

Winter 2006

KCCRB NEWSLETTER

Kentucky Community Crisis Response Board
Pine Hill Plaza, 1121 Louisville Road, Suite 2
Frankfort, KY 40601

24-Hour Response Line: 888-522-7228

IN THIS ISSUE:

- **From the Director**
 - KCCRB Quarterly Report
 - Article: Tactical Evolution: New Tools to Maximize First Responder Resiliency
 - **Team Page**
 - Team Appreciation
 - Distribution of KCCRT ALL Hazards Field Manual
 - Regional Team Meetings
 - **Training Page**
 - Training Scheduled for next Fiscal Year
 - Regular Training Calendar
 - Preparedness Program: Psychosocial Effects of Disasters & Catastrophic Events
-

From the Director

Quarterly Report

The KCCRB credentials and maintains a statewide team of 250 trained professional volunteer responders and deploys rapid response teams to crisis and disaster sites. The Kentucky Community Crisis Response Team (KCCRT) provides multi-component crisis intervention services statewide, and is available 24 hours a day, seven days a week.

Critical incident responses include events impacting first responders, schools, businesses, organizations, and communities. **Since July 1, 2006, KCCRT provided services following 115 responses serving a total of 1,395 individuals across the Commonwealth, utilizing 314 KCCRT Members.**

KCCRB provides crisis intervention and psychological first aid training through a variety of courses. **Since July 1, 2006, KCCRB trained 155 individuals through 63 hours of training.**

Disaster Behavioral Health Preparedness Grant

Since July 1, 2006, KCCRB, in collaboration with the Department for Public Health, trained 19 individuals in PDT.

KCCRB increased the number of Regional Team Coordinators from 18 to 22, providing coverage in 12 of the 14 KyEM Areas.

Tactical Evolution: New Tools to Maximize First Responder Resiliency

by Renelle B. Grubbs, LCSW
Executive Director, Kentucky Community Crisis Response Board
24/7 Response Line: 1-888-522-7228

The field of emergency/disaster mental health has experienced dramatic evolution in both tactical implementation and strategic planning, due primarily from lessons learned from Oklahoma City bombing, the attacks of September 11, 2001, threats of bioterrorism, warfare in the Middle East and the sniper attacks in Washington, D.C. in 2002 and West Virginia in 2003.

In Kentucky, the KCCRT utilizes trained peer-driven teams of firefighters, EMS, law enforcement, etc. to respond, conduct initial assessment and provide early intervention following critical incidents involving first responders. All KCCRT responses have behavioral health oversight, consultation and support.

In emergency medicine, a successful intervention may be defined by having the emergency medical technicians simply "stabilize and transport" the medical patient, rather than achieving a "cure". Successful psychological first aid in the field of emergency behavioral health (psychological first aid) may be defined as having the trained crisis interventionist assess, stabilize and facilitate access to necessary supports and when necessary a higher level of care, rather than affecting a "cure". Thus, screening and triage are considered as successful outcomes in both physical medicine as well as emergency behavioral health.

Crisis intervention techniques developed out of disaster and military writings beginning in the early 1900s. Mitchell and Everly applied these established crisis intervention strategies to high-risk/high-exposure populations such as public safety and emergency responders in the 1980s. This support program for emergency personnel has been refined and expanded into the current multi-component Critical Incident Stress Management (CISM) system of care over the past 20 years (Everly & Mitchell, 1999; Flannery & Everly, 2000; Mitchell, 2003).

Critical Incident Stress Management (CISM) is a comprehensive, integrated, systematic and multi-tactic crisis intervention approach to manage critical incident stress following a traumatic event. Application of CISM is intended to be provided by a trained team. Oversight is to be provided by a trained mental health professional. Core elements include: pre-incident education; assessment; strategic planning; large group crisis intervention (demobilization, crisis management briefing); small group crisis intervention (defusing, CISD); one-on-one (individual) crisis intervention; family CISM; organizational/community intervention/consultation; pastoral crisis intervention; and follow-up and referral for continued care. These tools applied appropriately and within the scope of design by trained individuals, are effective in assisting individuals and groups (Bohl, 1991, 1995; Chemtob, Tomas, Law, & Cremniter, 1997; Flannery, 2001; Richards, 2001; Wee, Mills, & Koehler, 1999).

