

Critical Incident Stress Management (CISM), Peer Support and Care for the Caregiver



A comprehensive solution for individuals and family members dealing with behavioral health struggles, substance use issues, and suicidal ideation.

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buildwellhealth.com



PROFESSIONAL CREDENTIALS

Masters Arts (MA) Sociology with Concentration in Addiction Studies

MBA with Concentration in Healthcare Management

Licensed Clinical Addiction Specialist (LCAS, # 4752)

Certified Co-Occurring Disorder Professional (CCDP, # 5492)

Certified Clinical Supervisor (CCS, # 4752)

Internationally Certified Advanced Alcohol and Drug Counselor (ICADC, #114793)

Internationally Certified Clinical Supervisor (ICADC, # 600033)

Internationally Certified Co-Occurring Disorders Professional (ICADC, #300087)

Department of Transportation Substance Abuse Professional (SAP, #13546)

Certified ARISE Interventionist

Certified Employee Assistance Professional (CEAP, #48034)

Certified EMDR Trauma Therapist

Continuing Education Credits

How to Earn CEUs

1. Attend at least 95% of the forum.
2. Additional instructions will be emailed to you after the forum.
 - You will be required to complete a session and post-program evaluation as well as a brief assessment with a passing score of 75% or greater.



The Associated General Contractors of America (AGC) is accredited by the International Accreditors for Continuing Education and Training (IACET) and offers IACET CEUs for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard. IACET is recognized internationally as a standard development organization and accrediting body that promotes quality of continuing education and training.

Learning Objectives

1. Discuss and explore critical incident stress management (CISM), also known as critical incident stress debrief, as the foundation for managing traumatic workplace incidents.
2. Gain an understanding of trauma, its manifestation and resolution, and how this applies to the management of critical incidents.
3. Identify potential limitations of the CISM model, as it applies to the construction industry, and ways to mitigate these limitations.
4. Explore peer support and its integration with CISM as a potential solution for long-term needs of employees as we know trauma is not resolved via a single interaction.

Agenda

What is Critical Incident Stress Management (CISM)?

History (CISD, Mental Health First Aid Disaster Response)

September 11, 2001 and CISM

CISD (group)

Role of individual support

Role of “community support”

What is Peer Support?

In the “broadest sense”

What is clinical supervision?

Parallels to the experience of safety professionals, HR directors etc..

The framework for a model of care for the caregiver

Critical Incident Stress Management (CISM) is a:

- comprehensive and evidence-based approach to supporting individuals and organizations
- in the aftermath of traumatic events.
- By promoting resilience, reducing the risk of long-term psychological distress, and fostering a culture of care and support,
- CISM has become an invaluable tool for a wide range of industries and communities.

Critical Incident Stress Debriefing (CISD) is a specific, 7-phase, small group, supportive crisis intervention process. It is just one of the many crisis intervention techniques which are included **under the umbrella of a Critical Incident Stress Management (CISM) program.**

What is CISM?



Proactive approach

Aims to help individuals and organizations cope with the aftermath of traumatic events



Reducing psychological distress

Reduces the risk of long-term psychological consequences, such as PTSD, depression, and other stress-related disorders

CISM is a comprehensive and evidence-based framework that supports individuals and organizations in navigating the challenges of critical incidents, promoting resilience and mitigating the long-term impact of traumatic events.

CISM History

● **1983**

Jeffrey T. Mitchell, a former firefighter and psychologist, develops the CISM model to address the mental health needs of emergency responders.

● **1985**

The first CISM training program is launched, providing education and resources to emergency services personnel.

● **1990s**

CISM expands beyond emergency services, with adoption in the military, corporate, and community settings.

● **2000s**

CISM becomes recognized as an evidence-based practice, with numerous studies demonstrating its effectiveness in reducing the impact of critical incidents.

Key Principles of CISM

Crisis Intervention

CISM utilizes crisis intervention techniques to provide immediate support and stabilization for individuals affected by a critical incident.

Stress Management

CISM incorporates evidence-based stress management strategies to help individuals cope with the psychological and physiological effects of trauma.

Peer Support

CISM relies on a network of trained peer supporters who can provide empathetic, non-clinical assistance to their colleagues.

Promoting Resilience

The primary goal of CISM is to promote individual and organizational resilience in the face of critical incidents, reducing the risk of long-term psychological consequences.

CISM Interventions

Pre-Incident Education

Providing training and resources to individuals and organizations on recognizing and managing stress related to critical incidents.

On-Scene Support

Offering immediate crisis intervention and emotional support to individuals on the scene of a critical incident.

