

What to Do Following a Critical Incident

# THE FIRST 90 MINUTES

Metro CISM Team



# Background of Metro CISM

- Established in 1987
- Average 35-40 Responses per year
- Experience and exit evaluations
- Extensive training



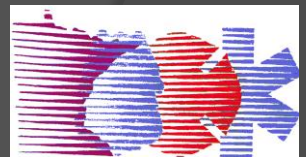
# Goals

- Alert to Common Stress Reactions
- Identify Best Practices to Mitigate
- Discuss Complex Return to Work issue
- Provide Metro CISM Team Contact for further assistance



# Impact of Critical Incidents

- Biological
- Judgment
- Emotional
- Behavior



# Biological Impact

- Fight or Flight Response
- Observable signs and symptoms
- First Effects last 90 minutes
- Appropriate Actions Minimize the Impact



# Signs of Biological Impact

- Perceptual distortions
- Physical symptoms
- Emotional and Behavioral Discharge

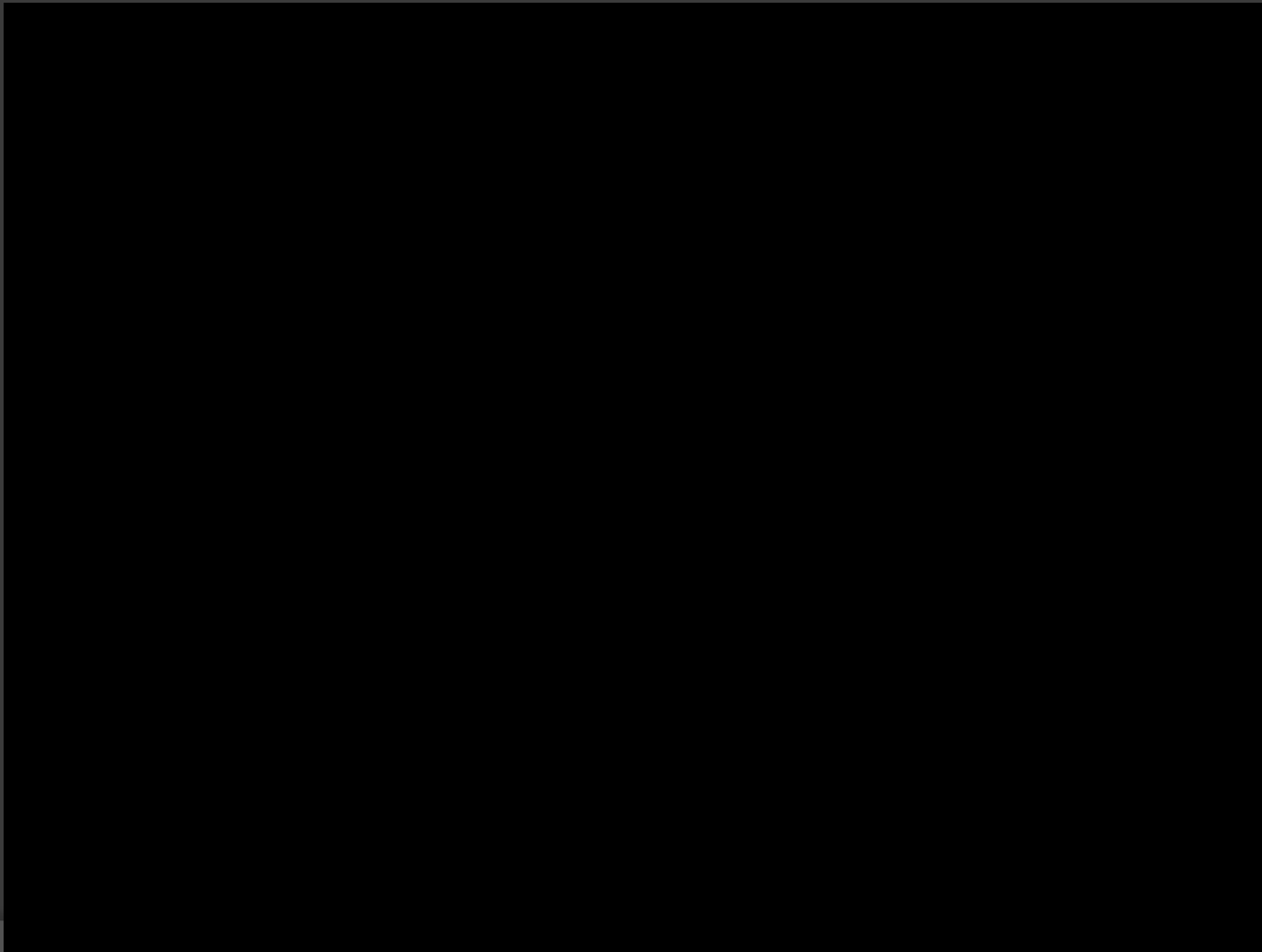


# Biological Impact

- 90 minutes and beyond
  - Sleep disturbance
  - Re-experiencing the event
  - Sadness
  - Repetitive thoughts of event
  - Anger/ Irritability
  - Poor Concentration
  - Forgetfulness



# Deadly Use of Force





# Field Amputation



# COGNITIVE



<i><b>Mental State</b></i>	<b>CALM</b>	<b>ALERT</b>	<b>ALARM</b>	<b>FEAR</b>	<b>TERROR</b>
<i><b>Regulating Brain Region</b></i>	Neocortex	Subcortex	Limbic	Midbrain	Brainstem
<i><b>Thinking</b></i>	Abstract	Concrete	Emotional	Reactive	Reflexive
<i><b>Behavior</b></i>	Rest	Vigilant	Resistant	Defiant	Aggressive