The tactical evolution of CISM requires training and strategic planning to utilize "new tools" to assess and facilitate resiliency in First Responders. This requires an understanding and appreciation of early, cognitively driven interventions intended to support information, education and peer support as primary mechanisms of action for the majority of first responders to "get back to work." A fairly new intervention with much promise is the Crisis Management Briefing.

The Crisis Management Briefing (CMB), one of the most recently developed CISM interventions, is a powerful and versatile tool that CISM practitioners need to know. Everly (2000) described the CMB as "...a group psychological crisis intervention designed to mitigate the levels of felt crisis and traumatic stress in the wake of terrorism, mass disasters, violence, and other large scale crises (p.53)."

The CMB, a large or small group intervention with primary goals of providing information, controlling rumors, reducing a sense of chaos, offering coping resources, and facilitating referrals (if needed) is an efficient early tool in addressing a critical incident. In addition, a CMB facilitates follow-up care, assesses further needs of the group, and can stimulate increased group cohesion and morale (Everly, 2000).

A CMB is a four-phase group intervention typically lasting 30-75 minutes. The original target audience was primary victim civilian populations following mass disasters, terrorism, violence, and large-scale crises.

CMB has been utilized successfully by KCCRB across Kentucky with first responder organizations following large scale events once service units have *stood down* and are not continuing operations in a particular incident. CMBs may be scheduled any time post-incident, and may be repeated multiple times.

As a cognitively driven intervention, CMB provides information that appears to restore some sense of control and focus following highly chaotic events in emotionally charged environments.

Assembly, the first phase, gathers those affected in order to reestablish a sense of community. Fact, the second phase, introduces a credible authority who provides factual information regarding the incident that generated the scheduling of the CMB.

In the third phase: Reactions; a recognized trained peer/professional in psychological first aid, presents common signs and reactions, and the psychological themes relevant to the incident. In the final Teaching phase: focus is directed towards "kick starting" personal coping and self-care strategies including tried and true personal, practical, healthy stress management techniques. Referral and options for seeking a higher level of care are also provided and follow-up is scheduled.

One-on-one individual crisis intervention and peer support is also made available following a CMB. This provides a method of triage for the assessment team and self-selection for participants to seek out support.

Published findings by Norwood in 2003, supports harmful influences and issues relating to the application of crisis intervention which includes: Inappropriate timing that may interfere with natural coping; not adequate assessment and follow-up; forceful peer pressure in groups; implying other than normal reactions; secondary trauma in groups and too much talking in groups and triggering past memories.

Thus, as a primary assessment tool utilized by the KCCRT, assessment teams will be deployed following requests for service either from the scene or within days of the event to insure the most appropriate care is given to Kentucky's most valuable asset-the first responder communities across the commonwealth.

Reference: Enhancing the Crisis Management Briefing; International Journal of Emergency Mental Health, Vol. 7, No. 2, 2005, pp. 133-140.

Team Page



Team Appreciation!

Thank you to all KCCRT Members who have responded or stood ready to respond to incidents over the past few months! We have had some difficult responses and KCCRT Members have done a superb job of meeting the needs of those impacted.

Distribution of *KCCRT ALL Hazards Field Manual*

From December 16, 2005 to April 30, 2006 regional team meetings were held for all fourteen regions in the state. The *KCCRT ALL Hazards Field Manual* was introduced through an overview and then distributed to team members at these meetings. Additional Manuals have been distributed at more recent meetings. The *KCCRT ALL Hazards Field Manual* was developed for use by KCCRT/Disaster Outreach Personnel for early phase response to a terrorist or mass-trauma event - helping individuals and communities heal by fostering resiliency.

If you did not attend one of these meetings, and do not have your copy of the manual, contact CJ Wright.

Upcoming Regional Team Meetings Soon To Be Announced

These quarterly meetings are important for team building and networking, education, and the distribution of any updated materials. Having the opportunity to meet and work together in simulating interventions will enhance the effectiveness of regional team responses. Just a reminder that time spent at team meetings counts toward ongoing education hours.

