



POST-CRISIS INTERVENTION PROCEDURES

- Assess the situation to determine the need for post-crisis interventions for staff, students and families. Make available the crisis talk and text "Lifeline" at: **9-8-8**.
- Provide post-crisis briefings for staff, students and families as appropriate. See sample agencies below:
 - NAMI New Orleans: 504-896-2675
 - Metropolitan Human Services District: 504-826-2675
- Re-establish College and classroom routine as quickly as possible. Utilize a temporary, virtual class setting if necessary.
- Consider interventions:
 - Defusing – Provide defusing sessions for students and staff as quickly as possible after the emergency.

Defusings are brief conversations with individuals or small groups held soon after an incident to help people better understand and cope with the effects of the incident. **Defusing should be conducted by trained individuals.** See *sample agencies above*.
 - Debriefing – Conduct critical-incident stress debriefing (CISD) three to four days after the emergency. *See sample agencies above.*

CISD is a formal group discussion designed to help people understand their reactions to the stress of an event and to give referral information. It must be modified for student's developmental level. **CISD should only be conducted by trained professionals.**
 - Counseling – Provide grief counseling. See DePaul Community Health and other referral resources at: <https://www.dcc.edu/student-life/personal-assistance.aspx>. Faculty and staff may contact the Employee Assistance Program found at the above site or call **800-252-4555**.
- Provide on-going support as necessary for staff, students and families.
 - Monitor and support staff.
 - Provide ongoing opportunities for students to talk about their fears and concerns. They may have more questions as time passes.
 - Identify and monitor students in need.
 - Provide individual crisis or grief counseling, if necessary.
 - Conduct outreach to homes.
 - Provide follow-up referral for assessment and treatment if necessary.

The College should identify a 24-hour contact person or agency responsible for post-crisis assessment and interventions.

In the event of a tragic, highly publicized event, mental health professionals from federal, state and non-government agencies may respond to offer post-crisis aid. Effective coordination is critical. Consult with the Louisiana Community and Technical College System Office for support, advice and assistance in coordinating the activities of outside entities.