

Hamilton Health Sciences Critical Incident Stress Management (CISM) Program

The notion that health care workers are greatly impacted by unexpected events, stress and critical incidents is well documented. These events have an emotional, physical, psychological and behavioral impact that overwhelms an employee's ability to cope and causes significant distress in otherwise healthy people. The cumulative costs to an organization are staggering and often relate to lower productivity, absenteeism, employee turnover and disability.

CISM is a comprehensive program. The ultimate purpose is to maintain or restore employees to their normal state of health by mitigating the extreme effects of traumatic stress. CISM, accelerates the normal recovery of formerly healthy people who are experiencing painful reactions in response to abnormal events. A CISM intervention known as a **Critical Incident Stress Debriefing (CISD)** refers to the "Mitchell Model" 7-phase, structured, facilitated group discussion, usually provided 1 to 10 days post crisis, and designed to mitigate acute symptoms, assess the need for follow up and if possible provide a sense of post crisis psychological closure. In addition there is also **One on one crisis intervention/counselling** or psychological support throughout the full range of the crisis spectrum.

To access or request CISM support services:

Contact Mohawk EAP – 1-888-521-8300. (24hours/day, 365 days/year) Indicate that you would like to speak with Organization Services in regards to a CISM.

For additional resources in regards to Crisis or Critical Incidents:

www.lifeworks.com ,

User name: HHSC,

User ID: MSSI

Mohawk Employee Assistance Program
209 Limeridge Rd. East
Hamilton, ON L9A 2S6