One-on-One Crisis Counseling

Providing confidential, individualized counseling to those directly impacted by a critical incident to help process emotions and develop coping strategies.

Group Defusing Sessions

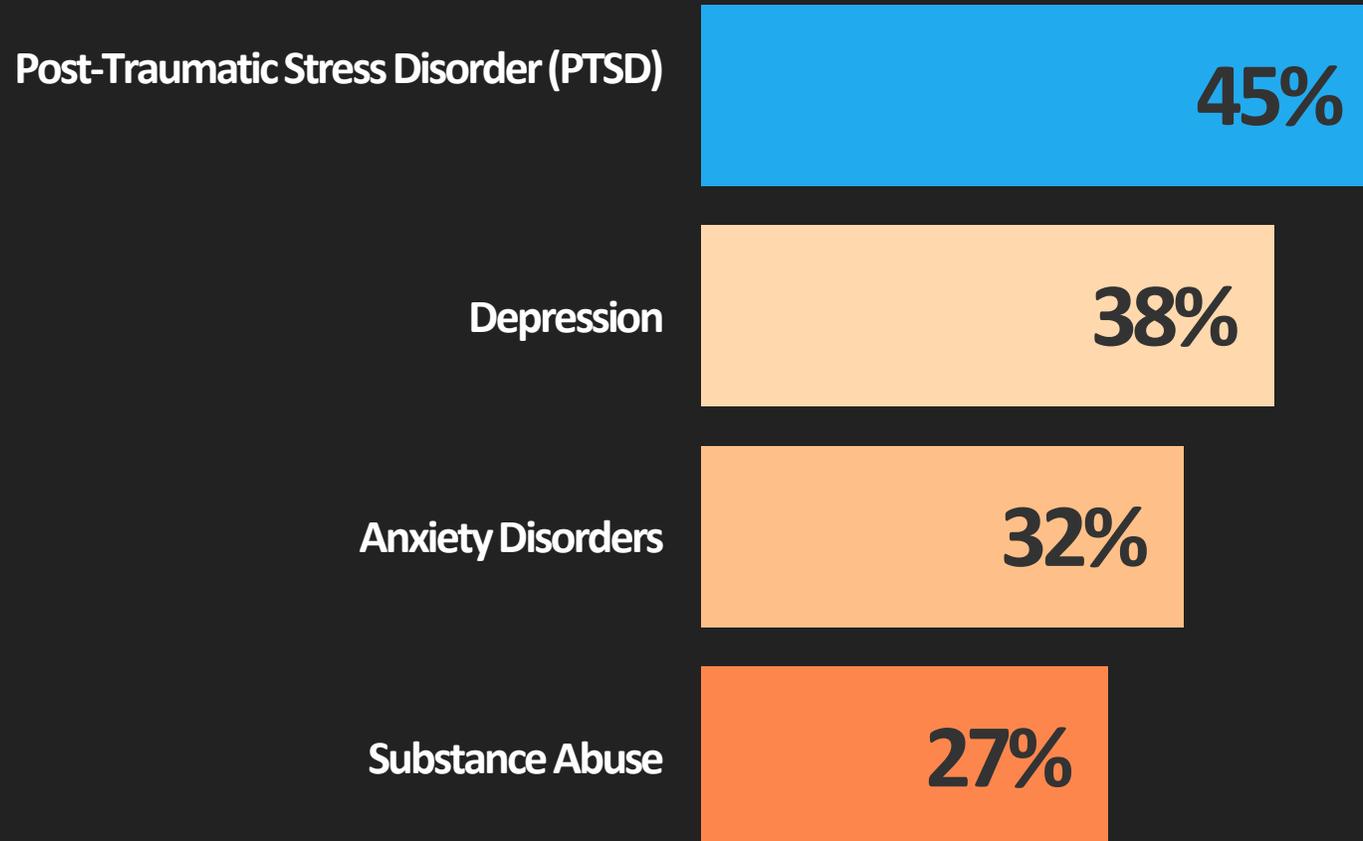
Facilitating small-group discussions shortly after a critical incident to allow individuals to share their experiences, emotions, and concerns in a supportive environment.

Group Debriefing Sessions

Conducting structured, in-depth group discussions to help individuals process the critical incident, identify effective coping mechanisms, and plan for the future.

CISM Benefits

CISM has been shown to reduce the risk of various stress-related disorders (percentages)



CISM in Action



First Responders

CISM has been used to support police, firefighters, and EMTs after critical incidents.



Military Personnel

CISM interventions have been implemented to assist military personnel and veterans following traumatic experiences.



Corporate Employees

CISM programs have been adopted by various organizations to help employees cope with work-related critical incidents.

