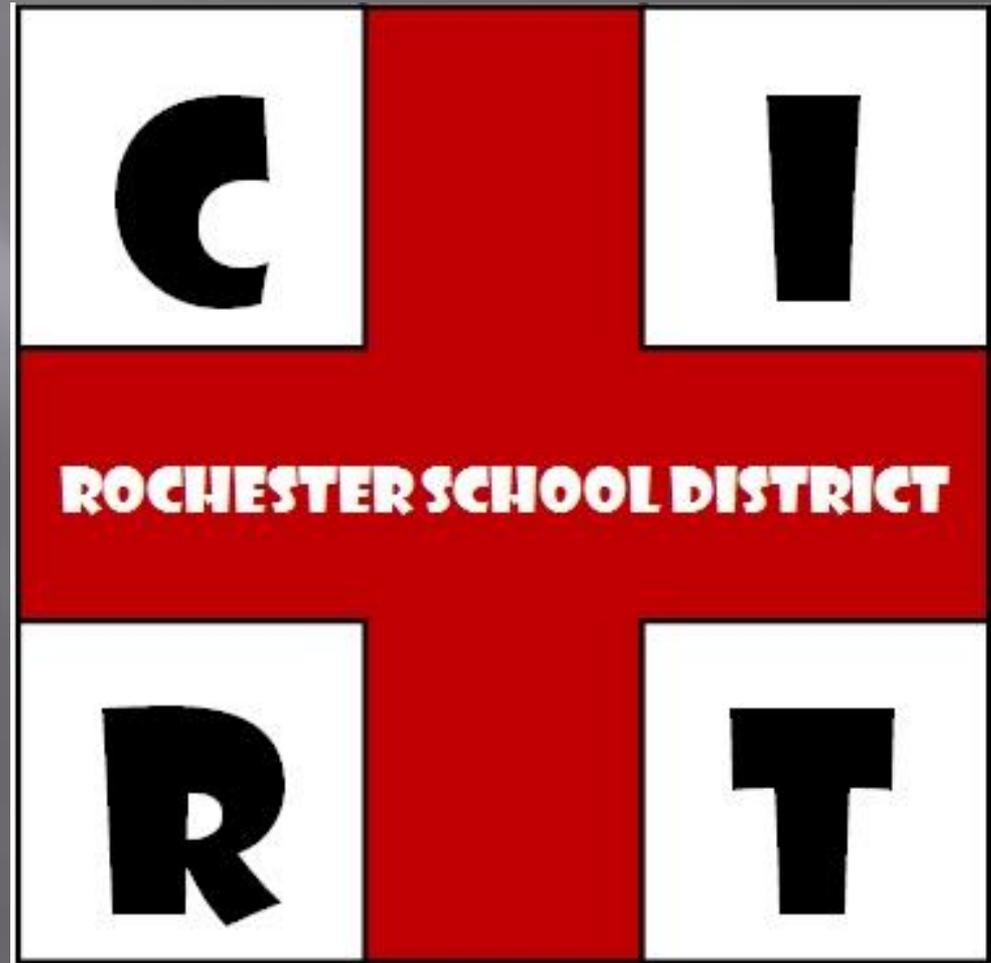


# Taking Care of Our Own:

Crisis Response and  
Preparedness in the  
Rochester Schools



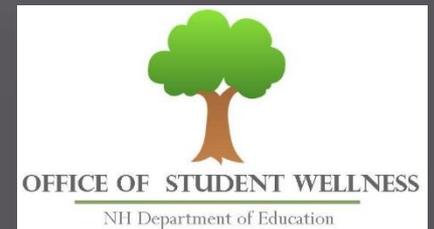
# Welcome!

Raymond Pillsbury, M.Ed.

School Counselor,  
Critical Incident Response Coordinator

Michele Halligan-Foley, M.Ed.

Safe Schools/Healthy Students Grant Director



# Goals

**Objective One:** Participants will be able to describe the benefits of having a school-based crisis response team.

**Objective Two:** Participants will be able to describe the key principles of Critical Incident Stress Management.

**Objective Three:** Participants will be able to describe how such a model school-based crisis response team can be implemented and sustained through collaboration and at minimal cost.

