

CISM SERVICES

Consultation & Triage

EFAP offers consultation following any critical incident to assist managers and supervisors in determining the most appropriate and effective interventions for each situation. EFAP will coach and support the on-site manager who will provide the important first response, in addition to arranging any subsequent interventions.

Group Debriefing

If a number of staff have been affected by an incident, a group intervention, in the form of a debriefing, may be helpful in managing stress. A trained debriefer leads the group through a discussion of the incident and the reactions and responses of those involved. The group is also provided with support and information about stress management and coping strategies.

One-to-One Support

EFAP is available to those employees who may prefer or need individual debriefing. Individual sessions may occur instead of, in addition to, or as follow-up after a group debriefing.

Who Can Access?

Any employee eligible for EFAP can call the program to request services following a critical incident.

Points to Remember:

- ❖ Critical incident stress is a normal reaction to an abnormal event.
- ❖ There is not just one way to react to critical incident stress.
- ❖ There is no one way to cope with or recover from critical incident stress.
- ❖ Participation in CISM services is completely voluntary.
- ❖ CISM services are confidential, in accordance with EFAP protocols.

Ways to Connect...

EFAP offers these services in person, by telephone or by video.

Please call our office to arrange the best option for you and/or your team.



604-872-4929 or
1-800-505-4929
www.efap.ca

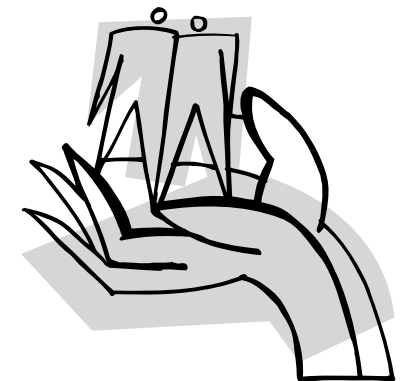
employee & family
assistance program

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A non-profit program of
Vancouver Coastal Health

CRITICAL INCIDENT STRESS MANAGEMENT

..taking care of those giving care



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WHAT IS A CRITICAL INCIDENT?

A critical incident is a workplace incident causing a powerful emotional reaction. It can be sudden, unexpected, and inescapable. Some common examples in health care are:

- ❖ Death or suffering of a patient/resident/colleague;
- ❖ Caring for a patient/resident you know or who reminds you of someone you know;
- ❖ Needle stick injury, or any medical task that puts you at risk;
- ❖ Threatening verbal/physical behaviour in the workplace;
- ❖ Disaster or other multiple-casualty incidents.

WHAT IS CRITICAL INCIDENT STRESS?

Critical incident stress is a normal reaction to an abnormal event. This stress response can be immediate or delayed, and can be triggered by just one event, or by a series of events.

Experiencing critical incidents is a regular part of providing health care, but at times, the stress can overwhelm our ability to cope.

Whether caused by a single critical incident or by cumulative events, some common critical stress reactions are:

- ❖ Physical or emotional fatigue;
- ❖ Anxiety, irritability, or agitation;
- ❖ Apathy/depression;
- ❖ Difficulty concentration or making decisions;
- ❖ Disrupted sleep, nightmares, flash backs, or hyper-vigilance;
- ❖ Overuse of drugs, alcohol, and/or prescription medications;
- ❖ Desire to spend more time alone than usual.

WHAT IS CRITICAL INCIDENT STRESS MANAGEMENT?

Critical Incident Stress Management (CISM) is a comprehensive and thoughtful approach to help manage stress resulting from critical incidents that occur in the workplace. The goal is to offer support and care to those employees impacted by these events.

The EFAP's CISM services offer assistance to managers and supervisors in determining the most appropriate and effective interventions for each situation.

These interventions, whether individual or group, provide healthcare employees an opportunity to talk about the difficult