



## COURSE OUTLINE: SSW222 - CRISIS/INTERV/RESOLU

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>Semesters/Terms:</b>	20W
<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>Corequisites:</b>	There are no co-requisites for this course.
<b>Substitutes:</b>	OEL1066
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>1203 - SOCIAL SERV WORKER</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 4 Identify current social policy, relevant legislation, and political, social, and/or economic systems and their impacts on service delivery.
	VLO 5 Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
	VLO 6 Develop and maintain positive working relationships with colleagues, supervisors, and community partners.
	VLO 7 Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
	VLO 8 Integrate social group work and group facilitation skills across a wide range of environments, supporting growth and development of individuals, families, and communities.
	VLO 9 Work in communities to advocate for change strategies that promote social and economic justice and challenge patterns of oppression and discrimination.
<b>Essential Employability</b>	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form



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**Skills (EES) addressed in this course:**

- 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.
- 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.

**Course Evaluation:**

Passing Grade: 50%, D

**Other Course Evaluation & Assessment Requirements:**

Students are to review, understand and adhere with the SSW Course Addendum & Class Guidelines and the SSW Program Policies & Procedures Manual. Professor may adjust final grade according to the policies and guidelines as outlined.

**Books and Required Resources:**

Crisis Intervention: Building Resilience in Troubled Times by Lennis G. Echterling, Jack Presbury, and J. Edson McKee  
 Publisher: Cognella

Non-Violent Crisis Intervention Participant Book by CPI  
 Publisher: Crisis Prevention Institute

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
1. Demonstrate knowledge of theoretical approaches for crisis intervention.	1.1 Identify and understand theoretical foundation of crisis work. 1.2 Familiarize with concepts of resiliency research and its application to crisis intervention. 1.3 Define crisis from multiple perspectives. 1.4 List and describe the goals and skills of crisis intervention. 1.5 Describe the stages(process)and models of crisis intervention/resolution.
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
2. Demonstrate understanding of crisis response of individuals, families, groups and communities.	2.1 Differentiate between crisis, stress, trauma. 2.2 Understand the facets of the crisis experience (behaviourial, affective, somatic, interpersonal, cognitive, and spiritual). 2.3 Recognize situational, developmental, environmental, and existential crisis and the common associated responses. 2.4 Develop knowledge and skill in the crisis process & resolution of individuals, families, groups and communities.
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
3. Demonstrate ability to incorporate resiliency	3.1 Recognize crisis as both a threat & an opportunity for enhanced growth and functioning.



factors in crisis assessment & intervention.	<p>3.2 Identify and amplify strengths, capacities and resources that promote crisis resolution.</p> <p>3.3 Appreciate the ability of people to survive and transcend crisis experiences.</p> <p>3.4 Formulate effective assessment and intervention questions that facilitate the change process.</p>
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
4. Demonstrate skill in the application of selected crisis models.	<p>4.1 Develop and maintain professional, collaborative helping relationships that adhere to SSW Code of Ethics &amp; Standards of Practice</p> <p>4.2 Apply effective rapport building, validation, listening and empathetic skills to facilitate the client sharing the crisis story</p> <p>4.3 Appreciate the value of the relationship as a fundamental tool to intervention</p> <p>4.4 Identify and assess the contributing aspects of the crisis and promote the protective factors for resolution from an individual, environmental and interpersonal perspective</p> <p>4.5 Follow the steps of resolution-focused crisis intervention with individuals, families and groups and document according to SSW professional standards.</p> <p>4.6 Identify, maintain and document current knowledge of community crisis resources</p> <p>4.7 Use professional judgment to complete and document effective risk screening, crisis assessments and referrals</p> <p>4.8 Describe community-wide approaches to crisis intervention</p>
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
5. Demonstrate knowledge of intervention with specific areas of crisis.	<p>5.1 Describe common crisis responses in specific areas of crisis (i.e. suicide, grief &amp; loss, family violence, developmental situations, AIDS &amp; HIV, trauma, school/community tragedies) in accordance with current research &amp; knowledge.</p> <p>5.2 Integrate crisis theory, concepts and techniques appropriate to the needs of the client.</p> <p>5.3 Demonstrate ability to skillfully implement, develop, document and evaluate crisis model(s) to address specific area of crisis.</p>
<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
6. Demonstrate ability to adapt crisis model(s) and strategies to diverse populations.	<p>6.1 Responsive and respectful to diverse groups including (but not limited to) race, ethnicity, culture, income, gender, sexual orientation, developmental &amp; physical ability, age.</p> <p>6.2 Awareness of personal values and attitudes with respect to diversity and assumes personal/professional responsibility to not impose on client(s).</p> <p>6.3 Demonstrates knowledge of multi-cultural approaches to crisis intervention.</p> <p>6.4 Identifies and adopts culturally safe strategies to reflect the diverse needs of clientele.</p> <p>6.5 Recognize the impact of trauma, addictions and mental health issues that may impact or contribute to crises.</p> <p>6.6 Use trauma informed, culturally safe and holistic crisis intervention strategies that incorporate cultural resources, informal and formal supports that promote client self-determination, advocacy and empowerment.</p>

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<b>Date:</b>	July 14, 2019										
<b>Addendum:</b>	Please refer to the course outline addendum on the Learning Management System for further information.										