COURSE OUTLINE: NSW221 - CRISIS INTERVENTION

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Course Code: Title	NSW221: CRISIS INTERVENTION
Program Number: Name	1221: SSW INDIGENOUS SPECA
Department:	SOCIAL SERV. WKR. - NATIVE
Semesters/Terms:	22W
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
Corequisites:	There are no co-requisites for this course.
Substitutes:	NSA204, OEL1066
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**1221 - SSW INDIGENOUS SPECA** 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 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 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

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		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.
	VLO 10	Develop the capacity to work with the Indigenous individual, families, groups and communities while respecting their inherent rights to self-determine, and to identify and address systemic barriers that produce ill-effects, developing appropriate responses using approaches such as trauma informed care practice.
	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.
	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 A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.	
Other Course Evaluation & Assessment Requirements:	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.	
Books and Required Resources:	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	

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
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.

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 2021-2022 academic year.

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Course Outcome 2	Learning Objectives for Course Outcome 2
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.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
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.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
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 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.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
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.
Course Outcome 6	**Learning Objectives for Course Outcome 6**
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.
Course Outcome 7	**Learning Objectives for Course Outcome 7**
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.

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Course Outcome 8	Learning Objectives for Course Outcome 8
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:

Evaluation Type	Evaluation Weight
Case Study Crisis Application	30%
Communication Skills for Crisis	5%
In Class Worksheets	15%
Key Concept Notes	20%
Self care/ Compassion/ Resilience	15%
Skills Practice/ Role Play	15%

Date: July 20, 2021

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

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