

Definitions

Critical Incident: Unusually challenging events that have the potential to create significant human distress and can overwhelm the usual coping mechanisms of an individual or a group. They are typically sudden, powerful events, which are outside the range of ordinary human experiences.

Crisis Management Briefing (CMB): This is a structured meeting designed to provide information about the incident, control rumors, educate about symptoms of distress, inform about basic stress management, and identify resources available for continued support, if desired. The goals of a CMB include providing factual information, instill a sense of leadership, reduce chaos, and enhance credibility. The CMB is designed to assist those involved directly or indirectly with the incident and is not intended for the media.

Critical Incident Stress Debriefing (CISD): A specific **small group** crisis intervention tool designed to assist a homogeneous group of people **after** an exposure to the same significant traumatic event. It is not a stand-alone process and should only be used as part of an integrated package of interventions within the Critical Incident Stress Management (CISM) program. CISD's generally occur within the first 72 after the critical incident.

Critical Incident Stress Management (CISM): A comprehensive, phase sensitive, and integrated, multi-component approach to crisis intervention. CISM is a coordinated program of tactics that are linked and blended together to alleviate the reactions to traumatic experiences.

Critical Incident Stress Management Response: Resources activated by the CISM Coordinator to respond to a critical incident. Group members may include peer support and/or mental health professionals.

Defusing: A 3-step **small group** crisis intervention tool designed to assist a homogeneous group of people **after** an exposure to the same significant traumatic event. The purpose of a defusing is to mitigate the impact of the event, accelerate the recovery process, and assess the need for additional services. This occurs 24 hours after the incident.

Peer Support: Providing crisis intervention services by fellow employees who have received specific training in crisis intervention, communication, stress management and other related topics. Peer supporters are available to assist co-workers, managers, and other employees during times of crisis, critical incidents, or traumatic events.