

Lutheran Social Services' Critical Incident Response Team

The Lutheran Social Services' Critical Incident Response Team is designed to help Lutheran Social Services' staff deal with emotions following a crisis.

All members of the team are trained in a nationally known intervention model that has a proven track record.

The Critical Incident Response team is available to all Lutheran Social Services staff.

Caring for Caregivers

Our Mission

Serving people as an expression of the love of Christ

Our Vision

Communities of service that meet the needs of people, upholding human dignity, advocating equality and justice

**24-hour
emergency access
616-452-5900**

To join Lutheran Social Services' Critical Incident Response team, contact Chaplain Doug Kahl at 989-799-1902 or dkahl@lssm.org

www.lssm.org



Critical Incident Response Team



What is a critical incident?

A critical incident is any event that has emotional power strong enough to produce unusual or distressing reactions in caregiving professionals.

A critical incident overwhelms the normal coping abilities of caregivers.

Critical incidents include:

- a death on the job
- serious injury on the job
- multi-casualty incident
- significant events involving children
- the closing of a program after extensive effort to save it
- excessive media interest
- any powerful or significant event in the workplace

How does critical incident stress differ from normal job stress?

Stress is an expected part of serving others, and this type of stress is typically managed on a day-to-day basis. Critical incident stress can produce reactions that may interfere with or overwhelm staff so that their ability to function or cope becomes hindered.



What services are provided?

After a critical incident occurs, the program manager assesses the need for help, then calls the emergency phone number. A Critical Incident Response Team member responds personally and organizes the team, which then comes to you and provides a multi-phase model of assistance.

- Defusing is a 20- to 45-minute group meeting ideally conducted within the first eight to 12 hours of the conclusion of a critical incident.

Defusing reduces immediate stress and tension while accelerating the return to normal stress levels. This process also identifies those who need more assistance while preparing the group to accept future services of the team.

- Debriefing is a seven-phase, structured group meeting conducted 24 to 72 hours after a critical incident.

Debriefing decreases the severity of the stress reaction, speeds up normal recovery processes and identifies individuals who may need additional professional help.

Things to know

- Critical incident response services are provided by trained Lutheran Social Services staff who have volunteered to be a part of the ministry of caring for caregivers.
- All services are confidential.
- Debriefings are not considered psychotherapy, nor do they substitute for psychotherapy.
- The model used by the Critical Incident Response Team focuses on preventing serious long-term reactions to a critical incident.
- Education is the primary component in preventing long-term stress as a result of a critical event.

