

ND Critical Incident Stress Management Team Providing Care for the Care Providers

SYMPTOMS OF STRESS

- Fatigue
- Upset stomach
- Confusion
- Poor attention
- Difficulty with decisions
- Disturbed sleep
- Guilt
- Denial
- Feeling overwhelmed
- Anger / irritability
- Change in behavior
- Withdrawal
- Emotional outbursts
- Elevated alcohol consumption

NDCISM TEAM ACTIVATION

- The NDCISM team is available 24 hours a day, 7 days a week, 365 days a year.
- Call 701-328-0707 or 800-472-2121 and request the Health and Human Services case manager.
- NDCISM services are free of charge.
- Funding for the CISM program is provided by the North Dakota Department of Health and Human Services, Emergency Preparedness Unit.



NDCISM Team Mission Statement

The NDCISM team will provide stress assessments, counseling and planning services for emergency services personnel who request it. The focus of this program is to minimize the harmful effects of stress, particularly in crisis or emergency situations. The priorities of this program are to maintain confidentiality and to respect the feelings of the individuals involved. It is not the team's function to replace ongoing professional counseling, but to provide immediate crisis intervention.

The Purpose of CISM

The purpose of Critical Incident Stress Management (CISM) is to accelerate normal recovery, for normal people, having normal reactions to abnormal events, enabling people to quickly return to their daily routine.



Who We Are

The ND Critical Incident Stress Management (NDCISM) team is composed of emergency service personnel and mental health professionals that volunteer their time, energy and resources. Team members receive special training and make a commitment to serve on the NDCISM team.

Who We Serve

All emergency services and responders including:

- EMS agencies and personnel
- Dispatching agencies
- Fire and rescue units
- Law enforcement
- Medical facilities and providers



What is A Critical Incident

A critical incident is any situation faced by emergency personnel that causes emotional reactions which interfere with their ability to function either at the scene or at a later time. This may include events such as: scenes involving children, mass casualty incidents, death of a co-worker, long term stressors (COVID-19), multiple events or any other incident generating strong emotions.

What is Critical Incident Stress

A state of cognitive, physical, emotional and behavioral arousal that accompanies the reaction to a crisis.

A normal response by normal people to an abnormal event.



When To Activate the NDCISM Team

During or after an incident or a series of incidents where the potential for critical incident stress may occur or has already occurred.

When any member of the squad/unit feels or sees a need. The process does not need to be initiated by a member of management or leadership.

Inside a CISM Debriefing

- Participation is voluntary and should not be forced
- Process takes about 2 – 3 hours
- It is not a critique of technical operations or performance
- Confidentiality is a MUST
- NO MEDIA is allowed
- A safe place to speak freely and cope with the event(s) without scrutiny
- Only those directly involved may participate



Goals of the NDCISM Team

Assist emergency service personnel experiencing stress reactions.

- Assist in recovery of 'after shocks'
- Slow down high attrition rates
- Assist in developing healthy stress-coping mechanisms
- Assist in retention of emergency services personnel

Our goal is not to solve, fix or the 'end all solution', but to assist in the recovery and give emergency workers the tools, information, and resources to guide them and to help them get through the stress and return to 'normal' quicker.



Contact The NDCISM Team

If you are interested in obtaining information regarding any of the following:

- becoming a member of the NDCISM team,
- having somebody present information to your agency regarding the benefits of CISM,
- having somebody present at a local conference,
- or learning more about what the NDCISM team has to offer;

contact the NDCISM team administrative team at 701-328-2270 or dems@nd.gov.

