

**PLEASE CONSIDER CALLING EARLY  
RATHER THAN LATER**

- Line of duty death
- Serious injury of co-worker
- Suicide of a co-worker
- Multi-casualty incidents
- Police shooting resulting in death or injury
- Death or violence to a child
- Prolonged event with negative outcome
- Incidents with extensive media attention
- Incidents where responders know the victim
- Incidents charged with profound emotion

For questions regarding services during regular business hours please call the Mental Health Board at 419-448-0640



1-833-779-2476

Available 24/7

Contact for support after a tragedy

Funding provided by the Mental Health and Recovery Services

**General Information:**

During times of critical incidents, the normal coping mechanisms most people rely upon on a daily basis are stretched to their limits. It is not uncommon for the situation to be so overwhelming that even a well-trained individual may not recognize that they are being affected by the incident.

Critical Incident Stress Management (CISM) was developed and has evolved to a process that helps people be resistant, to be resilient, and recover from critical incident stress situations.

The SSW CISM Team is **available 24/7** to help those in need, **FREE OF CHARGE**. Of course the team will respond at any point when requested, but the earlier we are able to address the needs (personal or organizational), the more effective we may be in reducing the stress of the incident.

**Accessing the Team:**

- Team must be requested by someone in authority (OIC/CEO)
- **24/7 phone 1-833-779-2476** will be answered and a CISM team member will return the call within 15 minutes

**Team Response:**

- Inform about common responses to crisis
- Inform about how to make healthy choices
- Information for family members who may be the support system for persons impacted

**Confidentiality:**

- Services provided are strictly confidential

**Services provided by the CISM Team:**

- Pre-Incident Stress Management Education
- Crisis Management Briefing
- Defusing
- Debriefing
- Individual Support
- Follow-Up/Referral
- Pastoral Care