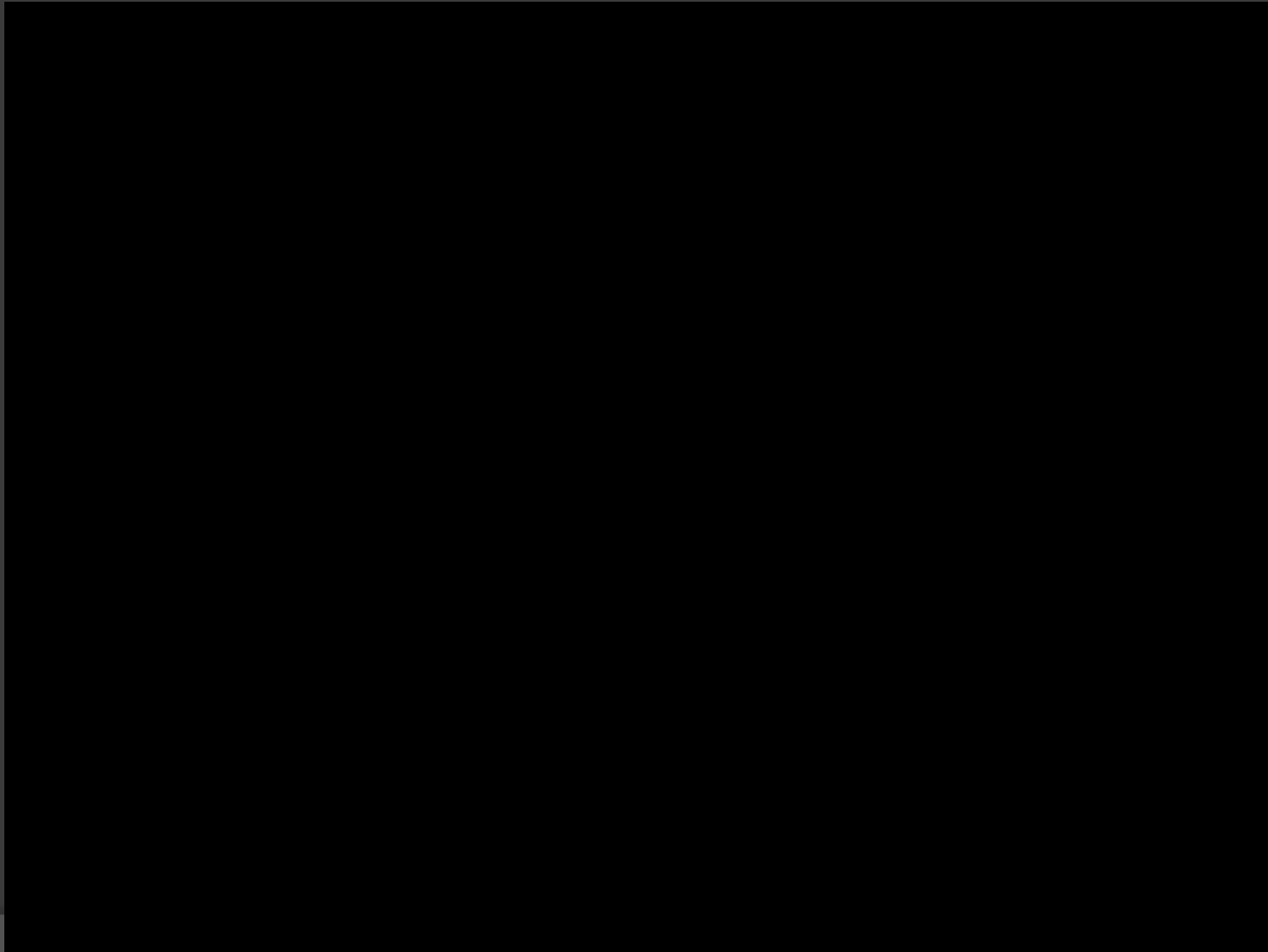


# Signs of Mental Impact

- Distracted
- Disrupted Problem-Solving
- Forgetful
- Routine Procedures are Difficult



