



Glossary of Crisis Intervention terms

Critical Incident Stress Management

A comprehensive, phase sensitive and integrated, multi-component approach to crisis/disaster intervention

Critical Incident:

A critical incident is an event outside the normal experience of a person which overwhelms their coping skills and causes them to experience unusually strong emotional reactions which are beyond their immediate capacity to cope. These reactions may affect them at the time of the event or there may be a delayed reaction experienced at a later time.

Critical Incident Stress Or traumatic Stress

The reaction a person or group has to a Critical Incident. Critical Incident Stress is characterised by a wide range of cognitive physical emotional and behavioural and spiritual signs and symptoms. Most people recover from Critical Incident Stress within a few weeks.

Powerful Event Group Support (PEGS) or Critical Incident Stress Debriefing (CISD)

CISD is a post trauma structured group discussion process. Employing structured expectations and procedures which allows those involved in a critical incident to express and register their thoughts, feelings and emotions. Its objectives are to reduce the effect of a critical incident and facilitate a person's return to effective functioning. Serves as a forum for stress education and coping strategies. (This is not a stand alone process)

Critical Incident group facilitator/provider(s) (Triumph practitioners)

The Critical Incident group facilitator is the trained practitioner clearly appointed with the role and responsibility for providing this group process

Immediate Small Group Support Or Defusing

Defusing is a small group discussion process where a group or an individual involved in an incident express(es) their reactions immediately following an incident. It is conducted within a conversational approach and is shorter and less structured than a formal debriefing. Again discussion of stress management is included.

Crisis Management Briefing (CMB)

A specific meeting- structured group information session. Provides clarity, leadership, reduces sense of chaos and confusion and enhances credibility amongst groups eg schools, workplaces, community groups.

A Crisis

Is an acute emotional reaction to a critical incident

Cumulative Stress Or Burnout

Slow eroding of functioning. Signs can include: poor performance, lateness, cynicism, Impulsive need for change, chronic physical illness.

Facilitator

Triumph trained practitioner

The specialist person trained and skilled in conducting interventions who leads the group through the structured process.

Co-Facilitator

Triumph trained practitioner

The co-worker provides backup and assistance to the facilitator by monitoring the progress of the group through the intervention process.

Post Traumatic Stress Disorder

A recognised psychiatric disorder which may result from exposure to a Critical Incident. Symptoms last at least one month. (Characterised by intrusive recollection, such as in thoughts, high levels of arousal, clinically significant distress or impairment in social occupational or other important areas, numbing/withdrawal.) PTSD can be acute, chronic and have a delayed onset.

Service Provider

(TRIUMPH Human Response to Crisis)

The service provider is the agent who provides assessments, strategic planning, defusing, debriefing and counselling skills to the Work facility. The service provider may also provide management assistance for development of the Crisis Management Plan as well as training for staff.