Self-Care is a  
priority and necessity  
- not a luxury -  
in the work that we do.

# What is a *Critical Incident?*

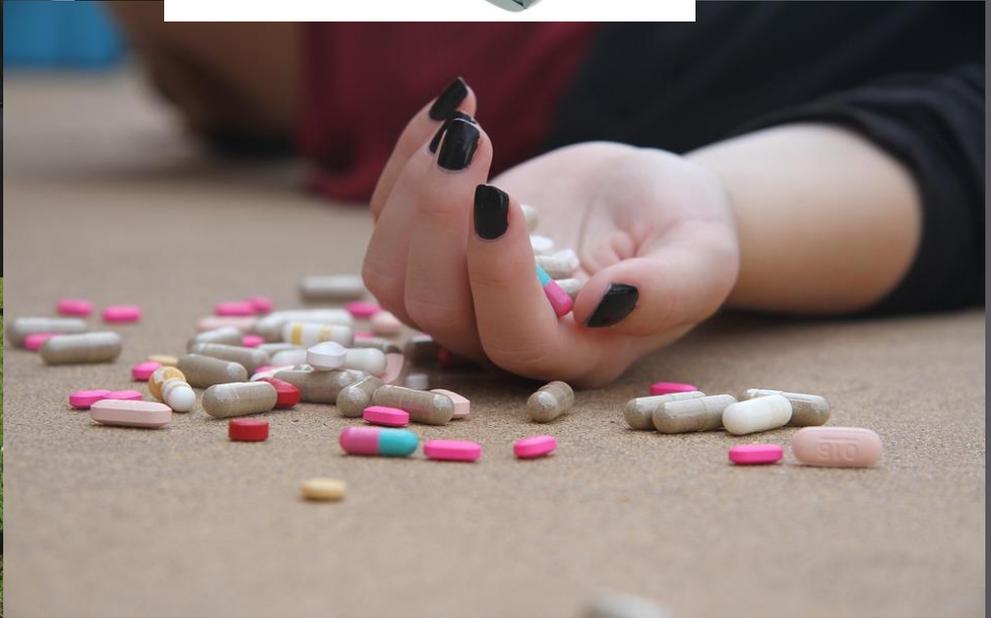
*Any abrupt, powerful,  
or traumatic event that:*

- > Causes significant emotional distress*
- > Overwhelms the usual effective coping mechanisms*
- > Can result in physical and emotional disorders if appropriate crisis interventions are not provided*

*(Mitchell, 2015)*



*(Images courtesy of www.pixabay.com)*



*(Images courtesy of [www.pixabay.com](http://www.pixabay.com))*

# What is *Critical Incident Stress*?

*“A state of heightened cognitive, physical, emotional, and behavioral arousal that accompanies the crisis.”*

*(Mitchell, 2015, p. 18)*

What is  
*Critical Incident Stress Management  
(CISM)?*

*“A specialized package of crisis intervention techniques that are linked to each other and blended together to alleviate the reactions to traumatic experiences.”*

*(Mitchell, 2015, p. 32)*

# CISM (Cont.):

Comprehensive: 1.) pre-crisis preparedness, 2.) acute crisis management, and 3.) post-crisis follow-up

Integrated: linked and blended together into a cohesive approach

Systematic: applied in a logical, step-by-step manner

Multi-component: encourages a strategic, multi-faceted and interlinked approach to crisis management