# Building Explosion



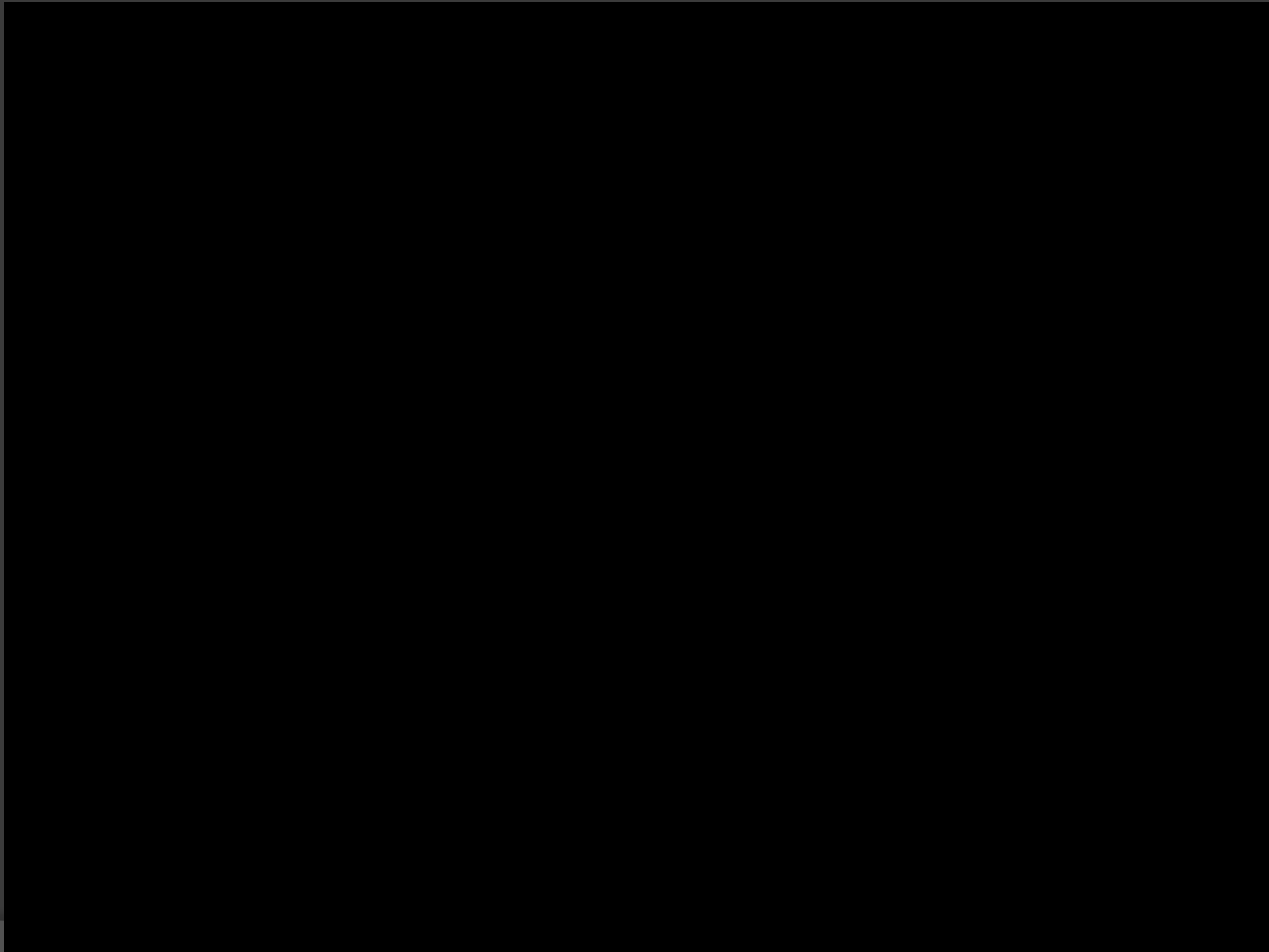


# Emotional Impact

- ① Emotional Response
- ① Discharging stress hormones
- ① Painful for the observer... but normal



# Patient Death



# Impact on Behavior

## Behavior Changes Reported

Fighting with family, co-workers, others

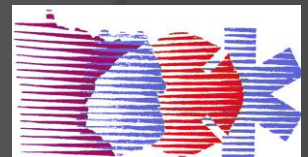
Increase in abuse of alcohol/drugs

Withdrawing from social activity

Hyperactivity

Insubordination

Emotionality





# Break



# Metro CISM Protocol

- The first 90 minutes are critical
- If handled properly, we can minimize further negative impact on responders
- Not the time for critique of events



# Defining a Critical Incident

- ⦿ Not all Critical Incidents are Critical for Everyone Involved
- ⦿ Ask:
  - Is this a Critical Incident?
    - Consider the answer for ALL and for SOME



# Defining a Critical Incident

<b>ALWAYS a Critical Incident</b>	<b>Maybe a Critical Incident</b>
Line of Duty Death/ Death In Service	Major Incidents with Children
Suicide of Co-worker	Large Media Response
Mass Casualty Incidents	Dramatic/Intense Families
Catastrophic Injury/ Major Illness Work Related	When it Doesn't Go "Right": Protocol violation, low staffing, legal/discipline issues ...
Majority of Officer Involved Shootings	Too Close to Home
Assault on Provider	Cumulative Stress or Events



# Defining a Critical Incident

- Some Critical Incidents are Cumulative



# Actions that Help

- ① Do the following within 90 minutes of a critical incident:
  - Insulate from Scene
  - Assign a Peer
  - Allow Time for Basic Needs
  - Make Contact with Command/Get Info



# Insulate from the Scene

- Provide physical or visual distance from the scene
