



## CMHOC - Our Vision

Community Mental Health of Ottawa County strives to enhance quality-of-life for all residents.

## CMHOC - Our Mission

Community Mental Health of Ottawa County partners with people with mental illness and developmental disabilities and the broader community to improve lives and be a premier mental health agency in Michigan.

## CMHOC - Our Most Important Values

We recognize the importance of SERVICE in the accomplishment of our mission and hold it as a basic value to treat each consumer as a customer; to do all we can, within the bounds of state and federal laws, regulations, policies and budget, to meet requests for service.

We recognize the importance of CONSUMERS in the accomplishment of our mission and hold it as a basic value to interact with each consumer impartially, fairly and consistently; and to listen and respond to the recommendations and concerns of each.



The activities and programs of this agency are brought to you by the members of the Ottawa County Board of Commissioners. The Michigan Department of Community Health provides financial support to this agency.



Community Mental Health of Ottawa County has been accredited by CARF for twelve of its programs.

# Critical Incident *Response Team*

COMMUNITY MENTAL HEALTH OF OTTAWA

## What exactly is a “critical incident”?

A critical incident is any event or occurrence outside the usual realm of human experience that causes stress or trauma to those persons experiencing or witnessing the incident or event.

Some examples of critical incidents include:

- Vehicle accidents
- Accidental deaths
- Crime victimization
- Fires
- Workplace violence
- Natural disasters
- Suicides
- Homicides

## Who are the “Critical Incident Response Team” members?

The team members are staff of Community Mental Health of Ottawa County and volunteers from the community who are trained to provide services to people who have experienced or witnessed a traumatic event.

## What does the Critical Incident Response Team do?

The team is available on short notice to provide the following types of services:

- Consultations
- Disaster Intervention Services
- Debriefings
- Information on topics such as Post-traumatic Stress Disorder, Stress and Stress Management, Critical Incident Stress, Trauma, Grief, Bereavement, and Suicide
- Resources and Referrals

## Common Reactions to a traumatic incident:

- Replaying event over and over in mind
- Impaired concentration
- Sleep disturbance
- Change in appetite
- Feeling overwhelmed
- Difficulty returning to normal activities
- Impaired memory
- Increased intensity of feelings
- Short attention span
- Crying
- Headaches
- Fatigue or loss of energy
- Unusual behavior
- Low frustration tolerance
- Distressing dreams
- Shakiness, tremors
- Increased use of sick time
- Anger
- Guilt
- Sense of vulnerability

Such symptoms can affect anyone exposed to a traumatic incident. Critical incident interventions are designed to help alleviate the intensity of symptoms and to assist recovery back to normal feeling and functioning.

## What is debriefing?

A Debriefing is:

- A confidential structured group that allows participants to discuss their reactions
- NOT psychotherapy
- Helpful in defusing the emotional impact some people may experience after a traumatic event
- Helpful in understanding the effects of trauma and crisis and how to cope and heal
- Held within one to ten days after an incident

## How do I request assistance from the Critical Incident Response Team?

Call Community Mental Health of Ottawa County’s Access Center for this service, Monday through Friday from 8:00 a.m. to 5:00 p.m. The service is offered free of charge.

Access Center	(616) 393-5681
TTY	(616) 494-5508
Toll free	1-877-588-4357

If calling after hours, please leave a detailed message and your call will be returned as soon as possible.

**Helpline** mental health crisis assistance is available 24 hours a day, 7 days per week:

Holland area	396-HELP (4357)
Grand Haven area	842-HELP (4357)
Toll free	1-866-588-4357