CISM Certification

- **CISM Certification Programs**

CISM certification programs are designed to train professionals in the effective implementation and management of CISM interventions. These programs ensure that individuals are equipped with the necessary knowledge, skills, and competencies to provide evidence-based support to those affected by critical incidents.

- **CISM Certification Requirements**

CISM certification programs typically require participants to complete a comprehensive training curriculum, which may include modules on crisis intervention, stress management, and peer support. Participants may also be required to demonstrate their practical skills through role-playing exercises and case studies.

- **CISM Certification Levels**

CISM certification programs often offer different levels of certification, such as basic, advanced, or specialized, depending on the individual's experience, level of expertise, and the specific requirements of their role or organization.

- **CISM Certification Accreditation**

CISM certification programs may be accredited by recognized professional organizations or governing bodies, ensuring that the training and certification process meets established standards and best practices in the field of critical incident stress management.

- **CISM Certification Maintenance**

Certified CISM professionals are often required to maintain their certification through ongoing professional development, continuing education, and recertification processes, ensuring that their knowledge and skills remain current and aligned with the evolving best practices in the field.

UPMC

Federated

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7 Steps Of Critical Incident Stress Debriefing

Critical Incident Stress Debrief

An introductory slide about a structured group discussion that helps individuals process and cope with the emotional impact of a traumatic event.

Critical Incident Stress Debrief

Critical incident stress debriefing is a crucial intervention that helps individuals and organizations effectively manage the emotional impact of traumatic events. By providing a structured process for processing and coping with stress, CISD reduces the risk of long-term psychological distress and fosters organizational resilience.



What is Critical Incident Stress Debrief?



Structured group discussion

Brings together individuals affected by a traumatic event to process and cope with the emotional impact



Emotional impact

Helps individuals manage the stress and trauma experienced during a critical incident



Facilitates coping

Promotes healthy coping mechanisms and peer support to address the emotional aftermath

Critical incident stress debriefing is a structured intervention that empowers individuals and organizations to effectively manage the emotional impact of traumatic events, fostering resilience and well-being.

Key Steps in the CISD Process

- **Introduction**

An initial phase where the facilitator introduces the CISD process, establishes rapport, and sets the stage for the discussion.

- **Fact Phase**

Participants share factual information about the incident, including what happened, where it occurred, and who was involved.

- **Thought Phase**

Participants share their thoughts and cognitive reactions to the incident, exploring how they interpreted the events.

- **Reaction Phase**

Participants discuss their emotional reactions and feelings in response to the traumatic event.

- **Symptom Phase**

Participants identify and share any physical, cognitive, emotional, or behavioral symptoms they have experienced as a result of the incident.

- **Teaching Phase**

The facilitator provides information and education about stress reactions, coping strategies, and available resources to support participants.

- **Re-entry Phase**

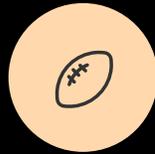
The final phase where the facilitator helps participants transition back to their normal routines and activities, with a focus on maintaining healthy coping mechanisms.

The Importance of CISD



Reduces the risk of long-term psychological distress

By providing a structured process for processing and coping with stress, CISD helps individuals manage the emotional impact of traumatic events, reducing the risk of long-term psychological issues such as PTSD, depression, and anxiety.



Promotes healthy coping mechanisms

CISD teaches participants effective strategies for managing stress and emotions, such as relaxation techniques, problem-solving skills, and positive self-talk, helping them develop healthy coping mechanisms.



Fosters peer support and group cohesion

The group-based nature of CISD allows participants to share their experiences and provide support to one another, building a sense of community and strengthening peer relationships within the organization.



Improves organizational resilience

Implementing CISD protocols can significantly improve the well-being of individuals and the overall health of the organization, making it a crucial intervention for effectively managing the emotional impact of traumatic events.



The Power of Peer Support

An introductory slide exploring the concept of peer support, its history, and its impact on individuals and communities.



The Power of Peer Support

Peer support is a powerful and innovative approach to personal growth, community empowerment, and social change. By harnessing the power of shared experiences and mutual understanding, peer support programs are transforming lives and strengthening communities.

What is Peer Support?



Mutual, reciprocal relationship

Peer support involves a two-way exchange of support, where individuals with shared experiences come together to help one another.



Shared experiences

Peer supporters have personal experiences with the challenges they aim to help others overcome, fostering deep understanding and empathy.



Emotional, social, and practical support

Peer support provides a range of support, including emotional validation, social connection, and practical guidance to navigate challenges.

Peer support is a powerful approach that harnesses the shared experiences and mutual understanding of individuals to provide comprehensive support and empower personal growth.