- Respect responder's desire to remain close and connected to scene
- Shield from Media and Bystanders
- Consider noise, temperature



# Assign a Peer

- Immediately assign one peer to each impacted responder
- Peer will act as shield, confidant, sounding board, voice of reason
- Peer must NOT be directly impacted by the event
- Volunteer/On-Call departments... peer duties may last 24 hours+ beyond the incident





# Allow Time for Basic Needs

- ◎ Allow time for, and encourage, the following activities:
  - Time to regroup, feel the “weight” of the incident
  - Time to cry, be mad, be quiet...
  - Provide water
  - Provide food, especially protein
  - Arrange for bathroom access
  - Arrange for responder to call home



# Provide Info from Command

- Ensure ranking command staff provides direct contact with responder
- Up-to-date, accurate information regarding the event
- Ensure follow-up phone call, FROM COMMAND STAFF, within 24 hours of event



# Leadership

- ① What is your style and what works best in a CI situation
- ① Leadership- providing information calms people helps peoples cope



Ready to Go Back to Work?

*Don't Ask!*

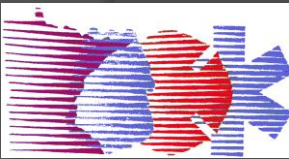
*Do not rely on  
employees self  
report*



# Ready to Go Back to Work?

- ⦿ Probably NO if impacted... Unless:
  - Responder can think critically, perform problem solving
  - Responder demonstrates adequate energy
  - Responder's mood is not irritable, sullen, out-of-sorts
  - Responder has resumed normal communication skills





# Ready to Go Back to Work?

- Regardless of what the Responder says...

The answer is NO  
unless specific criteria  
are met!







