

# Critical Incident Stress Management for State Employees



The Critical Incident Stress Management (CISM) Program, overseen by the Employee Service Program (ESP), provides confidential and voluntary support services to state employees impacted by traumatic situations.

A **critical incident** could include acts of violence, serious injury or death of employees, patients, or customers, or other abnormal incidents related to the workplace.

## What is the CISM Program?

- Group or individual services to assist employees involved in a traumatic event
- An opportunity for employees to process facts, thoughts, and reactions and to learn effective coping skills
- A method to reduce the long-term effects of incident stress and accelerate recovery
- CISM is **not** a form of psychotherapy
- CISM is **not** a critique or investigation of employees or worksite situations

## Goals of the CISM Program:

- Help reduce the harmful effects of long term stress
- Validate and normalize acute stress reactions
- Review appropriate coping strategies
- Help return employees and the worksite to normal function
- Provide referral and follow-up services as appropriate