

Day 1 8:30-4:30pm

- Introductions, objectives, concepts, and terms
- Reactions to stress, Critical incidents, Crisis, Crisis intervention (goals/principles/research)
- Basic crisis communication skills
- Psychological reactions to crisis
- Formulating an approach to the person in crisis
- SAFER-R techniques for Individuals

Day 2 8:30-4:30pm

- Large group interventions: Demobilization/R.I.T.S, Crisis Management Briefing CMB, role play
- CISM Assessment and Strategic planning.
- Introduction to Defusing.
- Role playing of all interventions

Day 3 8:30-4:30pm

- Small group Interventions: Defusing's, Critical Incident Stress Debriefing (CISD) role play
- Assessing the need for CISD, Factors which enhance CISD success
- What to do when you get back to your organization, department
- Setting up a team
- Continuing education, staying ready



**Workshop Registration:** Registration is limited and should be received by March 1<sup>st</sup> 2025

To register, please send payment and registration form to: Brian Bennett 45 Slalom Gate Rd, Collingwood Ont, L9Y 5A9, or [cismtraining@outlook.com](mailto:cismtraining@outlook.com)

Make cheques payable to: Brian Bennett. Or E-transfer to [cismtraining@outlook.com](mailto:cismtraining@outlook.com) Payment by Visa/MC is available.

Cost: \$550 per person plus HST=\$621.50 (Before March 1st). \$600 plus HST = \$678 after March 1st, 2025. No refunds less than 1 week notice before course, Substitutes are welcome until first day of course.

Course includes 2 certificates from the ICISF "International Critical Incident Stress Foundation", Group Crisis Intervention textbook, Assisting Individuals in Crisis textbook, a set of 4 plastic quick reference cards, course material, light refreshments, & snacks.

Please note that full attendance is mandatory to receive both certificates. This course deals with potentially difficult subject matter and can stir up uncomfortable/strong emotions. If there is something that may cause you undo burden, please let the instructor know in advance so we can tailor the scenarios accordingly.

Please note that this course is filled first come first served, please register early to avoid disappointment. Course is subject to cancellation if there are not enough participants

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Dietary restrictions: \_\_\_\_\_

For more information about the course being offered, or to set up a course like this for your own group, please visit [cismtraining.ca](http://cismtraining.ca) or contact Brian Bennett at [cismtraining@outlook.com](mailto:cismtraining@outlook.com) [cismtraining.ca](http://cismtraining.ca) or call 416-894-6015



PARKDALE  
QUEEN WEST  
Community  
Health Centre

**Parkdale Queen West  
Community Health Centre is  
proud to host**

**Critical Incident Stress  
Management**

**Group Crisis  
Intervention, &  
Assisting Individuals  
in Crisis**

Facilitated by Brian Bennett  
ICISF Approved Instructor, CISM team  
member, & Pan Am/Commonwealth  
Games Medical Manager

**March 19-21st, 2025**  
**8:30-4:30pm**

**Startwell 3<sup>rd</sup> floor**  
**786 King Street West, Toronto, ON**  
**Hosted In-Person**



### What is a critical incident?

Any event that causes a strong emotional reaction with the potential to interfere with a person's ability to function. An accident that has the ability to overwhelm an individual

## Examples of a critical incident

Serious injury or death of a co-worker

Suicide of a colleague

Mass Casualty incidents

Death of children or adolescents

Serious injury or death resulting from the actions of an emergency worker or staff member

Loss of patient life after a prolonged or extensive effort

Incidents that attract extensive media coverage

Incidents where responders know the victim

Any incident that is charged with profound emotion

## Group Crisis Intervention

Designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, the Group Crisis Intervention course will prepare participants to understand a wide

range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) will be outlined, and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusing's, and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed.

## Program Highlights

Relevant research findings

Relevant recommendations for practice

Incident assessment

Strategic intervention planning

"Resistance, resilience, recovery" continuum

Large group crisis interventions

Small group crisis interventions

Adverse outcome associated with crisis intervention

Reducing risks

Critical Incident Stress Debriefing (CISD)

## Assisting Individuals in Crisis

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called "emotional first aid". This program is designed to teach participants the fundamentals of, and a specific protocol for, individual crisis intervention.

## Program Highlights

Psychological crisis and psychological crisis intervention

Critical incident stress management

Evidence-based practice

Basic crisis communication techniques

Common psychological and behavioral crisis reactions

Putative and empirically derived mechanisms

SAFER-Revised model

Suicide intervention

Risks of iatrogenic "harm"

Included with the course are the textbooks "Group Crisis Intervention", by Jeffrey T. Mitchell, and "Assisting Individuals in Crisis" by George Everly, both from the ICISF. As well, participants receive a Certificate of Completion for each course.

## Why should I attend?

This course lays the foundation for helping those affected by a critical incident. We provide you with the knowledge, training, tools, and practice, to help those that help others. To provide psychological or emotional first aid for those that may have Physical, Emotional, Cognitive, or Behavioral signs and symptoms.

Some of the goals of CISM include: Mitigate stress, facilitate psychological normalization & lower tension, accelerate the recovery process, provide information, and set reactions, educate on stress management and coping skills, reduce the sense of chaos, psychological triage and referral if needed.

This course is designed for anyone who desires to increase their knowledge of Individual (one-on-one) or Group crisis intervention techniques in the fields of business & industry, crisis intervention, disaster response, education, emergency services, employee assistance, healthcare, homeland security, mental health, military, spiritual care, and traumatic stress.

