



ONLINE AGENCY RESPONSE TO CRITICAL INCIDENTS: "A CHANGE IN CULTURE"



COURSE OVERVIEW AND INSTRUCTIONAL GOALS

COURSE LENGTH: **4 Hours (1/2 Day)**
4 Hours Online

COURSE OVERVIEW

This entire course is conducted online via Zoom. This 4-hour course is designed to educate police personnel on the critical and necessary steps needed to appropriately respond to a critical incident to support officer mental health and well-being. Unique perspectives from the instructors are provided as a teaching tool, to demonstrate the critical importance of an appropriate response by leaders in the law enforcement organization to promote mental health for all affected by traumatic experiences. Topics covered in this course include, but are not limited to: PTS/PTSD, cognitive processing vs cognitive breaks, human response to trauma, leadership response, critical incident policies, suicide prevention strategies, and more.

NOTE: This version of Agency Response to Critical Incidents: "A Change in Culture" is conducted entirely online through a live instructor-led process. Students will need a computer or tablet with webcam and microphone capabilities in order to participate in this course.

INSTRUCTIONAL GOALS

Upon completion of this course the attendee will be familiar with:

1. Critical incidents
2. The definition of post-traumatic stress
3. The definition of cognitive processing and cognitive breaks
4. Human response to trauma
5. Appropriate debriefing protocol
6. Appropriate leadership response to critical incidents
7. The importance of critical incident policies
8. Suicide prevention strategies for first responders



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DAY TO DAY / HOUR TO HOUR AGENDA

TIMES FOR ONLINE COURSES ARE EASTERN STANDARD TIME

DAY ONE

Hours:

Instruction:

| | |
|-----------|---|
| 1000-1030 | Course Administration, Course Overview |
| 1030-1100 | Critical Incident Overview |
| 1100-1130 | PTS, Cognitive Processing & Cognitive Breaks |
| 1130-1200 | Human Response to Trauma |
| 1200-1230 | Debriefing Protocol & Leadership Response to Critical Incidents |
| 1230-1300 | Critical Incident Policies |
| 1300-1330 | Suicide Prevention Strategies |
| 1330-1400 | Identifying a Plan for Lasting Change |



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COURSE OUTLINE

- I. Preface
 - A. Course Overview
 - B. Instructional Goals
 - C. Agenda
 - D. Outline
 - E. Co-Host Logistics
- II. Critical Incident Response
 - A. Scene Secure, Now What?
 - B. Typical Response – Failing
 - C. The Scene
 - D. Leadership Responsibilities
 - E. Secondary Trauma – What Is It?
- III. Critical Incidents Identified
 - A. Outside Normal Human Experience
 - B. Officer Involved Shooting
 - C. Incidents Involving Children
 - D. Serious Bodily Harm or Death
 - E. Witness/Investigation
 - F. Relatable Circumstances?
 - G. Organization Specific
 - H. The Grey Area
- IV. Human Response to Trauma
 - A. Immediate Processing
 - B. The Cognitive Break
 - C. One Size Doesn't Fit All
 - D. 72 hours – 1 Week
 - E. Necessity of Education
 - F. Top Down/Bottom Up



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- V. Post Traumatic Stress
 - A. All Will Experience
 - B. PTS vs PTSD
 - C. PTS 30-Day Marker
 - D. Risks of Leaving Untreated
 - E. Normal Response to Abnormal Incident

- VI. Post Traumatic Stress Disorder
 - A. Sleep Disturbance
 - B. Re-Experiencing The Event
 - C. Hyper-Vigilance
 - D. Associated Depression

- VII. Cognitive Processing & Breaks
 - A. Desired Processing
 - B. Reducing/Storing
 - C. Processing Disrupted – Unknown Why
 - D. Individual Differences
 - E. EMDR – Eye Movement Desensitization & Reprocessing
 - F. CBT – Cognitive Behavioral Therapy

- VIII. Debriefing Protocol
 - A. Diffusion Before Going Home
 - B. Critical Incident Stress Debriefing – 72 Hours
 - C. No Debrief – The Consequences
 - D. No Misses – Include Everyone

- IX. Leadership Response
 - A. Status Quo – Not Working
 - B. Scene – The Rawness
 - C. What We Say Matters
 - D. Identifying Responsibilities
 - E. Secondary Trauma – Consequences of Failure

- X. Critical Incident Policies
 - A. Supervision Guidance
 - B. Procedure – Smash the Stigma
 - C. Policy – Mandated Support
 - D. Retention/Recruitment
 - E. Bi-Annual Mandatory
 - F. Incident – Initial, 30, 60, & 90 Day



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- XI. Suicide – The Epidemic
 - A. Number 1 Threat
 - B. 2023 Statistics
 - C. Suicidal Ideations
 - D. The Familiarity
 - E. Agency Plan
 - F. Ideations – Working?
 - G. Stop the Demonization

- XII. A Time for Change
 - A. Leadership
 - B. Agency – Wellness Check
 - C. Promote Early and Often
 - D. Critical Incident Policy
 - E. Family Care
 - F. Negative Culture – No More
 - G. Different Tolerances
 - H. Culturally Competent Therapist



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STUDENT EQUIPMENT LIST

INDIVIDUAL

- This course is conducted entirely online
- Computer or tablet and internet connection are mandatory
- Zoom will be used to deliver the online training – students do not need a Zoom account, but they do need to download Zoom software
- **Computer or tablet device must have webcam and microphone to participate in class discussions (internal or external)**
- Student notebooks will be made available via the NTOA's Learning Management System



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NTOA PROVIDED INSTRUCTOR MATERIALS

INSTRUCTOR PACKET (sent electronically)

- Course roster
- Instructor agreements

COURSE PRESENTATION MATERIALS

- PowerPoint presentations available on Basecamp for download



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STUDENT NOTEBOOK CONTENTS

| TAB | DESCRIPTION |
|------------|---|
| Preface | Overview, Instructional Goals, Agenda, Outline, Student and Co-host Logistic Requirements |
| 1. | Agency Response to Critical Incidents: "A Change In Culture" |