KCCRT Regional Team Coordinators

Region 1	Shawn Bixler & John Runyon	Region 2	Tim Davis & Pam Gabbard
Region 3	Robert Carter & Paula McCaghren	Region 4	Lynda & Robert Simpson
Region 5	Karl Lusk & Keith Taylor	Region 6	Pam Fleitz, Mike Freville & Ken Nichter
Region 7	Mike Downer & Charles Williams	Region 8	In Process
Region 9	Tom Adams, Rebecca Bauder & Robert Kerr	Region 10	In Process
Region 11	Debra Anderson & Barry McDonald	Region 12	Charles David Hawk
Region 13	Ryan Good	Region 14	KCCRB

Training Page

Two new courses are offered this year and have been getting good reviews: *Strategic Response to Crisis* and *Advanced Pastoral Crisis Intervention - PCI-II*. Both courses have prerequisites. See Course Descriptions for more information.

PLEASE NOTE deadline dates for all courses. The LATE FEE applies to anyone registering after the deadline date, including Team Members who are planning to audit a course. It is in the best interest of all involved that you register as early as possible.

Courses have been scheduled through December 2007!

Plan now to continue updating your knowledge and skills! See the last three pages for Course Schedule and Registration.

Preparedness Program

Psychosocial Effects of Disasters & Catastrophic Events

November 28 & 29, 2006

Louisville, KY

Middletown Fire Department Station 1
108 Urton Lane, Louisville 40223

The Preparedness program offers the – Psychosocial Effects of Disasters & Catastrophic Events- A Trained Community Crisis Responder Course (TCCR).

This two-day training on the "Psychosocial Effects of Disasters & Catastrophic Events" is offered at no cost and will include information on the following topics: types of trauma caused by disaster, phases of disaster, and risk factors that make disasters and terrorist events psychologically toxic for survivors and responders. Participants will learn the factors and situations that influence psychological response; assessment of community needs; effects of terrorism before, during and after impact; types of terrorist agents (CBRNE) and the psychological reactions likely with each. Participants will learn the types of crisis intervention and behavioral health services applicable in the aftermath of disaster and terrorism, and will practice numerous interventions. Recent innovations in service delivery as a result of mass terrorism and disaster will be presented. The Oklahoma City bombing, September 11, 2001 attacks, Pandemic Influenza, Hurricane Katrina, and SARS will be used as case studies, and students will participate in a variety of small group learning exercises and scenarios.

Who Should Attend? First Responders, Emergency Management, School Personnel, Nurses, Physicians, Behavioral Health Professionals, Public Health Dept. Representatives, Local Community Agency Representatives, Community Leaders.

Registration: To register for the **Psychosocial Effects of Disasters & Catastrophic Events** course please visit: <http://www.train.org/>

Contact Hours: 16.8 Nursing "Contact Hours" and KBN Approval Number: 7-0038-07-2007-068

Go to <http://kccrb.ky.gov/> to see the current listing of courses scheduled.

Kentucky Community Crisis Response Board (KCCRB)
2006- 2007 SCHEDULED COURSES

Middletown Fire Protection District – 2 (MFPD-2) is less than 1 mile South of Hurstborne on Shelbyville Road, Louisville, KY.

Course Times: Day 1- 8:00am - 4:30pm; Day 2 – 8:30am – 4:30pm

Nov. 13-14, 2006	Strategic Response to Crisis Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Oct. 23 Cost: \$150
Dec. 4-5, 2006	Pastoral Crisis Intervention I Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Nov. 20 Cost: \$150
March 15-16, 2007	Pastoral Crisis Intervention II Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Feb. 23 Cost: \$150
March 29-30 2007	Assisting Individuals in Crisis – Paducah Area Purchase Area Dev. Dist. 1002 Medical Drive , Mayfield, KY 42066 Deadline: Mar. 8 Cost: \$150
April 17-18, 2007	Assisting Individuals in Crisis Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Mar. 30 Cost: \$150
May 23-24, 2007	Group Crisis Intervention – Bowling Green FOP Lodge 150 Corvette Dr., Bowling Green, KY 42101 Deadline: May 2 Cost: \$150
June 21-22, 2007	Strategic Response to Crisis Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Jun. 1 Cost: \$150
July 2007	School-Centered Crisis Response – TBA Location TBA KY Deadline: TBA Cost: \$150
August 16-17, 2007	Pastoral Crisis Intervention I Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: July 27 Cost: \$150
Sept. 13-14, 2007	Assisting Individuals in Crisis Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Aug. 24 Cost: \$150
Oct. 11-12, 2007	Group Crisis Intervention Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Sept. 21 Cost: \$150
Nov. 8-9, 2007	Strategic Response to Crisis Middletown FPD-2 10217 Shelbyville Rd, Louisville, KY 40223 Deadline: Oct. 19 Cost: \$150

Current KCCRT Member Rate: \$50 per course.

