contact 211 or 1-877-211-5253**

CLARE COUNTY RESOURCES

COUNSELING

MBD Therapy-----	989.539.3841
Dr. Fachting-----	989.386.8166
New Haven-----	989.386.4899
CMU Human Development Clinic(sliding fee scale)-----	989.774.3532
CMU Center for Children, Family and Community-----	989.774.6639
Community Mental Health for Central Michigan-----	989.539.2141
Confidential Counseling Services (Anger Management)-----	989.386.2371

PSYCHIATRIC SERVICES

Dr. Reagan and Dr. Plath-----	989.775.1630
Dr. Talasila-----	989.772.6263
Family Health Psychiatric and counseling Center-----	989.400.4588

SUBSTANCE ABUSE

1016 Recovery Network-----	989.802.0742
1016 Recovery Detox-----	989.775.0604
1016 Recovery Rehab-----	989.835.3466

GAMBLING

Michigan Problem Gambling Hotline-----	800.270.7117
--	--------------

DOMESTIC VIOLENCE

Women's Aid-----	989.539.1046
------------------	--------------

ECONOMIC AND EMERGENCY ASSISTANCE

Department of Human Services-----	989.539.4260
MidMichigan Community Action Agency-----	989.386.3805

FEDERALLY QUALIFIED HEALTH CENTER

Beaverton Clinic-----	989.246.3500
Houghton Lake Clinic-----	989.422.5122

***For additional resources contact 211 or 1-877-211-5253**

GLADWIN COUNTY RESOURCES

COUNSELING

Catholic Family Services (Midland) -----	989.689.7770
Central MI Counseling (Beaverton) -----	989.435.3309
Community Mental Health for Central Michigan (Gladwin) -----	989-426-9295
Dr. Daniel Fachting (Clare) -----	989.386.8166
Family and Children's Services (Midland) -----	989.631.5390
Sheila Gordon (Gladwin)-----	989.435.4136
Brooke Illig (Beaverton) -----	989.422.5122
Partners in Change (Midland) -----	989.832.2165

PSYCHIATRIC SERVICES

MidMichigan Physician's Group (need referral from Family Physicians) -----	989.839.3385
Dr. Venkat Talasila -----	989.772.6263

SUBSTANCE ABUSE

1016 Recovery Network -----	989.426.8886
1016 Recovery Detox-----	989.775.0604
1016 Recovery Rehab-----	989.835.3466

GAMBLING

Michigan Problem Gambling Hotline-----	800.270.7117
--	--------------

DOMESTIC VIOLENCE

Shelter House -----	989.426.9413
---------------------	--------------

ECONOMIC AND EMERGENCY ASSISTANCE

Department of Human Services-----	989.426.3300
MidMichigan Community Action Agency-----	989.426.2801

FEDERALLY QUALIFIED HEALTH CENTER

Beaverton Clinic -----	989.246.3500
------------------------	--------------

***For additional resources contact 211 or 1-877-211-5253**