

## MERCURY CISM TEAM

### (1) INTRODUCTION:

\***Introduce yourself** and tell them a bit about your background. Then have your **team Introduce** themselves and info about their background!

\*(Explain why you are here.) “We are here because X critical incident that has taken place. Your Chief (or other Designee) has asked you to attend because people who participate in this process bounce back quicker, are more resilient and it helps departments function better.

YOU MAY NOT FEEL YOU NEED THIS (OR WANT TO BE HERE), BUT WHAT YOU SAY **MAY** HELP SOMEONE ELSE IN YOUR GROUP!

\*This process is **CONFIDENTIAL**. What is said here, Stays here. There are no notes taken and no reporting! We only make notation of the Date, the type of incident and the number of participants.

\*This is NOT an **investigation** nor is it an operational critique.

\*This is **not psychotherapy**.

\*We ask that you **speak for yourself**

\*You will see us using these Index Cards because it is a standard process and we don't want to forget steps.

\*Speaking is Voluntary. We do ask you to speak once, introduce yourself and your role in the event.

\*People who talk about an incident tend to **eat better, sleep better, remain healthier and get back to the job quicker and stay on it longer**. That which is not put into words cannot be laid to rest.

\*If you leave the room, someone will come to check on you and that you are ok.

\*Please take time to look around the room. Is there anyone here that was not involved in the incident? **Anyone in the room that shouldn't be here?**

\*We ask that you turn cell phones and pagers to vibrate. Please no recordings.

\*This process can take about an hour.

\*And we ask that you leave rank at the door.

## **(2) FACTS:**

\*We ask you to **Introduce yourself** and tell us **what your role has been** in the (critical incident/events/department over the past week etc).

\*What are the Facts of the Incident from your perspective...

### **(3) THOUGHTS:**

**\*\*When the Incident was over and you had a moment to breathe, and you realized what happened, what was your first **thought**??**

**\*\*What stood out? What sticks with you?**

Notes:

#### **(4) REACTIONS:**

**\*\***Other than the obvious, is there anything you wish had gone differently....

OR

Something you'd change about the incident??

**\*\*What was the worst part of the incident from your perspective?**

Notes:

## **(5) SYMPTOMS:**

\*How has the Incident affected you?

OR

\*How are you different since the incident?

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Sometimes people are preoccupied with details, difficulty sleeping, some thought(s) going through their mind.....images.....anger.....

Not unusual to feel keyed up

Feel restless

Irritable, short tempered, less interest in work

Changes in perception of self, others, the world

Trauma layers on itself, May bring up first, worst and latest

May feel disconnected, irritable

Difficulty concentrating, making decisions

Some people question faith beliefs (more or less)

Some people eat/sleep (more or less)

### **All normal reactions to abnormal event.**

Most people get better in a few weeks without professional intervention.

Notes:

## **(6) TEACHING:**

\*How have you coped with stressful events in the past?

\*What works for you?

These are normal reactions to abnormal events!

Basics: Rest, Nutrition, Exercise.

Treat yourself like you have the flu.

Slow things down

Structure your time

Keep Alcohol at current levels

Vitamins

Spend time with family & friends

Connect

Support each other

Calming Techniques: Breathing, walking, massages

Music

Time outdoors

Sports

Reach Out / Talk to trusted people

Re-establish routines

Address Concerns

Notes:

## **(7) RE-ENTRY:**

- \*Handouts

- \*Summarize & Normal reactions to abnormal events.

(Tie up loose ends, hand outs)

- \*Confidentiality: What has been said here-stays here.

- \*We will stay around for a while if you wish to talk to one of the team members.

- \*You will also see us meeting with each other to wrap up and for our own self care. It is our way to debrief ourselves to make sure we are ok as well.

Thank you for inviting us in to your place/house/facility. It has been a pleasure to serve and help you with this incident. You're a (strong dept/work well together/etc etc...)

The Mercury Team is available 24/7 via your local Communications Center or through Gloucester Co Communications.

Thanks again for having us!!



