

Practical Concepts and Training Exercises for Crisis Intervention Teams

Forward

Acknowledgements
Biography of the Authors

Table of Contents

Introduction

Section 1: CISM Overview

General Overview
Critical Incidents vs. Crisis
Appropriate Responses
The Use of Peers
Primary Purpose of CISM Activities
CISM Core Components and this Guidebook

Section 2: Operational Guidelines

- A. Administrative Structure
 - Types of Team
 - Sponsorship of Teams
 - Leadership Roles
 - Suggested Committees
 - Team Size
 - Team Records
 - Meetings
- B. Membership Application and Screening
- C. Initial Training
- D. Dispatching a Team Into the Field
- E. Debriefing the Debriefers
 - The Model
 - Why do it?
 - Who should do it?
 - How do you do it?
 - Where do you do it?
- F. Other Techniques
- G. Handouts
- H. Referrals For Additional Service
- I. Monitoring Team Members' Performance

J. Record Keeping

K. Quality Control

Outcome Assessment
Supervision

Section 3. Continuing Education / Training

A. Continuing Education

1. Listening For Themes
2. One-on-One Exercises
 - i. Description
 - ii. Getting started/organized/volunteers
 - iii. Role of the Education Facilitator
 - iv. Instructions to Participants
 - v. Processing the Experience
3. Tabletop Exercises
 - i. Description
 - ii. Getting started/organized/volunteers
 - iii. Role of the Education Facilitator
 - iv. Instructions to Participants
 - v. Processing the Experience
4. Small Group Role Plays
 - i. Description
 - ii. Getting started/organized/volunteers
 - iii. Role of the Education Facilitator
 - iv. Instructions to Participants
 - v. Processing the Experience
5. Group Exercises
 - i. Description
 - ii. Getting started/organized/volunteers
 - iii. Role of the Education Facilitator
 - iv. Instructions to Participants
 - v. Processing the Experience
6. Group Game Experiences
 - i. Description
 - ii. Getting started/organized/volunteers
 - iii. Role of the Education Facilitator
 - iv. Instructions to Participants
 - v. Processing the Experience

Section 4. Practice Scenarios

Introduction

Writing Your Own Scenarios

- A. Firefighter Based Experiences
 - 1. Double Fatality (Multi Incident Experience)
 - 2. Firefighter Car Crash
 - 3. Firefighter Multiple Children Death
 - 4. Teenage Car Crash
 - 5. Teenage Overdose
 - 6. Firefighter Suicide
 - 7. Fire Chief's Son
 - 8. Single Fatality Accident
 - 9. Ambulance Crash
 - 10. Fire Fatalities
 - 11. Firefighter Injury
 - 12. Aerial Platform Collapse
 - 13. Fire-EMT Sudden Impact

- B. Law Enforcement Experiences
 - 1. Multiple Death Domestic Call
 - 2. Suicide by Cop
 - 3. Police Officer Car Crash
 - 4. Police Officer Suicide
 - 5. Police Chase
 - 6. State Trooper Death
 - 7. Officer Shot
 - 8. Police Officer Murderer
 - 9. Armed Robbery Suspect Killed
 - 10. Civilian Shot
 - 11. Police Stand-Off/Suicide

- C. School Based Experiences
 - 1. Father Seeking Child
 - 2. Father Seeking Child (Organizing Exercise)
 - 3. School Boiler Explosion
 - 4. Teacher Car Crash
 - 5. Teacher Car Crash (Organizing Exercise)
 - 6. Teacher Suicide
 - 7. Student Death at a Football Game
 - 8. Former Student Shooting
 - 9. Vice Principle Shot

- D. Community Based Experiences
 - 1. Bank Robbery
 - 2. Staff Car Crash
 - 3. Staff Car Crash (Organizing Exercise)
 - 4. Factory Worker Suicide
 - 5. Group Home Resident Death
 - 6. Meat Packing Plant Murder
 - 7. Staff Suicide
 - 8. Store Hostage
 - 9. Store Hostage (Organizing Exercise)

Section 5. Group Activities

A. Group Exercises

1. Challenging Comments
2. CISM Hangman
3. Practicing the Introduction Phase
4. Problem Debriefing Exercise

B. PowerPoint Group Games

1. CISM Challenge
2. Friendly Fracas
3. Question Me This
4. Who Wants To Be a Debriefeer?

Section 6. Appendix

Recommended Readings

Attachment # 1	Instruction Cards
Attachment # 2	Questions Coordinators Ask
Attachment # 3	Memorandum of Understanding
Attachment # 4	Sample of CISM Request Form
Attachment # 5	Sample of Intervention Reporting Form
Attachment # 6	Sample of Coordinator's Roster
Attachment # 7	Coordinator's Follow-up Questions
Attachment # 8	CISD Feedback Form
Attachment # 9	One-on-One Observer's Feedback Form
Attachment # 10	CISD Role Play Observer's Form