Course Descriptions

Group Crisis Intervention: Group Crisis Intervention training program is designed to present the core elements of a comprehensive, systematic and multicomponent crisis intervention curriculum. The two day course prepares participants to understand a wide range of crisis intervention services, including pre and post incident crisis education, significant other support services, on-scene support services, crisis intervention for individuals, demobilizations after large scale traumatic incidents, small group defusings and group interventions. The Group Intervention Course specifically prepares participants to provide several of these interventions. The need for appropriate follow up services and referrals when necessary is also described. Considerable evidence gathered to date strongly supports the multicomponent crisis intervention strategy that is discussed in this course. The Group Intervention training is open to any person who wishes to know more about crisis intervention techniques. Emergency services and disaster workers, security, safety, military, industrial and school system personnel, EAPs, human resources personnel, psychologists, social workers, counselors and others can all benefit from the Group Intervention training. (\$150; 14 Contact Hours) Two-day course.

Individual Crisis Intervention and Peer Support: Crisis intervention is NOT psychotherapy. Rather it is a specialized acute emergency behavioral health intervention that requires specialized training. As physical first-aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called "emotional first-aid." Crisis interventions are typically done individually (one-on-one) or in groups. This program is designed to teach participants the fundamentals of, and a specific protocol for, individual intervention. The audience for this class includes emergency services, military, and business/industrial peer support personnel without formal training in behavioral health, as well as faith-based, behavioral health and school professionals who desire to increase their knowledge of individual (one-on-one) crisis intervention techniques. (\$150; 13 Contact Hours) Two-day course.

Pastoral Crisis Intervention: Pastoral Crisis Intervention (PCI) may be thought of as the combination of faith-based resources with traditional techniques of crisis intervention. PCI represents a powerful addition to traditional community and organizational psychological support resources. The purpose of this two-day workshop is to assist the participants in learning how pastoral interventions and traditional psychological crisis interventions may be effectively integrated. Upon completion of this course, participants will be able to: Demonstrate a familiarity with the psychological interventions as may be applied within a faith-based community; Define concepts of crisis and Critical Incident Stress Management; define Pastoral Crisis Intervention; define the SAFER-R-PCI model; and identify the most appropriate Pastoral Crisis Intervention to use in a given crisis event. Chaplains, pastoral counselors, mental health professionals, ministers, and anyone interested in the use of faith-based resources in crisis intervention should find this course of interest. This course is a prerequisite for Pastoral Crisis Intervention II. (\$150; 13 Contact Hours) Two-day course.

Pastoral Crisis Intervention II: The "Pastoral Crisis Intervention II" course builds on the foundations of "Pastoral Crisis Intervention I" course. More specific advanced concepts and field applications where pastoral crisis intervention is applied will be covered. Upon completion of this course, participants will be able to: describe the stages of spiritual development; understand Theodicy; discuss the principles of spiritual first-aid; and recognize and understand the impaired pastoral crisis interventionist.

Prerequisite: "Pastoral Crisis Intervention I" course. Confirmation of full attendance in "Pastoral Crisis Intervention I" is a prerequisite to attend this class. A copy of your certificate for "Pastoral Crisis Intervention I" must be submitted with registration. (\$150; 13 Contact Hours) Two-day course.

Responding to School Crises: Educators nationwide and worldwide struggle to establish and manage School Crisis Response Teams in response to the recent escalation in frequency and scope of campus emergencies. Community CISM teams have much to offer, but much to learn about the unique milieu of schools. Similarly, schools can benefit from CISM technology and strategies. This course attempts to develop a common language and approach that fits within the broad goals and specific needs of school crisis management. Working together in multi-disciplinary teams, we explore organizing principles, develop specific skills and culminate in a large incident planning simulation. The Group Crisis Intervention course is recommended as a prerequisite but not required, as an overview of techniques will be provided. (\$150; 14 Contact Hours) Two-day course.

Strategic Response to Crisis: Strategic planning and tactical decision-making are emphasized, as are rationales for choosing one set of crisis intervention processes over another. Participants will complete a series of exercises designed to sharpen their assessment and crisis planning skills. This course builds confidence that crisis interventionists will make the right choices of interventions for the populations they are assisting under specific circumstances.

