

Critical Incident Stress Management

The Nebraska Statewide Critical Incident Stress Management (CISM) Program provides a comprehensive system of services designed to assist emergency responders with traumatic events and stressful aspects of their occupation. CISM is interested in promoting a helpful response throughout the entire range of a crisis experience, including: the pre-crisis, acute crisis and post-crisis phases.

The CISM Team provides stress management workshops and prevention programs before a stressful event occurs. The CISM Team serves as a resource and referral network for emergency personnel.

The CISM Program provides participants with tools to cope with the emotional and physical aftershocks of critical incidents. It is not the function of the program to replace ongoing professional counseling or psychotherapy. CISM provides immediate crisis intervention.

Types of Services Include:

- Pre-incident stress management workshops
- On-scene support
- Defusings and demobilizations (short debriefings for small and large-scale events)
- Critical incident stress debriefings
- Mental health referrals
- Family and significant other support
- Informal discussions

Who does CISM Serve

- Emergency service personnel
- Firefighters
- Law enforcement
- Hospital personnel
- Dispatchers
- Corrections officers

The Nature of stress

Stress is a normal state of physical and psychological arousal. Without stress we would lack motivation and energy to perform some every day activities. Stress can be difficult to manage when it results from ongoing frustrations and demands, or from a single traumatic experience.

Emergency service occupations are often exciting and rewarding; yet they can be emotionally difficult and physically draining. Emergency service workers are exposed to constant doses of low-to-moderate stress and occasional high-level stress. High-level stress may cause **symptoms** of a stress reaction.

Symptoms of Stress

Physical

- Fatigue
- Headaches

Cognitive

- Trouble concentrating, memory loss
- Problem solving difficulties

Emotional

- Excessive irritability
- Grief

Behavioral

- Withdrawal
- Inability to relax



Helping those who help others.

Nebraska Interagency
CISM Council

Nebraska Health and Human Services System
Emergency Medical Services Program

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Mental Health

Nebraska State Patrol

Nebraska State Fire Marshal

Nebraska Emergency Management Agency

NEBRASKA STATE PATROL

State Headquarters

Mailing Address:
P.O. Box 94907
Lincoln, NE 68509
24-Hour Phone: (402) 471-4545
OR: NBNSPQD03
Troop Area FAX: (402) 471-4588
Monday-Friday 0800-1700
Criminal History Records:
OR: NBNSPSP03
FAX: (402) 479-4002

Troop A

Mailing Address:
4411 South 108th Street
Omaha, NE 68137
24-Hour Phone: (402) 331-3333
OR: NBNSPSP0Y
FAX: (402) 596-2205

Troop B

Mailing Address:
1401 Eisenhower Ave.
Norfolk, NE 68701
24-Hour Phone: (402) 370-3455
OR: NBNSPSP0S
FAX: (402) 370-3461

Troop C

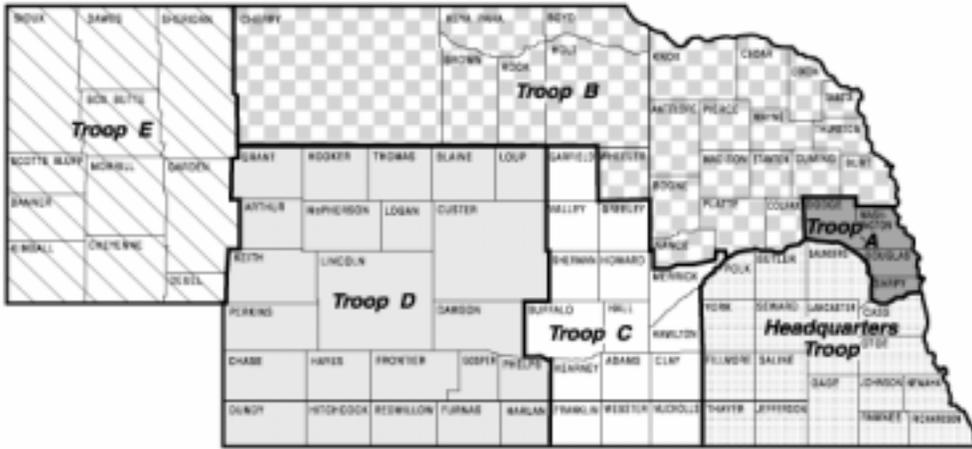
Mailing Address:
P.O. Box 1602
Grand Island, NE 68801
24-Hour Phone: (308) 385-6000
OR: NBNSPSP0K
FAX: (308) 385-6011

Troop D

Mailing Address:
P.O. Box 1265
North Platte, NE 69103
24-Hour Phone: (308) 535-8047
OR: NBNSPSP0B
FAX: (308) 535-8049

Troop E

Mailing Address:
P.O. Box 1500
Scottsbluff, NE 69363
24-Hour Phone: (308) 632-1211
OR: NBNSPSP0W
FAX: (308) 362-1345



Nebraska (402) 471-4545
Emergency Highway Help Line Within State Borders 1-800-525-5555

Critical Incidents

A critical incident is any situation faced by personnel causing unusually strong emotional reactions which have the potential to interfere with their ability to function during or after the event. Examples of **critical** incidents include:

- ◆ Suicide
- ◆ Line of duty death or serious injury
- ◆ Injury to or death of a child
- ◆ Mass-casualty incident
- ◆ Natural disaster
- ◆ Prolonged event

How to Request CISM Services:

1. Following the incident, the State Patrol Troop in your area is informed of the possible need for a Critical Incident Stress Management session.
2. The troop dispatcher finds out the name of the community involved, the nature of the incident, and the name and telephone number of the contact person.
3. Information regarding the incident is given to the Clinical Director (or someone he/she designates).
4. The Clinical Director calls the site to confirm the need for CISM service.
5. If a CISM session is needed, a designated CISM contact in the area is notified.
6. A CISM session is conducted at the designate location.