

## Southwest Ohio Critical Incident Stress Management Team, Inc.

### Hearts and Sirens — A Family Program

#### **Benefits of a CISM Intervention:**

- Reduces stress experienced at work and home.
- Reduces feelings of isolation and abnormality.
- Prevents onset of delayed psychological reactions.
- Improves coping skills for future incidents.
- Reduces effects of stress-related diseases.
- Reduces early retirement due to job related stressor, accidents, injuries and/or disease.
- Enhances job satisfaction.
- Supports professionals and their families in time of need.
- Provides educational and psychological support for job related stress.
- Promotes educational and psychological support for job related stress.
- Promotes support for on-going research that will aid the provider.
- Promotes and supports on-going research that will aid the management of job related stress and diseases for the professional and their family.



#### **REQUEST FOR SERVICES:**

Request for CISM Information and Services:

24 hour On-Duty Team Coordinator 800-212-1322 (Ohio only)

OR 513-820-5322

Non-Emergency Office and Fax 513-563-2172

Email: [lkingedrington@cinci.rr.com](mailto:lkingedrington@cinci.rr.com) or  
[mike.kroeger@cincinnati-oh.gov](mailto:mike.kroeger@cincinnati-oh.gov)

Webpage: [www.cism-southwestohio.org](http://www.cism-southwestohio.org)

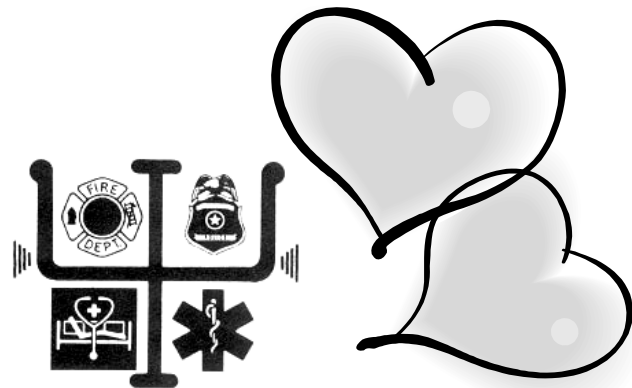
Address: P.O. Box 62445, Cincinnati, OH 45262-0445

#### **SERVING SOUTHWEST OHIO:**

- A Registered Member of the International Critical Incident Stress Foundation
- A Charter Member of the Ohio CISM Network
- A 501C3 Not for Profit Agency #31-1426113

# HEARTS AND SIRENS

*A Service Dedicated to the Loved Ones  
of Helper Provider Professionals*



#### ***Our Mission Statement***

*The Southwest Ohio Critical Incident Stress Management Team, Inc. was established in 1986 to provide an organized system of crisis intervention to assist helper provider professionals reduce the number of job related stress casualties among professional ranks.*

**24 Hour—Team Coordinator Digital Pager 800-212-1322**

## Hearts and Sirens — A Family Program

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### *Your Loved One has experienced a Critical Incident*

#### **What is a Critical Incident?**

A critical incident is defined as any event that overwhelms the normal coping mechanisms and may have impacted the ability to function effectively during the critical incident.

#### **Informational Facts:**

- He/She may be experiencing some NORMAL stress responses to such an event. Critical incident stress affects up to 87% of all helper professionals.
- No one is immune from the impact of critical incident stress regardless of past experiences or years of service. Your loved one may experience critical incident stress at any time during their career.
- Your loved one may experience a variety of thoughts and reactions of a stress response OR they may experience numbness or absence of any response.
- You may not understand what your loved one is going through at this time, but offer your love, support and acceptance.
- Don't be afraid to ask what you can do that they would consider helpful.
- Accept the fact that life will go on; theirs, yours, your children, and others around you.
- Attempt to maintain or return to normal routine as soon as possible.
- Avoid entering into major decisions following a critical incident. Your loved one's ability to process information, problem solve, and make decisions may be hampered at this time.

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#### **What is Helpful. . .**

- Talking is GOOD medicine. . .LISTENING is the KEY. . .
- Encourage well-balanced and regular meals that include foods they enjoy.
- Encourage plenty of rest.
- Provide some "Private Time".
- Exercise together even if only a brisk walk.
- Suffering? Don't take their anger and frustration personally.
- Encourage, but do not pressure your loved one to talk about their experience.
- Offer expressions of support and that you are sorry such an event occurred and you want to understand.
- Avoid trying to fix things! AVOID statements such as, "It could have been worse." OR "It's fate." OR "They asked for it." OR "It's God's will." OR "Quit if it bothers you that much!"
- Reassure them they are safe.

#### **Remember. . .**

- Suffering from the effects of critical incident stress is "individual" and completely normal.
- Your loved one is probably not the only one that may be experiencing critical incident related stress. They are probably sharing some of their thoughts and reactions.
- The thoughts and reactions will normally subside and disappear in time. All phases of our lives overlap and influence each other: personal, professional, family, financial, spiritual, etc.
- The impact of critical incident stress can be intensified / influenced or mitigated by our own personal perspective and the status of family, profession, financial, etc.
- If the signs of stress that your loved one is experiencing do not begin to subside within a few weeks OR if they intensify, consider seeking further assistance through your CISM Team, EAP, or managed care system of care.
- The Southwest Ohio CISM Team, Inc. can help you, your loved one, or child find a professional who understands critical incident stress and how it can impact you and your family.
- Need Help? Call 24 hours a day our digital pager 800-212-1322 (Ohio only) OR 513-820-5322, press in your area code and number. The On-Duty Team Coordinator will return your call in less than 20 minutes.