First Responder Training for Providers:
Crisis Management

MINES & ASSOCIATES
A National Business Psychology Firm

First Responder Training for Providers: Crisis Management

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Objectives

- Define Crisis
- First Responder Crisis
- CISS Management for First Responder Groups
- Crisis Management vs. Psychological First Aid
- Coping Skills for First Responders

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Crisis Definitions

- A time of intense difficulty, trouble, or danger.
- A time when a difficult or important decision must be made.
- A critical incident is often called a crisis event which has an impact sufficient enough to overwhelm the usually effective coping skills of either an individual or group.

Source:
https://www.ovc.ojp.gov/sites/g/files/xyckuh226/files/media/document/ci_automatic_cisd_effectiveness-508.pdf

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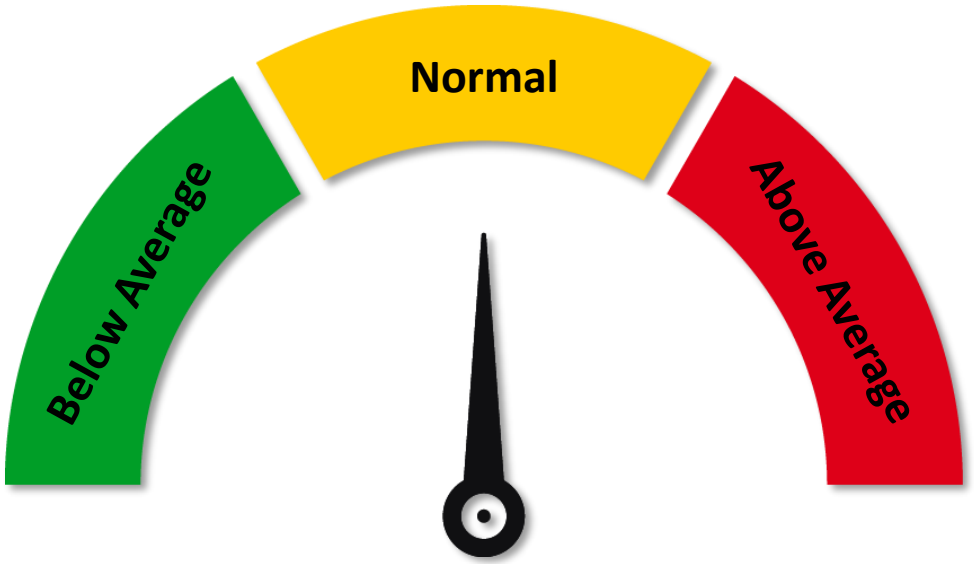
First Responder Crisis

What do you think?

- Level of crisis?
- Intensity of crisis?



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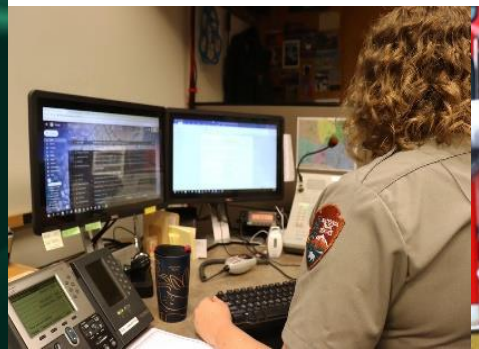
CISS Protocols

- Fire
- Police
- EMS
- Dispatch



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Fire Department

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EMS Personnel

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Conclusions from CISS

Be aware…

and….

seek to understand

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Crisis Management vs. Psychological First Aid

Crisis Management

- Crisis defined as: if the client perceived the event as significant and threatening, has exhausted all of their usual coping skills without impact, and is unable or unaware of alternatives, then this precipitating even may push the client towards psychological distress and a state of crisis. (Caplan, 1964; Smead 1988)
- https://www.counseling.org/Resources/Library/ERIC%20Digests/95-034.pdf

Psychological First Aid

- *Psychological First Aid (PFA)* is to help individuals affected by a disaster or traumatic incident, whether survivors, witnesses, or responders to such events, may struggle with or face new challenges following the event.
- *PFA* is designed to reduce the initial distress caused by traumatic events and to foster short- and long-term adaptive functioning and coping.

