

# **Critical Incident Response and Stress Management for Human Service Professionals.**

## **Program Description**

In recent years, human service professionals have found themselves providing services during and related to critical incidents. This workshop focuses on practice skills that enhance the professional's response to the crisis and on strategies that the professional might implore to manage his or her personal stress during the incident. Participants will be given an overview of the incident command structure that is utilized by emergency responders during a crisis situation. The nature and provision of services through an incident command structure will be a focus of this course.

## **Learning Objectives**

Upon completion of this workshop, participants will:

1. Identify the various types of service that might be provided by human service professionals during a critical incident response;
2. Review the incident command structure utilized by emergency responders during critical incident response;
3. Differentiate between human service interventions directed toward emergency responders at a critical incident and those interventions directed to others at the incident scene;
4. Explain the concept of occupational stress as it relates to the police, fire and emergency medical services;
5. List physical and psychological impacts that stress may have upon the individual;
6. Identify negative outcomes that stress might have upon the human service professional.
7. In a group discussion, when given a hypothetical profile, identify specific risk factors and stressors through a case evaluation;
8. Identify seven stress management techniques that can be employed to mitigate occupational stress;
9. Articulate the benefits of a comprehensive stress management program.

## **Target Audience**

Social workers and human service professionals.

## **Contact Hours**

3.0 hours

## **Program Agenda**

Available upon request

## **Faculty**

**Matthew Sullivan, JD, MSW**, served the Town of Chapel Hill in a number of roles over a 32-year career. His last appointment was as Fire Chief, where he was responsible for Town and Departmental leadership and oversight. As a member of the Town's executive

staff he participated in the development and implementation of the Town's strategic vision. Other positions that Matt held during his career include Emergency Management Coordinator, Interim Director of Planning and Sustainability, Staff Legal Advisor, Interim Police Attorney, Police Crisis Counselor, Narcotics Investigator, Departmental Hostage Negotiator., Community Police Officer, Crime Prevention Officer and DARE Officer.

Matt received his undergraduate degree in Political Science from UNC-Chapel Hill in 1989 and a Master of Social Work Degree from UNC-Chapel Hill in 1997. He received a Degree in Law from North Carolina Central University in 2006 and is a member of the North Carolina State and Judicial District 15-B Bars.

From 1995 to 1999, Matt was appointed Coordinator of Substance Abuse Programs at The University of North Carolina at Chapel Hill. In this capacity, he had the responsibility of administering the day to day operations of the campus alcohol and other drug treatment and prevention efforts. Much emphasis was also placed on environmental interventions directed to altering campus social norms surrounding dangerous student drinking and life skill development in student athletes.

Matt is an adjunct faculty member to the University of North Carolina School of Social Work. He is a certified North Carolina Criminal Justice Instructor and is certified in Critical Incident Stress Management. He previously served as Chair of the Judicial District 15-B Criminal Justice Community Partnership Adult Services Advisory Committee and on the UNC-CH General Alumni Association Board of Directors. He currently serves on the Board of Directors for the NC Governor's Institute (on Substance Abuse) and for the South Orange Rescue Squad. Matt is a recipient of the Order of the Long Leaf Pine, the 2019 Chapel Hill Chamber Town and Gown Award, The Chapel Hill Police Department's Herman Stone Award for Community Service and a Distinguished Alumnus Award from the UNC-School of Social Work. In 1994 he was named Chapel Hill Police Officer of the Year.