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Working at Children's means we need to be strong enough to care enough. But sometimes, stressful events happen that you may want to talk this through with someone who knows what you have been through, and or has been through it with you. That is when a Critical Incident Stress Management Debriefing may be helpful to you and/or your team.

What is CISM?

CISM provides crisis response for any employee who has experienced a stressful event or situation and needs assistance managing stress. A stressful event includes a difficult patient or family situation, a challenging coworker situation or a difficult death situation with a patient.

Children's now uses its Employee Assistance Program (EAP) to serve as the CISM response team. The CISM team can respond to you or your department's needs on the same day of your request or at a time that is best for your team. CISM may be offered to individuals, or within teams, departments and clinical units.

What does the CISM process look like when a critical event happens in my area?

1. Stressful event occurs.
2. Individual or individuals determine(s) that they would like help with a stressful event.
3. Contact your manager or supervisor to let them know of the event
4. Your manager or supervisor contacts a CISM responder at EAP by calling: 770-951-8021 to directly request a CISM responder for your department. This number is good 24hrs. Someone will respond after hours if necessary. When leaving a message, indicate an urgent response necessary.

A CISM responder will answer your phone message. Be prepared to give the CISM responder:

- Your name
- Campus and department
- Location and contact phone number
- Brief details about the need for the CISM response

Resources:

- [Coping with Grief and Loss](#)
- [Coping with Trauma](#)
- [CISM Debriefing Fact Sheet for Managers](#)

Frequently Asked Questions

What is different now that CISM is being done by Employee Assistance Program (EAP)?

There is nothing different about CISM except that your calls can now go directly to an EAP responder to request a CISM. This eliminates the need for our own staff to be the responder. The response time is actually better than when CISM responders were Children's employees. It takes the burden off our own staff to not be responsible for meeting this need and we can have an outside party doing it for us.

Is there a charge to me or my department for CISM?

No. As part of our contract agreement that Children's has with EAP, we have unlimited CISM's and there is no charge to you as an individual or your department.

Who would I call if a peer or I need help with a stressful situation?

It is always best to first talk with your manager or supervisor if you or a peer has had a stressful event or situation where a CISM is needed. Your manager can help you assess the situation and make some recommendations on what to do next.

If I use CISM, will it reflect in a negative light on my annual review or with my supervisor?

On the contrary, this would be seen as strength to ask for help when you need it. It is not a review of your work, only a way for normal people to deal with and process abnormally stressful events. Each person defines what is abnormally stressful for him or her.


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