

## Resources

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### **Kings View Crisis Line**

559-582-4484 or  
1-800-655-2553

### **Kings County Behavioral Health**

559-852-2376

### **Kings 211**

Dial 211 or  
1-877-864-9290

### **Kings County Victim Witness**

559-852-2640

### **Office of Emergency Management**

559-852-2881

### **Health Department Emergency Preparedness**

559-852-2634

### **American Red Cross**

**Central Valley**  
559-455-1000

### **Kings County Employee**

**Assistance Program - Avante**  
559 - 261- 9053

### **Veteran's Crisis Line**

1-800-273-8255 or  
send text to 838255

## May respond to the following:

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- ◆ Death of a city/county service worker, i.e. law enforcement, firefighter, social worker, or emergency personnel in the line of duty: during an incident, en route to an incident, or during a training exercise.
- ◆ Serious line of duty injury to city/county employees or first responders.
- ◆ Suicide or other unexpected death of a co-worker.
- ◆ Mass Casualty Incidents.
- ◆ Serious injury or death of a civilian resulting from emergency services operations, i.e. auto accident, etc.
- ◆ Officer related shooting.
- ◆ Events that seriously threaten the lives of responders/service personnel.
- ◆ Loss of life of a patient following extraordinary and prolonged expenditure of physical and emotional energy during rescue efforts by emergency/services personnel.
- ◆ Personal identification with the victim or the circumstances. Events where the victims are relatives or friends of county, city or service personnel.
- ◆ Any incident in which the circumstances were so unusual or the sights and sounds so distressing as to produce a high level of immediate or delayed emotional reaction.
- ◆ Natural disasters in the county. i.e. floods, fire, etc.)

[www.KingsCountyBehavioralHealth.com/CISM](http://www.KingsCountyBehavioralHealth.com/CISM)

# Kings County CISM Team

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## Critical Incident Stress Management



*Here to Help*

## What is Critical Incident Stress Management (CISM)?

- ◆ Critical Incident Stress Management (CISM) is a crisis intervention system which contains both strategic and tactical elements.
- ◆ Strategically, Critical Incident Stress Management (CISM) is a comprehensive, integrated, multi-component crisis intervention system for managing traumatic events within organizations or communities.
- ◆ Tactically, CISM includes numerous interventions including pre-incident education and preparation, assessment/strategic planning, individual crisis intervention, large group crisis interventions, small group crisis interventions, family support, organizational/community consultations, pastoral crisis intervention, and referrals to other resources, if necessary.
- ◆ CISM is helping healthy and functioning people to remain healthy and functioning.
- ◆ Many CISM services are provided within hours or days of a critical incident by well trained peer support personnel and/or mental health clinicians.
- ◆ CISM is not psychotherapy, nor a substitute for psychotherapy. Rather, CISM services and psychotherapy are simply different points on the same continuum of care.

## What is Crisis Intervention?

**TEMPORARY**, but **ACTIVE** and **SUPPORTIVE** entry into the life of individuals or groups during a period of extreme distress. Also known as “Emotional First Aid.” *Different intervention tools are used for individuals vs. groups.* The goals of crisis intervention are:

- ◆ Mitigate impact of event (lower tension)
- ◆ Facilitate **normal** recovery processes in **normal** people who are having **normal** reactions to abnormal events
- ◆ Restoration to adaptive function

## Who is part of the local CISM team?

Currently the Kings County CISM team is composed of personnel from :

- Hanford Fire
- Hanford Police / Dispatch
- Kings County Behavioral Health
- Kings County Probation
- Kings County Office of Education
- Victim Witness
- Kings County Public Health
- Kings County Sheriff's Office
- Kings County Fire Department
- Corcoran Police Department

## Stress Coping Strategies

When emergency/services personnel experience significant stress from a critical incident, the following steps may help to reduce stress until the incident is over or until a trained CISM team is located.

- ◆ Limit exposure to sights, sounds and odors of the traumatic event
- ◆ Provide for immediate medical attention as needed
- ◆ Maintain a calm attitude
- ◆ Speak in a confident but controlled manner
- ◆ Provide for physical needs: rest, hydration, clothing, etc.
- ◆ Listen carefully and use good eye contact
- ◆ Validate their experience in an unassuming non-judgmental manner
- ◆ Provide accurate information and updates concerning the event as requested
- ◆ Reassure the individual that most stress reactions are normal
- ◆ Assist the individual with immediate decisions, if necessary
- ◆ Protect the individual from both public and media attention
- ◆ Do not rush the individual back to work or duty

## Some Signs and Symptoms of Concern

Critical incidents may produce a wide range of stress symptoms. Stress symptoms usually occur in five different categories: Cognitive (thinking), Physical (body), Emotional (feelings), Behavioral (actions), and Spiritual (crisis of faith).

The more symptoms experienced, the more powerful the stress reaction. The longer the symptoms persist, the more potential there is for lasting harm. The following is only a sample of stress symptoms that can show up after a critical incident.

### Cognitive

Poor Concentration • Difficulties with calculations • Poor attention span  
Memory problems • Difficulty making decisions • Slowed problem solving

### Emotional

• Guilt • Depression • Grief • Anger • Feeling lost  
• Overwhelmed • Anxiety • Fear • Loss of emotional Control

### Physical

• Muscle tremors • Chest pains • Gastrointestinal distress  
• Difficulty breathing • Headaches • Elevated blood pressure

### Behavioral

• Excessive Silence • Sleep disturbances • Extreme behavioral change  
• Changes in eating habits • Withdrawal from contact • Change in work habits

### Spiritual

• Anger at Deity • Anger at Clergy • Sense of isolation from Deity  
• Questioning basic beliefs • Loss of meaning or purpose • Faith practices seem empty  
• Withdrawal from place of worship • Uncharacteristic religious involvement