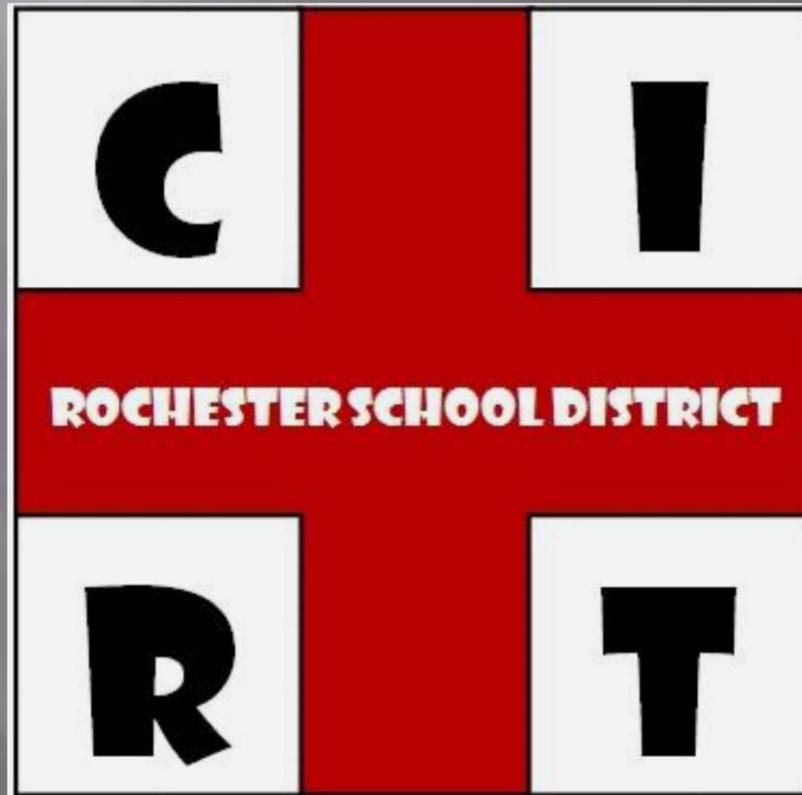
# Goals:

- Reduce emotional tension
- Stabilize impacted individuals
- Mobilize personal resources
- Mitigate the impact of the traumatic event
- Normalize reactions
- Facilitate normal recovery processes
- Restore individuals to adaptive functions
- Enhance group cohesion and performance
- Identify individuals who may need professional assistance and refer as necessary

# CISM is *NOT*:

- *Grief counseling*
- *Psychotherapy*
- *A long-term service*

The Rochester School District  
Critical Incident Response Team



# Mission Statement

The Critical Incident Response Team provides comprehensive crisis management interventions designed to mitigate the short and long-term psychological impact of traumatic events affecting members of the Rochester School District community.

# Available Services:

- Crisis consultation
- Risk and needs assessment
- Information dissemination
- Group and individual acute crisis stabilization
- Psychological First Aid
- Critical Incident Stress Management
- Trauma mitigation
- Mobilization of outside supports
- Aftercare resources and referrals
- Follow-up consultation and interventions



**Upcoming Meetings & Training:**

- May 3rd:**  
- Paper Tigers Showing: Concord at 6:30pm
- May 4th:**  
- YMCA Advisory Board  
- Management Team Meeting  
- High School Guidance
- May 5th:**  
- Community Management Team Meeting  
- Parent Forum Summary Meeting
- May 9th:**  
- Tier I 2016-2017 Planning: 8:30 – 3pm
- May 10th:**  
- Governor's Summit: Manchester
- May 11th:**  
- Safe Schools/Healthy Students COP  
- YMCA Transgender Policy Committee
- May 12th:**  
- SAMHSA Call
- May 13th:**  
- Middle School Guidance
- May 18th - 19th:**  
- Granite Conference: Washington, DC
- May 19th:**  
- Elementary School Guidance
- May 24th:**  
- Behavioral Health COP  
- MTS
- May 25th:**  
- Management Team Meeting  
- Kindergarten Information Night: Preble Hospital Conference Room @ 6:00pm  
- High School Guidance
- May 28th:**  
- YMCA Marketing Committee



# NH Communities for Children: Safe Schools/Healthy Students Grant

Rochester School District



May 2016

Volume 11, Issue IX

## CONGRATULATIONS TEAM ROCHESTER AND WAKEFIELD!



On March 17<sup>th</sup>, 18<sup>th</sup>, and April 6<sup>th</sup>, 30 participants took part in "Group Crisis Intervention" training through the International Critical Incident Stress Foundation. The team is now empowered to swiftly and effectively respond to critical incidents with an ample in-house team of highly-trained professionals at the ready. The team members already possess an intimate working knowledge of the nuances and needs of our school communities and operate under a clearly defined, custom-tailored crisis response protocol. The team's existence now fulfills one important mission of the state's Disaster Behavioral Health Response Program:

