

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of **Chapter 12**.

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)

Shaking – Lightheaded/Vertigo – Rapid Pulse – Elevated Blood Pressure – Hyperventilation – Sweats – Chills – Nausea - Sleep Difficulty – Stomachaches – Diarrhea - Muscle Tremors

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.

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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.