**INTERNATIONAL CRITICAL INCIDENT STRESS FOUNDATION, INC. (ICISF)**

**Individual Crisis Intervention**

**Course Goals & Objectives**

* Explain the four fundamentals of crisis intervention tools necessary during a critical incident by a caregiver.
* Learn and demonstrate the technique of active listening – attending, positioning, questioning, and informing.
* Demonstrate the importance of good listening skills. Demonstrate technique of active listening Open vs. Closed-Ended questions.
* Describe common psychiatric symptoms after trauma.
* Demonstrate cognitive reframing techniques and peer support role.
* Describe the key markers for basic grief, major loss, and suicide.
* Learn common element of CISD and group dynamics theory.

**Group Crisis Intervention**

**Course Goals & Objectives**

* Explain the nature of stress as it relates to critical incidents for clients and caregivers.
* Learn common psychological and behavioral reactions to stress at the time of a critical incident.
* Learn the key terms and concepts used by the International Critical Incident Stress Foundation (ICISF).
* Describe the basic interventions for Critical Incident Stress Management.
* Know the key points of strategic planning for a response.
* List the key elements of demobilization, crisis management debriefing, defusing and debriefing.
* Describe the organizational structure of a team and the rationale for the structure.

***AGENDA***

Friday, November 8, 2013 &

Saturday, November 9, 2013 &

8:00 AM – 5:00 PM

1 hour lunch

Sunday, November 10, 2013

8:00 AM – 4:30 PM

1 hour lunch

### *CORE TRAINING*

This training is the core education needed to be a member of the Polk County Mental Health Response Team.

***LOCATION***

This workshop will be held at:

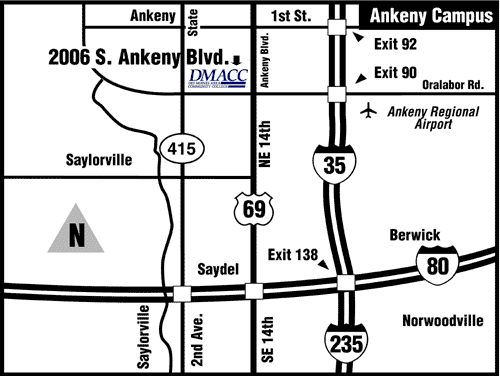
Iowa DCI Crime Laboratory

2240 S. Ankeny Blvd

Ankeny, IA

***DIRECTIONS***

Enter the DMACC Ankeny Campus from Oralabor Road. The DCI Lab is located in the Iowa Laboratory Building – West side of the Road.



***QUESTIONS***

Contact:

Polk County Mental

Health Response Team,

Volunteer Clinical Coordinator

Margie Conrad, BS

Phone: 515-480-6880

Cell: 515-954-0409

***INSTRUCTOR***

***MARGIE CONRAD, B.S.***

#### Margie Conrad serves as a consultant and mental health coordinator for Polk County Mental Health Response Team sponsored by Polk County Health Services. The team mission is to help the community and individuals recognize & cope with the emotional aftershocks of disasters & critical incidents. She has serves as International Critical Incident Stress Foundation (ICISF), Inc., Instructor and Regional Liaison for Iowa, Illinois, & Indiana.

Having been raised in an emergency services family, Margie has real life experience in the field of trauma. She has 25 years in a variety of settings providing peer counseling and crisis intervention. As a staff member of the American Red Cross Margie spent 21 years with a focus on Crisis Intervention/Disaster Mental Health, Program Development, and Volunteer Coordination. She also participated in the Enduring Family Program providing services for Military and their Families. Margie has worked as a member of the MERCY DMAT Medical Team, and is a member of the Iowa DBHRT and also is a member of the IA-DMOT Team.

#### *TARGET AUDIENCE*

Caring, supportive community members, peer counselors, advocates, para-professionals, Social workers & other mental health professionals, including marriage & family therapists, mental health counselors, psychologists & psychiatrists, nurses, emergency responders, police &fire personnel. ***Registration Form***

To register, complete this form and return to: Polk County Health Services by November 1, 2013. **Seating is limited to 30 participants.**

**SPECIAL ACCOMODATIONS:** For those requiring special accommodations to permit participation, please provide a written request along with your completed registration form and payment by November 1, 2013.

Location is handicap assessable.

Name

Address

City, State, Zip

Home Phone

Work Phone

E-mail

**Registration Fee PER PERSON**

**$130** *(Fee includes materials)*

Credit Card Type\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Exp. Date: \_\_\_\_/\_\_\_\_

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Card Holder Signature

**Make Checks Payable To:**

**Polk County Health Services**

Check #:\_\_\_\_\_\_\_\_\_\_

**Send To:**

**Margie Conrad**

**1800 Grand Avenue, Apt. 390**

**West Des Moines, IA 50265**

**Sponsored By**

***POLK COUNTY  
HEALTH SERVICES, INC.***

***LOCAL AREA HOTELS***

**Best Western,**

**133 SE Delaware Avenue**

**515-964-1717**

**Country Inn & Suites,**

**2510 SE Tones Drive**

**515-965-2646**

**Holiday Inn Express**

**2402 SE Tones Drive**

**515-965-2400**

**International Critical Incident Stress Foundation, Inc. (ICISF)**

***Individual Crisis Intervention***

***&***

***Group Crisis***

***Intervention***

#### November 8,9,10,2013



**Instructor**

**Margie Conrad, B.S.**

**Iowa DCI Crime Laboratory**

**2240 S. Ankeny Blvd**

**Ankeny, IA**

**27.00 CEU hours available**