



# COURSE OUTLINE

## SSW222

Prepared: Leanne Murray, MSW, RSW Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

<b>Course Code: Title</b>	SSW222: CRISIS INTERVENTION AND RESOLUTION										
<b>Program Number: Name</b>	1203: SOCIAL SERV WORKER										
<b>Department:</b>	SOCIAL SERVICES WORKER										
<b>Semester/Term:</b>	18W										
<b>Course Description:</b>	The course is designed for Social Service Worker Students to increase knowledge and skills for crisis intervention practice with individuals, families, groups and communities. Students will study evidence-based applications of theory to practice with identified at-risk populations. Recent research supports a resiliency based approach to promote crisis resolution particularly in a multi-cultural society. Application, analyses and discussion will center on crisis intervention as it applies to social work practice.										
<b>Total Credits:</b>	3										
<b>Hours/Week:</b>	3										
<b>Total Hours:</b>	45										
<b>Prerequisites:</b>	SSW203										
<b>Course Evaluation:</b>	Passing Grade: 50%, D										
<b>Evaluation Process and Grading System:</b>	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td>Case Study Assignment</td> <td>20%</td> </tr> <tr> <td>Crisis Intervention Assignment</td> <td>30%</td> </tr> <tr> <td>Skill Acquisition &amp; Professional Development/Participation</td> <td>10%</td> </tr> <tr> <td>Tests/Exams</td> <td>40%</td> </tr> </tbody> </table>	Evaluation Type	Evaluation Weight	Case Study Assignment	20%	Crisis Intervention Assignment	30%	Skill Acquisition & Professional Development/Participation	10%	Tests/Exams	40%
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<b>Books and Required Resources:</b>	Elements of Crisis Intervention by Greenstone, J. & Leviton, S. Publisher: Brooks/Cole Cengage Learning Edition: 3rd Ed										
<b>Course Outcomes and Learning Objectives:</b>	<p><b>Course Outcome 1.</b></p> <p>Demonstrate knowledge of theoretical approaches for crisis intervention.</p>										



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### **Learning Objectives 1.**

- (a) Identify and understand theoretical foundation of crisis work.
- (b) Familiarize with concepts of resiliency research and its application to crisis intervention.
- (c) Define crisis from multiple perspectives.
- (d) List and describe the goals and skills of crisis intervention.
- (e) Describe the stages(process) of crisis intervention/resolution.

### **Course Outcome 2.**

Demonstrate understanding of crisis response of individuals, families, groups and communities.

### **Learning Objectives 2.**

- (a) Differentiate between crisis, stress, trauma.
- (b) Understand the facets of the crisis experience (behavioural, affective, somatic, interpersonal, cognitive, and spiritual).
- (c) Recognize situational, developmental, environmental, and existential crisis and the common associated responses.
- (d) Develop knowledge and skill in the crisis process & resolution of individuals, families, groups and communities.

### **Course Outcome 3.**

Demonstrate ability to incorporate resiliency factors in crisis assessment & intervention.

### **Learning Objectives 3.**

- (a) Recognize crisis as both a “threat” & an “opportunity” for enhanced growth and functioning.
- (b) Identify and amplify strengths, capacities and resources that promote crisis resolution.
- (c) Appreciate the ability of people to survive and transcend crisis experiences.
- (d) Formulate effective assessment and intervention questions that facilitate the change process.

### **Course Outcome 4.**



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Demonstrate skill in the application of selected crisis models.

### **Learning Objectives 4.**

- (a) Develop and maintain professional, collaborative helping relationships that adhere to SSW Code of Ethics & Standards of Practice
- (b) Apply effective rapport building, validation, listening and empathetic skills to facilitate the client sharing the “crisis” story
- (c) Appreciate the value of the relationship as a fundamental tool to intervention
- (d) Identify and assess the contributing aspects of the “crisis” and promote the protective factors for resolution from an individual, environmental and interpersonal perspective
- (e) Follow the steps of resolution-focused crisis intervention with individuals, families and groups
- (f) Identify and maintain current knowledge of community resources
- (g) Make effective suggestions and referrals
- (h) Describe community-wide approaches to crisis intervention

### **Course Outcome 5.**

Demonstrate knowledge of intervention with specific areas of crisis.

### **Learning Objectives 5.**

- (a) Describe “common” crisis responses in specific areas of crisis (i.e. suicide, grief & loss, family violence, developmental situations, AIDS & HIV, trauma, school/community tragedies) in accordance with current research & knowledge.
- (b) Integrate crisis theory, concepts and techniques appropriate to the needs of the client.
- (c) Demonstrate ability to skillfully implement, develop and evaluate crisis model(s) to address specific area of crisis.

### **Course Outcome 6.**

Demonstrate ability to adapt crisis model(s) and strategies to diverse populations.

### **Learning Objectives 6.**



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- (a) Responsive and respectful to diverse groups including (but not limited to) race, ethnicity, culture, income, gender, sexual orientation, developmental & physical ability, age.
- (b) Awareness of personal values and attitudes with respect to diversity and assumes personal/professional responsibility to not impose on client(s).
- (c) Demonstrates knowledge of multi-cultural approaches to crisis intervention.
- (d) Identifies and adopts culturally safe strategies to reflect the diverse needs of clientele.

### **Course Outcome 7.**

Demonstrates knowledge of self and professional care practices critical to crisis intervention.

### **Learning Objectives 7.**

- (a) Describes and identifies signs of vicarious trauma, burn-out and stress and adopts self-care prevention strategies.
- (b) Critically examines professional use of self and personal limits involved in Crisis Intervention.
- (c) Understands own psychological, emotional, and cognitive processes and dynamics related to crisis work.
- (d) Maintains appropriate and professional boundaries.
- (e) Familiar with and applies professional ethic responsibilities in crisis work.

**Date:**

Wednesday, August 30, 2017

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