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Crisis Management vs. Psychological First Aid Continued

Crisis Management	Psychological First Aid
• Rapport • Tell their story • Identify major problems • Assess for safety • Explore feelings • Explore coping skills • Develop action plan/follow up plan	• Contact and Engagement • Safety and Comfort • Stabilization (if needed) • Gathering Current Needs and Concerns • Practical Assistance • Connection with Social Supports • Information on Coping • Linkage with Collaborative Services

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Resources

- Samhsa.gov
  - **https://store.samhsa.gov/product/Psychological-First-Aid-for-First-Responders/NMH05-0210**
- Texting "BADGE" to 741741
  - To text with qualified mental health personnel to help in a crisis situation.
- Safe Call Now: (206) 459-3020 or 1-877-230-6060
  - Hotline is for all public safety employees, all emergency services personnel and their family members nationwide.
- Fire/EMS Helpline: 1-888-731-FIRE (3473)
  - This program is specifically designed to meet the unique needs of firefighters, EMTs, rescue personnel and their families.
- Copline: 1-800-267-5463
  - Hotline staffed by retired law enforcement officers trained in active listening.

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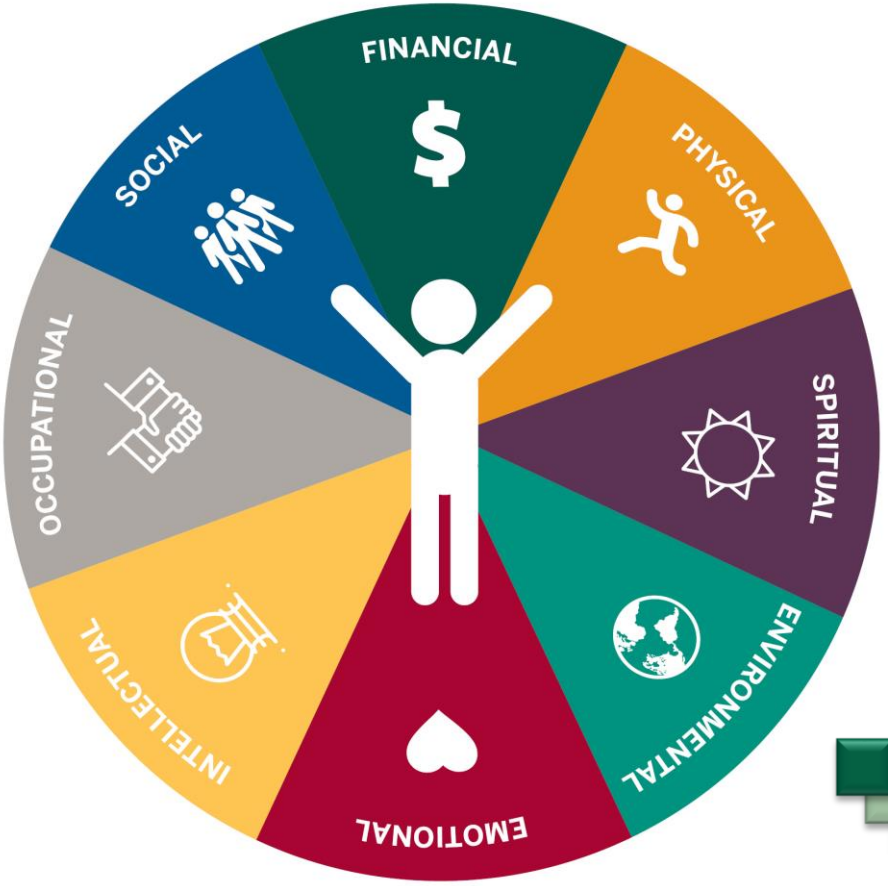
Coping Skills and Self Care

Was the client referred to come to you for crisis: Peer, Spouse, Friend, Department?

- Grounding
- Support
- Mindfulness
- Homework
- Breathing
- Favorite activities/Hobbies
- Exercise
- Relaxation

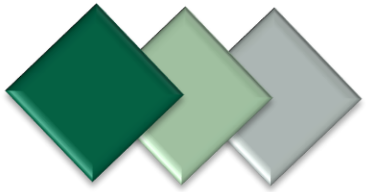
Be careful of FR attitudes toward "soft skills"



Questions or Comments?

Contact providerinfo@minesandassociates.com for more information, comments, questions, or requests for resources mentioned in this presentation.

THANK YOU!!!



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