



COURSE OUTLINE

NSW221

Prepared: Lisa Piotrowski Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	NSW221: CRISIS INTERVENTION
Program Number: Name	1214: SSW NATIVE SPECIALIZ
Department:	SOCIAL SERV. WKR. - NATIVE
Semester/Term:	18W
Course Description:	Crisis Intervention is a time limited helping skill focused on the immediate problem and is essential to the SSW field. Informed and confident contact is the most effective way to serve clients in crises. Sensitivity to cultural differences and knowledge of natural support networks are key elements to effectiveness. In this course, students will be introduced to the theory and application of crisis intervention as a problem-solving approach to crisis resolution. The crisis intervention model will be applied within the framework of various crises.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	NSW203, NSW214
Substitutes:	NSA204, OEL1066
Essential Employability Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#4. Apply a systematic approach to solve problems.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#11. Take responsibility for ones own actions, decisions, and consequences.</p>
Course Evaluation:	Passing Grade: 50%, D



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Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Crisis Intervention Skills	10%
Quizzes	30%
Take Home Test #1	15%
Take Home Test #2	25%
Trauma Informed Practice Paper	20%

Course Outcomes and Learning Objectives:

Course Outcome 1.

Utilize the terminology applied in the crisis intervention field

Learning Objectives 1.

Blend professional terminology with personal understanding
Communicate concepts related to crisis on a professional and lay basis

Course Outcome 2.

Adopt a theoretical knowledge base for crisis intervention

Learning Objectives 2.

Identify goals of crisis work
Integrate social work theories into crisis work
Understand how family, culture and socialization affect individual crisis
Discern the role of various components of individual social functioning when working with people in crisis
Make the clear connection between conflict, coping mechanisms and crisis
Incorporate Indigenous holistic concept of healthy balance into crisis work

Course Outcome 3.

Differentiate between universal counselling skills and the specialization of crisis intervention



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techniques

Learning Objectives 3.

Understand the concept of crisis
Identify a person in crisis and causes of crises
Differentiate between stress, emergency and crisis
Role of communication and timelines in crisis work

Course Outcome 4.

Identify the four main elements of a crisis

Learning Objectives 4.

Confirm identification of crisis using the main elements
Ascertain the role played by and characteristics of Precipitating Event, Perceived Meaning, Ineffective Problem Solving Methods and Functionally Debilitating Emotional State
Application of the four main elements to a variety of crises

Course Outcome 5.

Apply concepts/tools used in crisis intervention to various crisis situations in a confident and appropriate manner

Learning Objectives 5.

Understand the process of crisis work
Differentiate between and appropriately use the interview process and techniques of intervention in relation to crisis work
Adopt a professional attitude and approach in preparation for working with people in crisis

Course Outcome 6.

Explore Indigenous and non-Indigenous professional and personal support systems available to



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the client

Learning Objectives 6.

- Comprehension of necessity of professional and personal supports for people in crisis
- Assist client in identifying individual support systems
- Identify and connect with multicultural natural support networks in a culturally appropriate manner
- Adopt referral and collaboration skills to work with community resources in crisis work

Course Outcome 7.

Develop a complete crisis intervention plan

Learning Objectives 7.

- Integrate Crisis theory, concepts, process and techniques of crisis intervention
- Apply course and cultural knowledge to a variety of crises
- Summarize crisis intervention work
- Complete development of written crisis intervention plan

Course Outcome 8.

Adapt knowledge of crisis intervention to a broad range of situations, ie: Trauma Informed Practice

Learning Objectives 8.

- Apply knowledge of crisis intervention to individual, professional and personal balance
- Incorporate academic and practice-based knowledge of Trauma Informed Practice to the role of social service worker
- Integrate knowledge of crisis work, role of social service worker and self-care information within personal practice

Date:

Wednesday, August 30, 2017



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Please refer to the course outline addendum on the Learning Management System for further information.