Chapter 12: Comprehend stress management techniques for PSTs

1. Define stress. (12.01)
   
   Stress is defined as a temporary disruption of psychological balance wherein usual coping mechanisms fail.

2. List five (5) stressors that are unique to the working environment of a PST. (12.02)

   They take on others problems – No one understands what he or she do for a living – No one has heard what he or she have heard – The shifts that he or she work – The overtime he or she work – The lack of sleep he or she gets – Lack of proper nutrition – Lack of exercise – Feeling of always needing to be perfect – Saying the right thing at the right time – Adrenaline Dump

3. List the five (5) types of normal and expectable stress reactions. (12.03)

   Cognitive – Emotional – Physical – Behavioral – Spiritual

4. List five (5) examples of stress reactions which are considered emotional. (12.03)

   Crying – Numbness - Mad/Sad/Scared - Elation at Survival – Agitation – Irritability - Feeling Overwhelmed - Anxiety/Depression - Flat Affect - Panic

5. List five (5) examples of stress reactions which are considered physical. (12.03)


6. What is CISM and what was it formerly known as? (12.04)

   Critical Incident Stress Management (CISM) – formerly only talked about as debriefings – CISM is a peer-driven tool to assist with dealing with stressful and critical incidents.
7. What are the goals of CISM? (12.04)

The goals of CISM are to (1) mitigate the impact of a traumatic event, (2) accelerate normal recovery processes, and (3) identify individuals who may need additional assistance.

8. What are examples of personal stress management? (12.05)

Don’t personalize – Eat/drink right – Frequent breaks – Humor – Talk to someone – Exercise – Avoid or limit alcohol, tobacco, nicotine – Use music, art, or other creative expressions

9. List five (5) components of CISM available to PSTs. (12.06)

Pre-incident education & preparation – Demobilization (large groups of public safety) – RITS-Rest Information Transition Services (large groups of affected individuals) – Defusing (small groups) – Critical Incident Stress Debriefing (CISD small groups) – One-on-one crisis intervention – Family CISM – Organizational/Community intervention & consultation – Pastoral crisis intervention – Follow-up and referral for continued care

10. What are CISM teams? (12.07)

Teams are generally made up of peers and clinicians, available 24 hours a day, 7 days a week and assist all emergency services.