



Critical Incident Stress Management Program (CISM): The formal definition of CISM is as follows: Critical Incident Stress Management (CISM) is a system of support designed to help individuals and groups cope with the psychological impact of traumatic events. It's a form of [psychological first aid](#) that encompasses pre-incident education, acute crisis response, and post-crisis follow-up. The goal is to reduce the severity of symptoms associated with [post-traumatic stress disorder](#) (PTSD), and other debilitating mental health conditions, that may develop after a crisis.

CISM is somewhat misunderstood as it is commonly equated with Critical Incident Stress Debriefing (CISD) groups. However, CISD groups are ONE PART of a CISM program. As described above, CISM is a “system” or program rather than one discrete event-such as group debriefing.

The BuildWell Health model is lead by our founder, Richard Jones and several other clinicians/coaches who are certified and trained in the CISM model. Mr. Jones received his CISM certification from the University of Pittsburgh Medical Center (UPMC). Mr. Jones was part of the CISM ramp up that followed the devastation of September 11, 2001 terrorist attacks. Mr Jones and his team have been active providers of CISM services for nearly 25 years.

The BuildWell Health CISM model includes:

- Onsite debriefing group(s) within 48-72 hours post event. This includes multiple groups touching multiple levels of the company.
- Access to online educational content / course specifically designed to educate individuals on the trauma process and ways to mitigate the impact of trauma. Access is unlimited for 6 months post incident.
- Ongoing consultation/support with leadership-provided by senior therapists and leadership at BuildWell
- Ongoing peer support for 6 months. Typically, the “fallout” from a critical incident lingers and “gets worse” for some people as time goes by. Peer support can be essential in these situations.
- Baseline cost for the “CISM” only 6 month support program is \$2,500. However, cost can vary based on number of employees and length of program. For example, some organizations prefer 12 months of support. Can be purchased as stand alone component of the BuildWell portfolio.
 - Note: Recommendation is for organization to enroll in the larger BuildWell Health program which includes the CISM support. More cost effective.