# Scenario 1

- Single car accident on highway
- Two officers responded, provided care and assisted EMS
- Just as EMS left the scene, one officer is struck by a passing motorist
- You are the on-duty supervisor and respond to the scene
- You arrive just as the injured officer is taken by ambulance in critical condition



# Scenario One Lessons

- What was most challenging
- What was most interesting
- Considerations for your department



# Scenario 2

- “Altered Mental Status”
- Fire, Police and EMS attempting to restrain possible diabetic who is out of control
- During struggle to restrain, patient grabs officers sidearm and fires, critically injuring one fire fighter
- You are the responding supervisor



# Scenario Two Lessons

- What was most challenging
- What was most interesting
- Considerations for your department



# Scenario 3: Supervisor Scenario

- You are a supervisor, arriving at shift change, 45 minutes after a critical incident.
- Two of your responders were directly involved
- What signs do you observe that will be indicators of appropriateness to return immediately to work?



# Scenario Three Lessons

- What was most challenging
- What was most interesting
- Considerations for your department



# Ready to Go Back to Work?

- ◎ Assessment Criteria for Managers:
  - Probably NO if impacted... Unless:
    - Responder can think critically, perform problem solving
    - Performing at normal pace
    - Responder demonstrates adequate energy
    - Responder's mood is not irritable, sullen, out-of-sorts
    - Responder has resumed normal communication skills

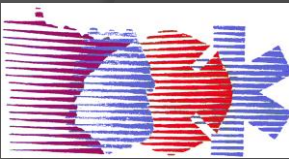
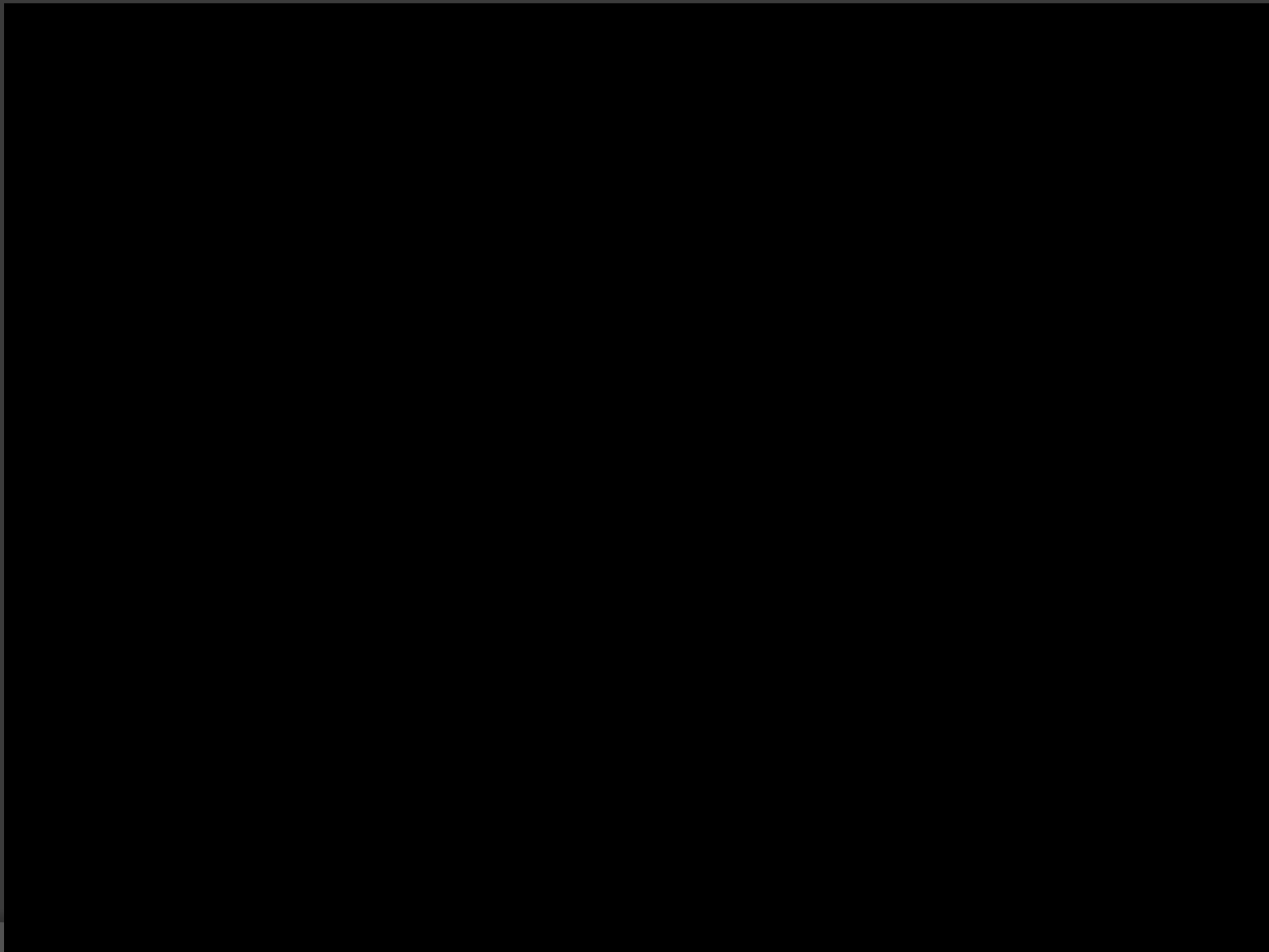


