



COURSE OUTLINE: SSW403 - CRISIS INTERVENTION

Prepared: Nicole Falldien, MSW, RSW

Approved: Karen Hudson - Dean

Course Code: Title	SSW403: TRAUMA INFORMED CRISIS INTERVENTION
Program Number: Name	1203: SOCIAL SERV WORKER
Department:	SOCIAL SERVICE WORKER
Academic Year:	2025-2026
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. 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.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	SSW227
Corequisites:	There are no co-requisites for this course.
Substitutes:	NSW221, SSW222
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 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



	<p>member of a human service profession.</p> <p>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.</p> <p>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.</p>				
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:	<p>Students are to familiarize with the SSW Skill Acquisition, Professional Development and Participation Guidelines. Class preparation and engagement is necessary to enable students to demonstrate and apply crisis knowledge and skills.</p> <p>*Note: This course introduces SSW Vocational Learning Outcomes & Elements of Performance: 1.c,d,k,2.a,b,c,3.a,b,c,d,e,f,4.a,b,d,e,6.a,c,d,f,g,7.a,d,f,8.a,b,c,d,e,f,9.a,f,10.a,b,c,d,e,f,h</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 and apply knowledge of self care and professional care practices critical to crisis intervention.</td> <td> 1.1 Describe and identify signs of vicarious trauma, compassion fatigue and stress. 1.2 Engage in self-care prevention strategies, emotional/self-regulation skills to ensure client centered approach and welfare of clients served. 1.3 Critically examine professional use of self and personal limits involved in crisis work. 1.4 Understand own psychological, emotional, and cognitive </td> </tr> </tbody> </table>	Course Outcome 1	Learning Objectives for Course Outcome 1	1. Demonstrate and apply knowledge of self care and professional care practices critical to crisis intervention.	1.1 Describe and identify signs of vicarious trauma, compassion fatigue and stress. 1.2 Engage in self-care prevention strategies, emotional/self-regulation skills to ensure client centered approach and welfare of clients served. 1.3 Critically examine professional use of self and personal limits involved in crisis work. 1.4 Understand own psychological, emotional, and cognitive
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	<p>processes and dynamics related to crisis work to ensure culturally safe and trauma informed approaches.</p> <p>1.5 Maintains appropriate and professional boundaries.</p> <p>1.6 Familiar with and applies professional ethical and legal responsibilities in crisis work.</p> <p>1.7 Implement self-care techniques at a graduating, entry level SSW professional.</p>
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Demonstrate knowledge of theoretical approaches and models of crisis intervention.	<p>2.1 Identify and understand theoretical and historical foundations of crisis intervention.</p> <p>2.2 Integrate and apply trauma informed and resiliency research in crisis intervention.</p> <p>2.3 Define crisis from multiple perspectives and understand the importance of client voice.</p> <p>2.4 Describe the stages, goals and skills of crisis approaches studied.</p> <p>2.5 Differentiate between crisis, stress, trauma.</p> <p>2.6. Describes and assesses the facets of the crisis experience (behavioural, affective, somatic, interpersonal, cognitive, and spiritual) from a culturally safe and trauma informed lens.</p> <p>2.7 Describe community based models of crisis work.</p>
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Demonstrate ability to incorporate resiliency factors in crisis screening, assessment & intervention.	<p>3.1 Identify and amplify strengths, capacities and resources that promote crisis resolution.</p> <p>3.2 Appreciate the ability of people to survive and transcend crisis experiences.</p> <p>3.4 Formulate effective assessment and intervention strategies that facilitate client empowerment and their healing or change process.</p> <p>3.5 Recognize crisis as both a threat & an opportunity for enhanced growth and functioning.</p> <p>3.6 Apply authentic respect in developing relationships with diverse individuals, families and communities.</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 trauma informed crisis work.</p> <p>4.4 Identify and assess the contributing factors, risks and protective factors of crisis situations.</p> <p>4.5 Apply effectively the steps and strategies of crisis intervention with individuals and families</p>



	<p>from a culturally safe and trauma informed perspective.</p> <p>4.5 Complete accurate and professional documentation such as crisis screening tools, assessments, crisis follow up plans and safety plans.</p> <p>4.6 Identify current knowledge of community crisis resources and ability to facilitate and advocate for access and referral to a continuum of resources to support client needs and goals.</p> <p>4.7 Successfully demonstrate crisis skills in case studies, application assignments and simulated interviews/role plays.</p>
Course Outcome 5	Learning Objectives for Course Outcome 5
5. Demonstrate knowledge of crisis intervention with specific presenting issues.	<p>5.1 Identify and engage in screening/assessment of signs, risks and protective factors associated with suicide.</p> <p>5.2 Describe the impacts of loss, grief and bereavement and apply effect crisis skills to address client needs.</p> <p>5.3 Understand the impacts of violence, child abuse and intimate partner violence with client and ensure a trauma informed crisis approach.</p> <p>5.4 Recognize the relationships between trauma, addictions and mental health crises with individuals, families and communities.</p> <p>5.6 Describe common community based crisis situations (natural disasters, crime, etc) and familiarize with community crisis intervention models.</p> <p>5.5 Integrate and apply current research , evidence-based approaches and techniques appropriate to the needs of the client(s)at an entry level SSW.</p>
Course Outcome 6	Learning Objectives for Course Outcome 6
6. Demonstrate ability to adapt crisis model(s)and strategies to diverse populations and settings.	<p>6.1 Shows awareness of personal values and attitudes with respect to diversity and assumes personal/professional responsibility to not impose on client(s).</p> <p>6.2 Identifies and adopts culturally safe strategies reflective of the diversity of clientele.</p> <p>6.4 Use trauma informed, culturally safe and holistic crisis intervention strategies that incorporate cultural resources, informal and formal supports to promote client self-determination, advocacy and empowerment</p>

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Case Study Assignment	20%
Crisis Helping Interview and Self Evaluation/Reflection Report	30%
Evidence Based Crisis Approach Assignment	25%
Reflection on Emotional Regulation/Self Care for Crisis Workers	15%

SSW Skill Acquisition, Professional Development and Participation | 10%

Date: June 17, 2025

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

