Critical Incident Stress Response (CISR) is defined as a work site intervention provided to a group of employees for the purpose of relieving the stress and trauma induced by a crisis impacting the work group.

The trauma may result from a serious accident on the job, death of a co-worker, workplace violence or another unsettling event that is disruptive to the work environment. The purpose of these sessions is to help the employees begin the grieving process in a productive manner and learn coping skills so that performance impairment may be kept to a minimum.

When a traumatic event occurs in the workplace, you can expect a prompt and helpful response from AWP counseling staff to address the concerns of employees and to provide a safe place for the expression of strong feelings. Many employees may choose to take advantage of individual counseling after a debriefing. For those who do not, a debriefing may provide the only occasion for recognition and normalization of thoughts and feelings so the trauma may begin to be processed & reduce long-term, negative effects of the trauma, allowing healing to occur. Individual counseling is always available at a counselor’s office through AWP, but special consideration is given to anyone suffering from a critical incident.

Appointments are available the same day:

On-site, individual counseling is available on a fee for service basis.

AWP provides CISD (Critical Incident Stress Debriefings) sessions on an unlimited and as-needed basis at no extra charge as requested by Customer.

Events covered under CISR are defined by the customer, not AWP.

When a critical incident occurs, or when there is an issue affecting the workplace, AWP will assist our Customer to determine the appropriate response and best course of action. All CISD services will be provided by certified and experienced doctoral level and/or master’s level clinician. CISD sessions are generally scheduled 24-72 hours after the critical incident and will not exceed four hours. All requests for debriefings are referred to the Director of Client Services and your account manager will also be informed that a debriefing request has been made. A written status report will be provided upon request. For work groups that are particularly impacted and are experiencing residual stress, follow-up debriefings are recommended approximately one week following the initial debriefing, and may be requested by the employer. CISR services are available 24/7/365.

CISRs may include but are not limited to:
- employee death
- stress relating to layoffs
- natural disasters
- community emergencies
and any other issues which affect the work group.

512-328-1144
1-800-343-3822
AM@alliancwp.com
www.awpnow.com