



THE GLASGOW GROUP LLC

helping you and your organization navigate the waves of change

Responding to Community Incidents – Critical Incident Stress Management

- **Step 1: Crisis Management Briefing** is a large, homogeneous group intervention used before, during and after crisis to present facts, facilitate a brief, controlled discussion, Q & A and info on stress survival skills and/or other available support services. May be repeated as situation changes.
- **Step 2: Defusing** is an intervention that is a shorter, less formal version of a debriefing . It generally lasts from 30 to 60 minutes, but may go longer and is best conducted within one to four hours after a critical incident. It is not usually conducted more than 12 hours after the incident. Like a debriefing, it is a confidential and voluntary opportunity to learn about stress, share reactions to an incident and vent emotions. The main purpose is to stabilize people affected by the incident so that they can return to their normal routines without unusual stress. Where appropriate, a formal debriefing also be required.
- **Step 3: Debriefing** is a proactive intervention involving a group meeting or discussion about a particularly distressing critical incident. Based on core principles of crisis intervention, the CISD is designed to mitigate the impact of a critical incident and to assist the persons in recovery from the stress associated with the event. The CISD is facilitated by a specially trained team which includes professional and peer support personnel. Also called Critical Incident Stress Debriefing (CISD). Ideally it is conducted between 24 and 72 hours after the incident, but may be held later under exceptional circumstances.

(These three items taken from CISM Protocol: http://www.criticalincidentstress.com/what_is_cism The following two are addendums to the Protocol made by The Glasgow Group)



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Responding to Community Incidents – Critical Incident Stress Management (Cont.)

- **Step 4: Community Action Planning** involves a core team of practitioners who will determine if more processing is needed in the community, and what that processing could look like. Also, members of this group will discuss and decide if there are any action steps to be taken to rectify the situation formally and logistically.
- **Step 5: Strategizing** is a gathering of key leaders of the institution to discuss lessons learned from the incident and lessons learned from the actions taken, in preparation for the next incident.



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