

CISD OUTLINE

Introduction

- Team leader identifies self, team members and MHP
- Why we are here.

Some of you may feel as though you do not have to be here. You may feel like you don't need a debriefing. Please remember that even if you don't need help, others present here may. Please stay. You may be able to help some of the people in this room simply by your presence.

Some of you may feel you can handle this on your own. That is probably true. However, experience shows that people who try to handle everything alone take longer to do so.

A critical incident is any event which is extraordinary and produces significant reactions. The critical incident is so unusual that it overwhelms our usual, normal abilities to cope with the situation.

This process is designed to help lessen the overall impact of an event and to accelerate the recovery in people who are having normal reactions to abnormal events.

Data and experiences show that people who talk about a bad incident eat better, sleep better, remain healthier, stay on the job longer and have less disruption in their home lives.

GROUND RULES

- CONFIDENTIALITY
- No notes or records are taken.
- Please speak only for yourself. You cannot adequately for how someone else is reacting.
- There is no rank in this room. This is not an after action review. This is not a time to investigate or critique.
- Please turn off cell phones or turn them to vibrate.
- Please refrain from judgements and allow others to have their own perspectives.
- You will only be asked to speak two times:
 - initially regarding who you are and what your role was at the event, and
 - secondly, your first thoughts once the call was over. After that, you do not have to speak if you do not want to.
- Feel free to ask questions. We will do our best to provide answers.
- We will not take any breaks during this session. If you have to take care of personal needs during the debriefing, please plan to return and know that a per will follow you out to make sure you are ok.
- Confidentiality is key.
- We will be around at the end of the session. Please feel free to talk to us. Anything that you don't feel comfortable saying in the group, you are welcome to discuss individually.

CISD OUTLINE

Introductions of all others present: Who are you? What was your role at the scene?

Fact Questions

- > How did you first learn of the event?
- > Where were you when the event occurred?
- > What did you see?
- > In what way were you involved in the event?
- > Who told you about the event?
- > What were you doing at the time of the event?

Thought Questions

- > What was your first thought when you learned/saw/heard about the event?
- > What were you thinking when the event was happening?
- > What were your first thoughts after you came off autopilot or out of work mode?
- > When you had a chance to think about the incident, what were some of your first thoughts?
- > What have you been thinking since the event happened? Any recurring thoughts?

Reaction Questions

- > What is the worst part of this event for you?
- > What about the event makes it difficult to handle?
- > What is the strongest reaction that you are experiencing?
- > Is there a part of the incident you wish you could erase?
- > Without changing the outcome, what part of the incident would you eliminate?

Symptom Questions (Provide handout)

- > What, if any, physical symptoms have you experienced?
- > Did anyone experience anything like them at the scene?
- > What has life been like since the event?
- > How have things changed for you since the event?
- > What unusual reactions are you experiencing now, at home, at work?

Teaching Phase (Normal reactions to abnormal events)

- Neurobiological reactions to stress
- Supportive elements to take care of self.

Re-entry Questions

- > What are you doing to manage your reactions?
- > What are you doing to cope with the event?
- > What are you doing that is working for you?
- > What are you doing that is not working for you?
- > If someone else were in your situation, what advice would you give him or her?
- > What things have you done in the past to get through a difficult situation?
- > What things have you done to help you deal with this situation?