At the conclusion of this course, participants will be able to: Define strategic planning as it applies to crisis intervention; Outline the elements of the National Incident Management System and relate those elements to crisis intervention; Describe a comprehensive, integrated, systematic and multi-component crisis intervention program; Participate actively in a planning process designed to assist the participants in assessing target populations and in determining the type, timing and resources necessary to assist large numbers of people involved in a crisis; and Choose from a list the most important crisis intervention tactics to apply in a simulated complicated or large scale crisis event. (\$150; 14 Contact Hours) Two-day course.

Prerequisite: This advanced course requires knowledge and experience in the theories and interventions acquired through: 1) Individual Crisis Intervention, Group Crisis Intervention, Psychological First Aid training and field experience in order to engage in planning and tactical decision-making.

KENTUCKY COMMUNITY CRISIS RESPONSE BOARD

1121 Louisville Rd. Ste 2, Frankfort, Kentucky 40601

(502) 607-5781 Fax (502) 607-5780

Website: <http://kccrb.ky.gov> Email: kccrb@ky.ngb.army.mil

COURSE REGISTRATION FORM

Enclosed is a check/money order for: \$ _____ for the below course(s) and a late fee of \$25 (if not postmarked by deadline date).

NOTE: Payment must accompany Registrations. Make checks payable to: Kentucky Community Crisis Response Board (KCCRB)

Kentucky Community Crisis Response Team (KCCRT) Member: Yes No

Participant Information

Name _____
Street Address _____
City, State, Zip _____
Home Phone _____
Work Phone _____
Email Address _____

Agency Information {If paying for course(s)}

Agency Name _____
Street Address _____
City, State, Zip _____
Agency Contact _____
Contact Phone _____
Contact Email _____

Course Times: Day 1- 8:00am - 4:30pm; Day 2 – 8:30am – 4:30pm

I am registering for the following course (s):

Date	Course
_____	_____
Date	Course
_____	_____
Date	Course
_____	_____

Discipline (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Behavioral Health | <input type="checkbox"/> Disaster |
| <input type="checkbox"/> Education | <input type="checkbox"/> Emergency Mgt. |
| <input type="checkbox"/> Faith-Based | <input type="checkbox"/> EMS/EMT/Para |
| <input type="checkbox"/> Fire Service | <input type="checkbox"/> Hospice |
| <input type="checkbox"/> Military | <input type="checkbox"/> Law Enforcement |
| <input type="checkbox"/> Massage Therapist | <input type="checkbox"/> Public Health/Medical |
| <input type="checkbox"/> Other _____ | |

I prefer to receive my class confirmation/receipt by:

Participant Email Participant Phone Participant Address Other _____

PRINT FORM: Make a copy for your records and return Registration Form with Payments to the above address.

REGISTRATION POLICY

Registration: Registering for a course requires the submission of a completed registration form and full payment for the course. If you are unable to attend a course after registering, your payment will become a credit for a future course. No refunds will be given. If an agency/ organization pays the registration costs, the credit may be used for any person from that organization.

Payment: Payment must be in the form of check or money order. No purchase orders will be accepted.

Late Fee: Completed course registration AND payment MUST be **postmarked** by the deadline date. Registrations postmarked after the deadline must include an additional \$25.00 late fee.

Attendance: Registrants must attend the full course in order to get a certificate of completion. Certificates for partial hours will not be issued.

Auditing: Only KCCRT Members who are current may audit a course, and only then if they have previously taken the same course. *Example:* KCCRT Member took Group Crisis Intervention in 1995. He/she may audit the course for full credit. KCCRT Members are encouraged to update skills due to changes in the models and protocol over the years.

Continuing Education Units (CEU): Certificates will be issued from the University of Maryland-Baltimore for all the above courses for the number of contact hours and continuing education units. Kentucky Community Crisis Response Board is approved by the following Kentucky Boards to award continuing education units: Effective Instructional Leadership Act (EIL), Kentucky Board of Licensure of Marriage & Family Therapists, Kentucky Board of Social Work, Kentucky Board of Certification for Professional Art Therapists, and Kentucky Board of Certification for Certified Professional Counselors.

Course Cancellation: In the event of course cancellation by the KCCRB, the KCCRB's liability is specifically limited to refunding the applicable course fees and excludes any incidental or consequential damages.

KCCRT Current Member Rate: \$50 per course