*"To build local capacity for crisis response in New Hampshire communities, which serves to more expeditiously and effectively meet the behavioral health needs of community members in the event of a tragedy."* Written by Raymond Pillsbury

A special thank you to:

- Raymond Pillsbury for setting up the training.
- Mark Lindberg and Jennifer Schirmer for providing free materials and training.
- Holy Rosary Credit Union for the use of their wonderful training facility.
- Rochester School District and Chartwell's for providing breakfast and lunch.

**Safe Schools/Healthy Students**  
Improving Schools...Building Communities...Changing Lives!

- 1: Promoting Early Childhood Social and Emotional Learning and Development.
- 2: Promoting Mental, Emotional and Behavior Health.
- 3: Connecting Families, Schools and Communities.
- 4: Preventing Behavioral Health Problems.
- 5: Creating Safe and Violence Free Schools.



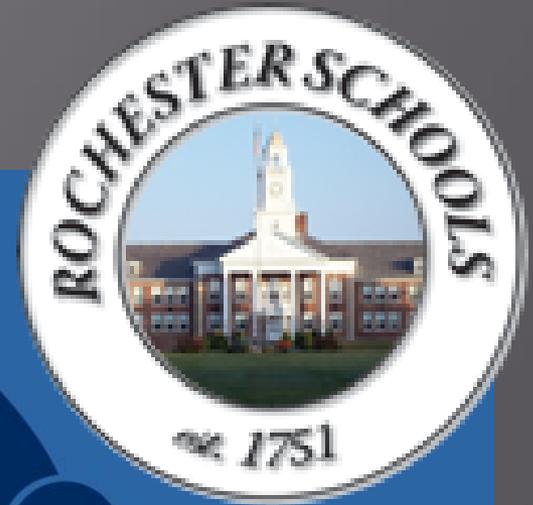
# Benefits of Having an In-District Crisis Response Team:

- Rapid response times
- Team members familiar with district population, nuances, and needs
- Team members recognizable to staff, students, parents
- In keeping with State of NH's goal to build local capacity for disaster behavioral health response

# Sustainability:



NEW HAMPSHIRE  
DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES



icisf



Safe Schools  
Healthy Students



OFFICE OF STUDENT WELLNESS  
NH Department of Education

International Critical Incident Stress Foundation

# The Critical Incident Response Team in Action





Why didn't this s  
something . May  
help and being r

school authorities knew they said t  
there wasnt

DHHS involved or  
lding are begging for

What a shame they sent her  
Then the poor girl was sent in  
overdose that her mom and f  
that were a  
instead the