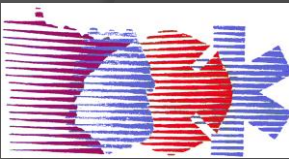
# Who Can Help – Who Can't

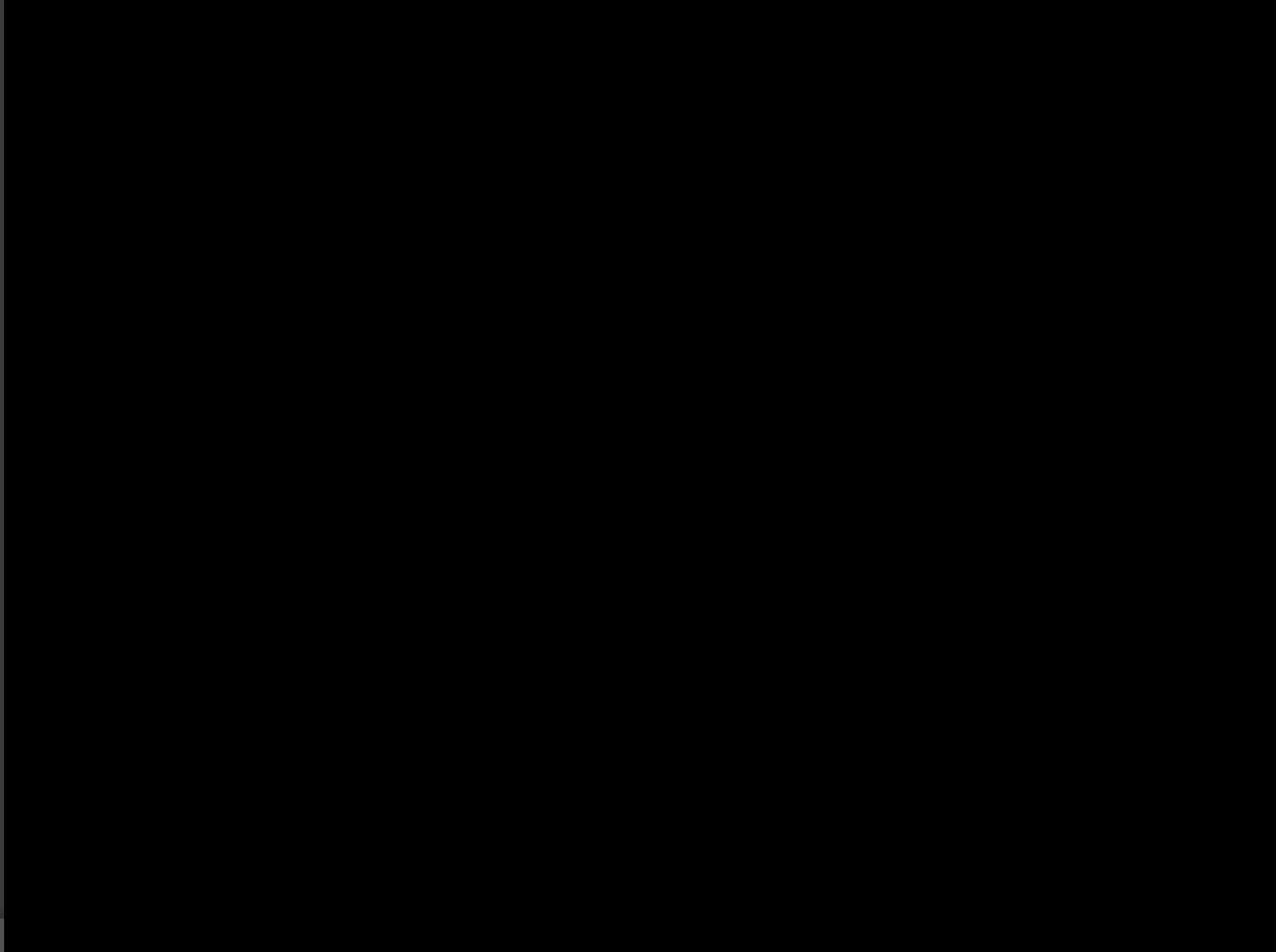
- ⦿ Responders report needing contact with peers
- ⦿ Not everyone is really good at this job
- ⦿ Some help is better than no help