The History of Peer Support

19th Century

Origins in self-help and mutual aid movements

1970s-1980s

Formalization of peer support practices in mental health and community settings

1930s-1940s

Emergence of support groups for mental health and addiction recovery

1990s-2000s

Expansion of peer support in various domains, including mental health, addiction, and disability

Today

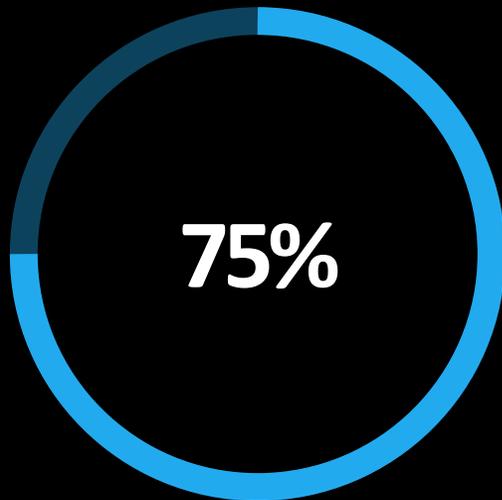
Widespread recognition and integration of peer support in mainstream service delivery

**“Alone we can do so little; together
we can do so much.”**

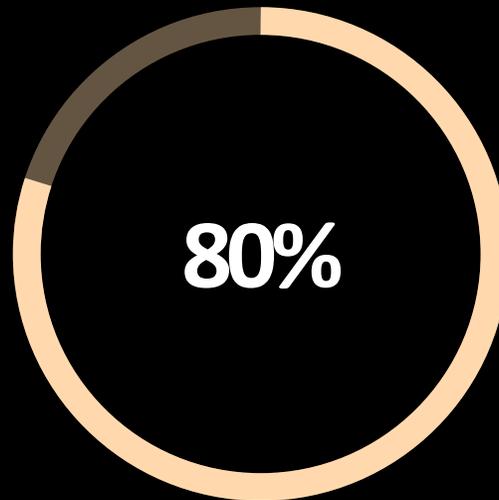
HELEN KELLER

Peer Support Outcomes

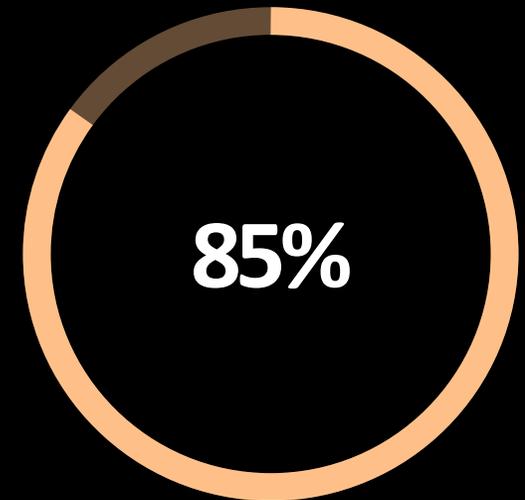
Percent improvement in mental health, social connection, and personal empowerment



Mental Health Improvement



Increase in Social Connection



Personal Empowerment

The Peer Support Advantage

Cost-Effective Approach

Peer support offers a cost-effective way to address mental health and community well-being, leveraging the power of shared experiences and mutual understanding.

Empowering Individuals

By fostering a sense of shared humanity, peer support empowers individuals to take an active role in their own well-being and recovery.

Strengthening Communities

Peer support programs bring people together, creating a supportive network that strengthens communities and promotes social connectedness.

Innovative Solution

Peer support is an innovative approach to addressing mental health and community challenges, complementing traditional services with a unique, person-centered model.

Fostering Resilience

By harnessing the power of shared experiences, peer support fosters resilience and empowers individuals and communities to overcome challenges and thrive.

The Peer Support Process

Building Trust

Establishing a safe, non-judgmental environment where individuals feel comfortable sharing their experiences and vulnerabilities.

Sharing Experiences

Facilitating open dialogue and the exchange of personal stories, insights, and coping strategies among peers.

Empowering Individuals

Encouraging and supporting individuals to take an active role in their own recovery and well-being, leveraging their strengths and personal resources.

The same principles apply to “peers” within the industry:

- Shared experience (the nuanced experience, shared language, terminology, “understand what you’re saying”).
- Mutual support: 2 way street, collaborative, “work together” toward shared goals.
- Culture of trust (NOTE: if the culture is toxic peer support is nearly impossible).
- Practical advice (similar experiences, similar problems to solve, history of overcoming problems, willingness to share/vulnerability)

A group of construction workers wearing orange safety vests and holding white hard hats. The image is partially obscured by a dark teal overlay containing text.

