



COURSE OUTLINE: SSW222 - CRISIS/INTERV/RESOLU

Prepared: Leanne Murray, MSW, RSW

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

Course Code: Title	SSW222: CRISIS INTERVENTION AND RESOLUTION
Program Number: Name	1203: SOCIAL SERV WORKER
Department:	SOCIAL SERVICES WORKER
Semesters/Terms:	21W
Course Description:	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. Research supports a trauma informed and 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 service work practice.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	SSW203
Corequisites:	There are no co-requisites for this course.
Substitutes:	OEL1066
Vocational Learning Outcomes (VLO's) addressed in this course:	1203 - SOCIAL SERV WORKER
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Develop respectful and collaborative professional and interpersonal relationships that adhere to professional, legal, and ethical standards aligned to social service work.
	VLO 2 Record information accurately and communicate effectively in written, digital, verbal and non-verbal ways, in adherence to privacy and freedom of information legislation, in accordance with professional and workplace standards.
	VLO 3 Integrate a practice framework within a service delivery continuum, addressing the needs of individuals, families and communities at micro, mezzo, macro and global levels, and work with them in achieving their goals.
	VLO 4 Plan and implement accessible and responsive programs and services, recognizing the diverse needs and experiences of individuals, groups, families and communities, and meeting these needs.
	VLO 5 Examine current social policy, relevant legislation, and political, social, historical, and/or economic systems and their impacts for individuals and communities when delivering services to the user/client.
	VLO 6 Develop strategies and approaches that support individual clients, groups, families and communities in building the capacity for self-advocacy, while affirming their dignity and self-worth.
	VLO 7 Work from an anti-oppressive, strengths-based practice, recognizing the capacity for

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	resilience and growth of individuals and communities when responding to the diverse needs of marginalized or vulnerable populations to act as allies and advocates.				
	VLO 8 Develop strategies and approaches to implement and maintain holistic self-care as a member of a human service profession.				
	VLO 9 Work with individuals, groups, families and their communities to ensure that service provider strategies promote social and economic justice, and challenge patterns of oppression, discrimination and harassment, and sexual violence with clients, coworkers and communities.				
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>				
Course Evaluation:	<p>Passing Grade: 50%, D</p> <p>A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.</p>				
Other Course Evaluation & Assessment Requirements:	Students are to review, understand and adhere with the SSW Skill Acquisition, Contribution/Participation & Professional Development Guidelines, Sault Course Addendum. Professor may adjust final grade according to the policies and guidelines as outlined.				
Books and Required Resources:	<p>Crisis Intervention: Building Resilience in Troubled Times by Lennis G. Echterling, Jack Presbury, and J. Edson McKee Publisher: Cognella ISBN: 978-1-5165-1158-7</p> <p>Non-Violent Crisis Intervention Participant Book by CPI Publisher: Crisis Prevention Institute</p>				
Course Outcomes and Learning Objectives:	<table border="1"> <thead> <tr> <th>Course Outcome 1</th> <th>Learning Objectives for Course Outcome 1</th> </tr> </thead> <tbody> <tr> <td>1. Demonstrate knowledge of theoretical approaches for crisis intervention.</td> <td> 1.1 Identify and understand theoretical foundations of crisis work. 1.2 Familiarize with concepts of trauma informed and resiliency research and its application to crisis intervention. </td> </tr> </tbody> </table>	Course Outcome 1	Learning Objectives for Course Outcome 1	1. Demonstrate knowledge of theoretical approaches for crisis intervention.	1.1 Identify and understand theoretical foundations of crisis work. 1.2 Familiarize with concepts of trauma informed and resiliency research and its application to crisis intervention.
Course Outcome 1	Learning Objectives for Course Outcome 1				
1. Demonstrate knowledge of theoretical approaches for crisis intervention.	1.1 Identify and understand theoretical foundations of crisis work. 1.2 Familiarize with concepts of trauma informed and resiliency research and its application to crisis intervention.				

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	<p>1.3 Define crisis from multiple perspectives.</p> <p>1.4 List and describe the goals and skills of crisis intervention.</p> <p>1.5 Describe the stages(process)and models of crisis intervention/resolution.</p>
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Demonstrate understanding of crisis response of individuals, families, groups and communities.	<p>2.1 Differentiate between crisis, stress, trauma.</p> <p>2.2 Understand the facets of the crisis experience (behaviourial, affective, somatic, interpersonal, cognitive, and spiritual).</p> <p>2.3 Recognize situational, developmental, environmental, and existential crisis and the common associated responses.</p> <p>2.4 Develop knowledge and skill in the crisis process & resolution of individuals, families, groups and communities.</p>
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Demonstrate ability to incorporate resiliency factors in crisis assessment & intervention.	<p>3.1 Recognize crisis as both a threat & an opportunity for enhanced growth and functioning.</p> <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>
Course Outcome 4	Learning Objectives for Course Outcome 4
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 & 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>
Course Outcome 5	Learning Objectives for Course Outcome 5
5. Demonstrate knowledge of intervention with specific areas of crisis.	<p>5.1 Describe common responses in specific areas of crisis (i.e. suicide, grief & loss, family violence, developmental situations, trauma, school/community tragedies) in accordance with current research & knowledge.</p> <p>5.2 Integrate crisis theory, concepts and techniques appropriate to the needs of the client.</p>

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	5.3 Demonstrate ability to skillfully implement, develop, document and evaluate crisis model(s) to address specific area of crisis.
Course Outcome 6	Learning Objectives for Course Outcome 6
6. Demonstrate ability to adapt crisis model(s) and strategies to diverse populations.	6.1 Responsive and respectful to diverse groups including (but not limited to) race, ethnicity, culture, income, gender, sexual orientation, developmental & physical ability, age. 6.2 Awareness of personal values and attitudes with respect to diversity and assumes personal/professional responsibility to not impose on client(s). 6.3 Demonstrates knowledge of multi-cultural approaches to crisis intervention. 6.4 Identifies and adopts culturally safe strategies to reflect the diverse needs of clientele. 6.5 Recognize the impact of trauma, addictions and mental health issues that may impact or contribute to crises. 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.
Course Outcome 7	Learning Objectives for Course Outcome 7
7. Demonstrates knowledge of self and professional care practices critical to crisis intervention.	7.1 Describes and identifies signs of vicarious trauma, burn-out and stress and adopts self-care prevention strategies. 7.2 Critically examines professional use of self and personal limits involved in Crisis Intervention. 7.3 Understands own psychological, emotional, and cognitive processes and dynamics related to crisis work. 7.4 Maintains appropriate and professional boundaries. 7.5 Familiar with and applies professional ethic responsibilities in crisis work. 7.6 Implements self care techniques at a graduating, entry level SSW profession. 7.7 Demonstrates entry-level SSW professional verbal, non-verbal and written communication skills related to crisis work.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Case Study Crisis Application Assignment	25%
Crisis Intervention Helping Skills Assignment	25%
Learning Modules Assignments/tests	40%
Skill Acquisition & Professional Development/Participation	10%

Date: June 30, 2020

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

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