# Consider Impact of Large Events on Departments

- Those there vs. those who were not
- Ongoing impact of: investigations, criminal proceedings, lawsuits, public scrutiny
- Thank you fatigue



# Beyond 90 Minutes

- ◎ Specific Symptoms Indicating Continuing Reaction:
  - More than one night disturbed sleep
  - More than one day of irritability/ social withdrawal
  - Prolonged physical symptoms



# Beyond 90 Minutes

## ◎ CISM Services

- Training
- Consultation
- Immediate group support
- One-to-one peer support
- Debriefings
- Referral to higher level of care



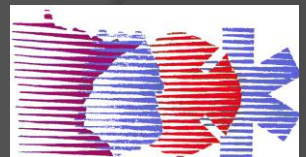
# The Metro CISM Team

- ◎ Peer-led
  - Professionally supported
- ◎ Highly Trained
- ◎ State-wide network
- ◎ Member International Critical Incident Stress Foundation



# How CISM Helps

- ① Addressing stress reactions not normally discussed among work groups
- ② Return to Stress Baseline
- ③ Closure





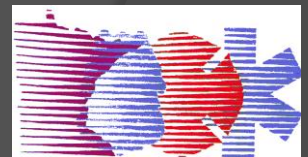
# CISM: Recognized Standard of Care

- ⦿ Department Liability:  
utilizing the unqualified/uncertified



# Effectively Implementing Services

- ⦿ Contact before a CI occurs:
  - 612-207-1130 (Business line)
- ⦿ Call right away when a CI occurs
  - 612-347-5710 (24- hour number)
- ⦿ Don't Mandate
- ⦿ Who participates?
- ⦿ CISM services are not tactical reviews/No rank



# CISM Teams

- Do not self- deploy



# Putting it into perspective

## ⦿ Then

- Responders had little available to care for our long and short-term mental health

## ⦿ Now

- Career longevity and satisfaction depends on caring for Responders mental health needs on a daily basis



# For Example...

## Boy critical after accident

7-year-old falls  
35 feet after  
touching live  
electrical wire

By Colleen O'Neill  
The Independent

A Grand Island youth playing on downtown business rooftops was listed in critical condition Saturday evening after he touched a live power line, caught fire and plunged 35 feet.

The boy, identified as 7-year-old Jerry Anderson Jr., was life-flighted to St. Elizabeth's Community Health Center in Lincoln with severe burns, multiple fractures and an apparent head injury, said Sgt. Marty Totzke of the Grand Island Police Department.

A nursing supervisor at St. Elizabeth's listed Anderson's condition as critical late Saturday evening.

Jerry Jr., the son of Jerry and Valva Anderson of 612 N. Vine, had been crossing the rooftops of Greenberger's Clothing and TNT Video Productions on Wheeler Avenue between Second and Third streets about 7:30 p.m. Supports for two utility poles span the alley between the buildings.

He and two other boys had already walked from north to south and were crossing in the opposite direction when the accident occurred, Totzke said.

Gary Mader, utilities director for the City of Grand Island, said the boy apparently



Independent/Barrett Stinson

Grand Island Police Sgt. Marty Totzke (right) stands beside Jerry Anderson, as paramedics work to save Anderson's son, Jerry Jr. The 7-year-old boy touched a live power line and fell 35 feet while playing on a utility pole support between two downtown buildings.

Turn to: **Fall**, Page 2-A





# Today's response...



# Today's response...



# Metro CISM

- ◎ [www.metrocism.org](http://www.metrocism.org)
- ◎ 24 Hour Access: 612-347-5710
- ◎ General Business: 612-207-1130

