

# Critical Incident Stress Management (CISM)

## What to Do and How to Respond

### What is a Critical Incident?

Any incident or traumatic event that could cause someone to experience unusually strong emotional reactions and interfere with their day-to-day life.

### Examples of Critical Incidents:

- A suicide
- Injury or death of a coworker
- Prolonged events
- Multiple casualty incidents
- Natural disasters
- Traumatic events involving children
- An unexpected death of a patient
- An event where you or a colleague feels threatened

### What to Do After a Critical Incident Occurs:

1. Pause to collect your thoughts.
2. Gather factual information about the incident (when, where, who impacted?)
3. Contact the MHS Peer Support lead assigned to your campus (see below).
4. Focus on providing clear, concise information to the CISM peer supporter
5. Follow your peer supporter's instructions on how to respond immediately before they arrive.

### When to Call a CISM Peer Supporter:

As soon as you are safely able. CISM intervention is most effective within 24-48 hours of the incident. Peer supporters are MHS employees trained to help those impacted by an incident to stabilize their emotions, connect to supportive resources, and restore to work functions.

### Who to Call When a Critical Incident Occurs:

Call the Chaplain designated to your campus below and let them know you need a CISM response; they will guide you from there. For general questions/requests, please email [MHSCARES@mhd.com](mailto:MHSCARES@mhd.com).



**Dallas:** Chaplain (214) 947-2470  
**Celina:** Chaplain (945) 677-5060  
**Charlton:** Chaplain (214) 947-7670  
**Mansfield:** Chaplain (682) 242-7300  
**Richardson:** Chaplain (469) 204-2028  
**Midlothian:** Chaplain (469) 846-2031

**Southlake:** Chaplain (682) 335-1339  
**Campbell:** Chaplain (469) 204-2028  
**CBO:** Wellness Coach (214) 947-7541  
**MMG:** Wellness Coach (214) 947-7541  
**Golden Cross:** Chaplain (214) 947-2470