



## COURSE OUTLINE: NSW221 - CRISIS INTERVENTION

Prepared: Corinne Onovo

Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

<b>Course Code: Title</b>	NSW221: CRISIS INTERVENTION
<b>Program Number: Name</b>	1214: SSW NATIVE SPECIALIZ 1218: SSW NATIVE SPECIALZ 1221: SSW INDIGENOUS SPECA
<b>Department:</b>	SOCIAL SERV. WKR. - NATIVE
<b>Semesters/Terms:</b>	21W
<b>Course Description:</b>	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.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<b>Prerequisites:</b>	NSW203, NSW214
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Substitutes:</b>	NSA204, OEL1066
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>1214 - SSW NATIVE SPECIALIZ</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 1 Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
	VLO 2 Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
	VLO 3 Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
	VLO 5 Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
	VLO 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
	VLO 10 Respectfully collaborate with Indigenous individuals, families and communities to facilitate change considering the historical impact of legislation and social systems on the Indigenous Canadian culture and experience.
	VLO 11 Integrate culturally appropriate strategies and Indigenous methods of healing practices to help empower individuals and communities to solution build within an aboriginal worldview and context.

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.



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### **1218 - SSW NATIVE SPECIALZ**

- VLO 1 Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
- VLO 2 Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
- VLO 3 Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
- VLO 5 Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
- VLO 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
- VLO 10 Respectfully collaborate with Indigenous individuals, families and communities to facilitate change considering the historical impact of legislation and social systems on the Indigenous Canadian culture and experience.
- VLO 11 Integrate culturally appropriate strategies and Indigenous methods of healing practices to help empower individuals and communities to solution build within an aboriginal worldview and context.

### **1221 - SSW INDIGENOUS SPECA**

- VLO 1 Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
- VLO 2 Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
- VLO 3 Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
- VLO 5 Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
- VLO 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
- VLO 10 Respectfully collaborate with Indigenous individuals, families and communities to facilitate change considering the historical impact of legislation and social systems on the Indigenous Canadian culture and experience.
- VLO 11 Integrate culturally appropriate strategies and Indigenous methods of healing practices to help empower individuals and communities to solution build within an aboriginal worldview and context.

#### **Essential Employability Skills (EES) addressed in this course:**

- EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
- EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
- EES 4 Apply a systematic approach to solve problems.
- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.

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	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
	EES 10 Manage the use of time and other resources to complete projects.
	EES 11 Take responsibility for ones own actions, decisions, and consequences.
<b>Course Evaluation:</b>	Passing Grade: 50%, D  A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	All students must attain a minimum of 50% in their written crisis intervention plan (Take Home Test #2) in order to successfully complete the course.
<b>Books and Required Resources:</b>	Crisis Intervention: Building Resilience in troubled times by Lennis G. Echterling, Jack Presbury and J. Edison Mckee Publisher: Cognella Academic Publishing Edition: First ISBN: 9781516511587

<b>Course Outcomes and Learning Objectives:</b>	<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
	1. Utilize the terminology applied in the crisis intervention field.	1.1 Blend professional terminology with personal understanding and style. 1.2 Communicate concepts related to crisis on a professional and lay basis.
	<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
	2. Adopt a theoretical knowledge base for crisis intervention.	2.1 Identify goals of crisis work. 2.2 Integrate social work theories into crisis work. 2.3 Understand how family, community, culture and socialization may affect individual crisis. 2.4 Discern the role of various components of individual social functioning when working with people in crisis. 2.5 Make the clear connection between conflict, coping mechanisms and crisis. 2.6 Begin to adopt a style that reflects Trauma Informed Practice. 2.7 Incorporate Indigenous holistic concept of healthy balance into crisis work.
	<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
3. Differentiate between universal counselling skills and the specialization of crisis intervention techniques	3.1 Understand the concept of crisis. 3.2 Identify a person in crisis and causes of crises. 3.3 Differentiate between stress, emergency and crisis. 3.4 Practice communication skills and timelines specific to crisis work.	
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>	
4. Identify the four main elements of a crisis.	4.1 Confirm identification of crisis using the main elements. 4.2 Ascertain the role played by and characteristics of	

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	Precipitating Event, Perceived Meaning, Ineffective Problem Solving Methods and Functionally Debilitating Emotional State. 4.3 Application of the four main elements to a variety of crises.
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
5. Apply concepts/tools used in crisis intervention to various crisis situations in a confident and appropriate manner.	5.1 Understand the process of crisis work. 5.2 Differentiate between and appropriately use the interview process and techniques of intervention in relation to crisis work. 5.3 Adopt a professional attitude and approach in preparation for working with people in crisis Utilize self awareness and self care to offer best practice in crisis work.
<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
6. Explore Indigenous and non-Indigenous professional and personal support systems available to the client.	6.1 Comprehension of necessity of professional and personal supports for people in crisis Assist client in identifying individual support systems. 6.2 Identify and connect with multicultural natural support networks in a culturally appropriate manner. 6.3 Adopt referral and collaboration skills to work with community resources in crisis work.
<b>Course Outcome 7</b>	<b>Learning Objectives for Course Outcome 7</b>
7. Develop a complete crisis intervention plan.	7.1 Integrate Crisis theory, concepts, process and techniques of crisis intervention. 7.2 Apply course and cultural knowledge to a variety of crises. 7.3 Summarize crisis intervention work. 7.4 Complete development of written crisis intervention plan.
<b>Course Outcome 8</b>	<b>Learning Objectives for Course Outcome 8</b>
8. Adapt knowledge of crisis intervention to a broad range of situations, i.e.: Trauma Informed Practice.	8.1 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. 8.2 Integrate knowledge of crisis work, role of social service worker and self-care information within personal practice.

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Case Study Crisis Application Assignment	35%
Communication Skills for Crisis	5%
Readings/ Key Concept Notes	20%
Self care/ Compassion/ Resilience	10%
Skill building/ In class activities/ Discussion Boards	15%
Trauma Informed Care	15%

**Date:**

June 16, 2020

**Addendum:**

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

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