



## Crisis Intervention Definition

**Countertransference:** The personal reactions that the crisis interventionist experiences and projects based on their own personal values and experiences.

**Crisis:** An acute emotional reaction to a powerful stimulus or demand. The characteristics of a crisis are: 1) the usual balance between thinking and emotions is disturbed. 2) The usual coping mechanisms fail. 3) There is evidence of distress, impairment or dysfunction in the individual or group involved in a crisis.

**Critical Incidents:** An unusually challenging event that has the potential to create significant human distress and interfere with one's usual coping mechanisms.

**Critical Incident Stress:** A state of cognitive, physical, emotional, behavioral and spiritual arousal that accompanies the crisis reaction.

**Critical Incident Stress Debriefing (CISD):** A seven step group crisis intervention tool designed to assist a homogenous group after an exposure to a significant traumatic event. The Critical Incident Stress Debriefing is not a stand-alone process and it should be provided within an integrated package of interventions within the critical incident stress management program. Group crisis intervention is not psychotherapy or a substitute for psychotherapy.

**Critical Incident Stress Management (CISM):** A comprehensive, integrated, systematic, and multi-tactic crisis intervention approach to managing critical incident stress after traumatic events. CISM is a coordinated program of tactics that provide individual and group support, stress education and coping techniques.

**Crisis Intervention:** Temporary but active and supportive entry into the life of individuals or groups during a period of extreme distress.

**Crisis Management Briefing (CMB):** A structured large or small group meeting designed to provide information about an event. The CMB provides an opportunity to identify and control rumors and educate about symptoms of distress and stress management techniques. Available resources are offered for continued support.

**Defusing:** A small group process provided shortly after a traumatic event and/or before a group leaves the workplace. A Defusing offers an opportunity to begin exploration of the individual reactions to an event and is an opportunity to provide immediate information on healthy coping.

**Rest, Information, and Transition Services (RITS):** Formerly Demobilization. A quick informational and rest session conducted when operational units have been released from service after a major or prolonged incident. Also serves a secondary function as a screening opportunity to assure that individuals who may need further assistance are identified.