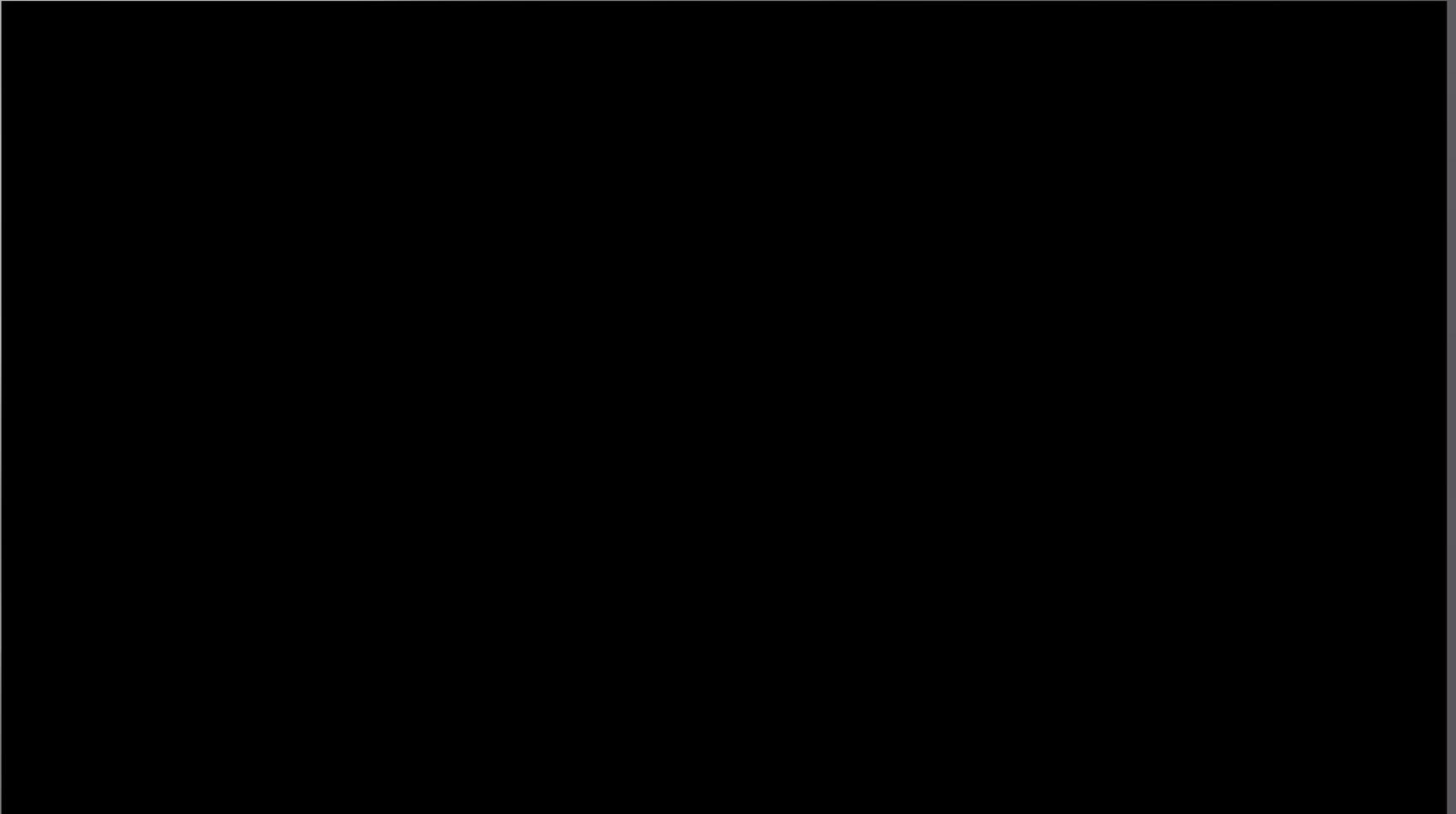
being all messed up on drugs.  
s passed away from drug  
th failed her all of the ones  
help with her addiction no



h they were going to help her but he

Spaulding say Eve  
Tarmey needed and wanted help,  
school failed her

# *Resilience* in Action:



FROM HOPELESS...

...TO HOPEFUL



*(Images courtesy of [www.pixabay.com](http://www.pixabay.com))*

Rochester School District  
Critical Incident Response

Protocol

STAGE 1:

PRE-INTERVENTION

STAGE 2:

INTERVENTION

STAGE 3:

POST-INTERVENTION

Self-Care is a  
priority and necessity  
- not a luxury -  
in the work that we do.

# References:

Mitchell, J.T.. (2015). *Critical Incident Stress Management (CISM): Group Crisis Intervention, 5<sup>th</sup> Edition*. Ellicott City, MD: International Critical incident Stress Foundation.

*“I am”*

is the single most powerful statement  
in the English Language.

When you say, *“I am”*

and attach it to a positive affirmation,

your subconscious will immediately

go to work

to achieve your statement.

Strong

Determined

Courageous

*“I am*

”

Capable

Resilient

Grateful

# Thank You!

Raymond Pillsbury, M.Ed.

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Michele Halligan-Foley, M.Ed.

[halligan-foley@rochesterschools.com](mailto:halligan-foley@rochesterschools.com)

