

## *Important Facts About Our Critical Incident Stress Services...*

- *All services are confidential.*
- *All services, except some educational programs, are provided at no charge. Peer and mental health support team members volunteer and donate their time, training and skills as a civic contribution to the emergency services community.*
- *Education is a primary component of prevention.*
- *Debriefing and other services are not psychotherapy.*
- *The Northern Illinois CISM Team is not an employee assistance program, but supplements the services provided by EAP's.*
- *The Northern Illinois CISM Team is a non-profit organization, and is not formally associated with any government or private affiliation. We rely solely on donations.*



## **Team Access**

*Sometimes it may be difficult to decide if the Northern Illinois CISM Team should be called to respond to your agency. Do not hesitate to call if you have questions or concerns regarding the need for critical incident stress services for your organization or personnel.*

## **HOW TO REACH THE NORTHERN ILLINOIS CISM TEAM**

**For 24 hour emergency access**

**Additional information regarding  
educational services**

**Or referrals, call:**

**Call 800-225-2473**

**Or write:**

**NICISM  
P.O. Box 5234  
Elgin, Illinois 60121-5234  
www.ni-cism.org**



## **Northern Illinois Critical Incident Stress Management Team (NICISM)**

***“Helping Those Who  
Help Others”***



**Serving the following counties:**

<i>Cook</i>	<i>Kendall</i>
<i>DuPage</i>	<i>Lake</i>
<i>Grundy</i>	<i>McHenry</i>
<i>Kane</i>	<i>Will</i>
<i>Kankakee</i>	

**800-225-CISD**

**(800.225.2473)**

**24 Hour Emergency Access**



## What is a Critical Incident?

A critical incident is any event with significant emotional power, strong enough to produce unusual or distressing reactions in emergency service professionals. A critical incident is so unusual that it overwhelms the normal coping abilities of emergency personnel.

### Critical Incidents include:

- Line of duty death
- Serious line of duty injury
- Emergency worker suicide
- Multi-casualty incident
- Significant events involving children
- Victims known to the rescuer
- Events with excessive media interest
- Failed rescue after extensive effort

## What is Critical Incident Stress?

Stress is an expected part of the emergency service profession and is routinely managed on a day-to-day basis. However, critical incident stress can produce reactions which may interfere with, or overwhelm emergency workers' abilities to function or cope either at the scene or later.



## Northern Illinois CISM Team

The Northern Illinois CISM Team is made up of trained volunteers from the mental health and emergency service professions. Peers from law enforcement, fire service, dispatch, emergency medical services and hospital emergency room staff are all represented on the team. The unique collaboration between skilled peers and mental health professionals is the foundation of the organization and produces a high level of integrity and acceptance within the emergency service community.

### *In times of crisis...*

We come to you. Together we'll find a location near your agency for a quiet and confidential meeting.



## Who Do We Serve?

The Northern Illinois CISM Team serves all emergency service personnel including...

- Fire Departments
- Police Departments
- Emergency Medical Services
- Hospitals
- Dispatchers
- Disaster Responders
- Police, Fire and Hospital Chaplains
- Coast Guard

**For 24 Hour Emergency  
Access Call: 800.225-2473**

## Services

Services that are available from the Northern Illinois CISM Team are provided for emergency services professionals and their family members. Services include:

### Critical Incident Stress Services

**Defusing:** A 20-45 minute group process, conducted with the first 12 hours following a critical incident; usually with single work units.

**Debriefings:** A seven-phase, structures group process usually conducted 24-72 hours after a critical incident. Debriefings may be offered for single work units or multi-agency groups.

**Demobilizations:** A brief stress management process involving education, rest and nutrition used at the scene of a large-scale disasters. The demobilization process is implemented through the incident command system as personnel are discharged from the scene.

**On-Scene Support:** Support provided to command staff and personnel operating at the scene of an emergency following prolonged extrications, line of duty death, etc.

**Referral:** Provision of additional resources for emergency services personnel impacted by a critical incident.

### Educational Services

The Northern Illinois CISM Team provides a wide range of informational and educational presentations about critical incident stress. Contact 800-225-2473 to schedule a program for your agency.