A brief word on vulnerability...

All of this applies to the industry “caregivers”

Safety directors, HR directors, foreman,
superintendents, even owners.

Many of you are “caregiving” peers.

Cumulative Trauma

Moral Injury

Compassion Fatigue

A group of people wearing orange safety vests, with a dark teal overlay containing text. The text is white and reads: "Therapists can not 'practice' without some type of formal support in place to deal with these very real concerns. This process is called 'Clinical Supervision'." The background shows the lower bodies and hands of several people wearing orange safety vests, suggesting a construction or industrial setting. The text is centered on a dark teal rectangular background that covers the middle portion of the image.

Therapists can not “practice” without some type of formal support in place to deal with these very real concerns. This process is called “Clinical Supervision”.

What is Clinical Supervision?



Ensures quality and effectiveness of mental health services

Clinical supervision is a critical component of the therapeutic process



Enhances clinical expertise and professional development

Supervisors provide guidance and support support to therapists



Promotes adherence to ethical standards

Supervisors help therapists navigate ethical ethical dilemmas

Clinical supervision is a vital component of the therapeutic process, ensuring high-quality high-quality mental health services, professional development, and ethical practice. practice.

Benefits of Clinical Supervision



Improved client outcomes

Effective clinical supervision enhances the therapist's skills, leading to better client care and more positive therapeutic outcomes.



Professional development

Supervision provides opportunities for therapists to grow, learn new techniques, and expand their clinical competencies.



Adherence to ethical standards

Supervisors ensure that therapists maintain high ethical standards, promoting responsible and accountable practices.

Effective clinical supervision is a vital component of the therapeutic process, leading to improved client care, professional development, and ethical practice.

Benefits of Clinical Supervision



Reduced Burnout

Therapists process events and emotionally charged situations. Share experiences with one another and the “supervisor”.



Improved Performance

Morale improves, and therapists become more productive, and effective: “a clean instrument”.

Effective clinical supervision is a vital component of the therapeutic process, leading to improved client care, professional development, and ethical practice.

Supervisor Qualifications



Advanced Clinical Expertise

Supervisors should have extensive experience and specialized knowledge in the field of mental health therapy.



Strong Communication Skills

Effective supervision requires the ability to provide clear feedback, facilitate discussions, and foster a collaborative learning environment.



Commitment to Ongoing Development

Supervisors should demonstrate a dedication to their own professional growth and stay up-to-date with the latest research and best practices in the field.

Qualified supervisors possess the necessary clinical expertise, communication skills, and commitment to professional development to ensure the highest quality of mental health services and support the growth and learning of their supervisees.

Supervision Models



Developmental Model

Focuses on the supervisor's role in facilitating the supervisee's professional growth and development over time.



Integrative Model

Combines elements from various supervision models to provide a comprehensive approach tailored to the specific needs of the supervisee and the clinical setting.



Discrimination Model

Emphasizes the supervisor's ability to assess and address different areas of the supervisee's clinical work, such as intervention, conceptualization, and personalization.

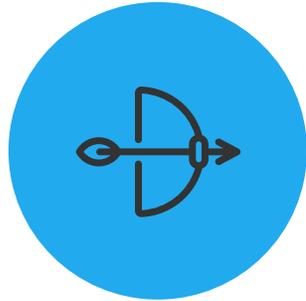


Interpersonal Process Recall (IPR) Model

Involves the supervisee reviewing recorded sessions with the supervisor to gain deeper insights into the therapeutic relationship and process.

These supervision models offer diverse approaches to the supervisory process, allowing mental health professionals to tailor their supervision practices to the specific needs and developmental stages of their supervisees.

Supervision Best Practices



Establish Clear Goals

Clearly define the objectives and expectations for the supervision process, ensuring that both the supervisor and supervisee are aligned on the desired outcomes.



Foster Collaborative Relationship

Develop a supportive and trusting supervisory relationship, encouraging open communication and mutual respect between the supervisor and supervisee.



Incorporate Feedback and Reflection

Regularly provide constructive feedback, and encourage the supervisee to engage in self-reflection, promoting continuous learning and professional development.

By implementing these best practices, clinical supervisors can create an environment that supports the professional growth and ethical practice of mental health professionals, ultimately leading to improved client outcomes.

A group of construction workers wearing orange safety vests and blue shirts are holding white hard hats. The image is partially obscured by a dark teal overlay containing text.

Benchmarking: Taking best practices from one industry/sector and exploring their application in a different industry/sector.



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