



## CRISIS AFTERCARE

### DEFUSING and PSYCHOLOGICAL INTERVENTION FOLLOWING CRITICAL INCIDENTS

#### Designed for Helping Agencies

#### Course Outline

The purpose of this two-day workshop is to inform and prepare those personnel whose task it is to offer support and information to survivors, their relatives or friends, and colleagues immediately following critical incidents and over the forthcoming weeks. Critical incidents can include such incidents as coach crashes, fires, personal attacks, sudden deaths or other larger traumatic events. This course is not primarily about technical or organisational issues - it is about caring for people and is ideal for core responders named in the **Civil Contingencies Act 2004** and the new **forthcoming guidelines for school emergencies from the Department for Children, Schools and Families**.

Some personnel themselves may have been the victims of shocking incidents at work or whilst going about their everyday business and will have an idea of the reality of psychological trauma, but many will not. For this reason part of the workshop is about the reactions of ordinary people in the immediate aftermath of an incident, and over the following weeks.

Caring for colleagues, children and the community following critical incidents is a planned intervention of five parts. The first part is called 'Defusing', since you act to defuse the emotion of the immediate situation and give a clear message of concern from the organisation to persons involved in the incident. The second part is Psychological Intervention (Debriefing), which helps people to understand their experiences and helps in the recovery process.

This training will give you insight and information about your role, your potential reactions and also promotes the discussion of the reactions of colleagues who continue with the everyday tasks within your organisation.

#### Who is it for?

The workshop is for social workers, psychologists, health authority staff and other persons employed in the helping agencies. They need not have previous experience of dealing with traumatic situations, but must be able to listen, be caring, and have an understanding of people. The day is primarily about looking after people, not about technical or organisational issues.

## Course Objectives

After attending, delegates should be able to:-

- Understand the nature of crisis
- Understand the five stage trauma management system and best practice
- Understand the skills necessary to contain emotional reactions in the immediate aftermath of an incident and prepare traumatised personnel for the following psychological intervention

## Summary Agenda Day One

AM		PM
<ul style="list-style-type: none"><li>• Introduction</li><li>• The Nature of Crisis – Impact</li><li>• The Nature of Crisis – Aftermath</li><li>• Post Traumatic Stress Disorder</li><li>• Best practice</li><li>• Defusing – The Role</li></ul>	Lunch	<ul style="list-style-type: none"><li>• Defusing, first contact - Practice</li><li>• An introduction to psychological intervention (Debriefing)</li><li>• Looking after survivors</li><li>• Finish</li></ul>

## Summary Agenda Day Two

AM		PM
<ul style="list-style-type: none"><li>• Introduction</li><li>• Emphasise the Nature of Crisis</li><li>• Psychological intervention (an example – practice)</li><li>• Contingency plans</li></ul>	Lunch	<ul style="list-style-type: none"><li>• Psychological Intervention – Practice</li><li>• Looking after yourself</li><li>• Plenary</li><li>• Finish</li></ul>

All the above is approximate and flexible to allow discussion and learning.

## Pre-Course Work Required

It would be helpful for delegates to have a good understanding of their organisation's crisis management plans.

**Please contact us to find out more and for a quote.**

**Kevin Tasker**  
**Clinical Partner**  
**CCP**