

Critical Incident Stress Debriefing (CISD)



When your workplace experiences a traumatic event, we are there to get you through it.

In a traumatic event, it is common and normal for employees to exhibit a wide-range of emotional and physical reactions. Sometimes the incident produces such strong emotional response that an individual's ability to cope may be temporarily overwhelmed. Such responses can impact job performance, including productivity and absenteeism.

To assist employees in processing their reactions to the situation and to reduce performance concerns, your Employee Assistance Program (EAP) offers telephonic and on-site CISD services.

- Group consultations
- One-on-one consultations
- Referrals to community resources
- Referrals to professional resources

5 Simple Steps for Requesting CISD Service

1. **Call the EAP number, 800-925-5327**
2. **Report details of the incident**
Include location address, names and phone numbers of primary and secondary contact persons, the date and time you are requesting services, the number of employees involved, and other details about the incident.
Immediate debriefing is often not advisable, as the initial reaction of most involved is to leave the work place and return to the safety of their homes and loved ones, debriefing is generally more effective if it is conducted a few days following the event.
3. The designated contact persons will be notified when services have been coordinated, and will be provided the provider's name, who will make contact prior to arrival, as well as the expected time of arrival.
4. You will host the provider in a private setting for the debriefings, with enough room for a group or one-on-one sessions.
5. After the response has taken place, the CISD coordinator will provide a brief CISD report to designated contacts.



Call 800-925-5327 to be connected to a CISD Coordinator

#

U

O

U

U

- Care for yourself by eating well, exercising, and resting when needed.
- Avoid stimulants such as caffeine, chocolate and nicotine,
- Avoid depressants such as alcohol
- Seek out comfortable, familiar surroundings
- Avoid spending too much time alone
- Share your thoughts and feelings with those who are supportive and helpful. It's OK and helpful to talk about your recollections of the event.
- Set boundaries with people who have not been helpful in the past
- Don't be anxious if reactions from past traumas re-emerge even though you may have felt those issues were resolved.
- Give yourself time to recover. Difficulties with concentration, memory or decision-making are common, but short-term, reactions.
- Seek help if reactions are interfering with job responsibilities.
- Focus on concrete, easily-achievable tasks.
- Remember that difficulty sleeping, nightmares, flashbacks, and feelings of being "hyper-alert" are common and will diminish in time.
- Avoid personalizing or taking responsibility for how others respond to the traumatic event. Do not compare or measure your reactions to others, as each individual's experience is unique and personal.
- Communicate your feelings clearly and let others know which responses are helpful and which are not.
- Know that anniversary dates or a specific holiday may trigger feelings related to the trauma, and this is normal.
- Seek help from a professional counselor if symptoms persist.

Physical Responses to Trauma

- Change in sleep patterns
- Change in appetite
- Shallow, rapid breathing
- Dizziness
- Headaches
- Muscle tension
- Increased heart rate
- Upset stomach

Emotional Responses to Trauma

- Shock or numbness
- Anger toward others involved
- Fear
- Depression
- Guilt/Frustration
- Sadness
- Feeling unsafe or vulnerable
- Loneliness

Mental Responses to Trauma

- Confusion
- Difficulty concentrating
- Difficulty remembering details of the event

Behavioral Responses to Trauma

- Withdrawal from others
- Angry outbursts
- Crying
- Irritability
- Decreased energy/ambition
- Marital/relationship conflict
- Increased use of alcohol or medications
- Fear of being alone

Contact your EAP

800-925-5327

americanbehavioral.com



Call 800-925-5327 to be connected to a CISD Coordinator