



Community Crisis Response (CCR)

Netcare's Community Crisis Response team provides immediate on-the-scene response to traumatic situations that occur within the community. Specially trained and experienced mental health clinicians work together with the Red Cross, police and fire departments as they deal with citizens in the community who are impacted by traumatic events. This team of professionals is also skilled in helping individuals who are mentally ill and/or experiencing acute grief. The team extensively trained in the area of trauma, post-traumatic stress reactions and victimization. CCR is typically accessed by the police or fire departments, local hospitals or the Red Cross.

Examples of situations the Community Crisis Response team has responded to include:

- Hostage Situations
- Homicides
- Death of a child in traumatic circumstances
- Bomb threat
- Natural disaster

Critical Incident Stress Management (CISM)

The Critical Incident Stress Management program responds to the needs of emergency personnel or individuals within an organization who are witnesses or victims of a traumatic event and need help dealing with the aftermath. Specially trained mental health and emergency personnel provide these services. Group and one-on-one interventions, debriefings and consultations are provided to these individuals that may be experiencing unusually strong, emotional reactions as a result of the critical incident situation. These discussions usually last 1-4 hours and are designed to accelerate the recovery and minimize the stress of the exposed individual so there is no interference with his/her ability to function, either at the scene, or later. The CISM program is usually accessed by emergency personnel or organizations/groups.

Examples of situations in which the Critical Incident Stress Management team has responded to include:

- Line of duty deaths and serious injuries
- Natural disasters
- Death/serious injury to employee as result of operations of the organization
- Suicide of a co-worker/friend
- Multi-casualty incident

Who Can Benefit?

CCR

- A person who is mentally ill and presents as a danger to him/herself and/or others
- If emergency personnel feel the situation may escalate and transportation of the individual to a mental health center is not practical
- A family or individual is experiencing severe crises due to the sudden death of a child or other loved one
- Victims or families of victims of violent events such as suicide, murder or serious assault, especially when they have no availability or adequate support system

CISM

CISM is available to emergency personnel and organizations that have experienced a tragedy. All that is necessary is that the incident, regardless of type, generates unusually strong feelings.

This service is provided to organizations such as public schools, law enforcement agencies and the fire service.

About Netcare Corporation

Netcare Corporation provides a wide variety of specialized services to the community including crisis intervention, stabilization, medication management and mental health or drug and alcohol assessments. These services are provided for children, adolescents, adults, and older adults who evidence a mental health and/or substance abuse disorder. Once Netcare provides these initial crisis intervention or assessment services, the client will be referred, by a Netcare employee, to other local agencies for follow-up and/or long-term, therapeutic treatment services. Netcare is staffed with skilled, experienced and compassionate physicians, nurses, psychologists, social workers, counselors, mental health technicians and other professionals. Netcare's specialized services are available to anyone, regardless of the ability to pay. Therefore, no one in need will be turned away. Netcare Access is known as the "front door" to Franklin County's Alcohol, Drug and Mental Health (ADAMH) system.

To access any of Netcare's services, call 276-CARE (2273). If you have further questions regarding CCR or CISM programs, call Kay Werk, LISW, Program Director, at 278-0208



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Netcare Corporation's Community Crisis Response and Critical Incident Stress Management

Kay Werk, LISW, Program Director

