

MENTAL HEALTH SUPPORTS

MN Critical Incident Stress Management Teams

Minneapolis and St. Paul Employee Assistance Programs

Statewide Mental Health Providers Listings

Critical Incident Stress Management Teams in Minnesota

What is a critical incident?

A critical incident (C.I.) is any work related event that causes overwhelming stress/distress in a responder. Critical incidents can impact the cognitive, emotional, and spiritual functioning of normal people reacting to abnormal situations. Examples of critical incidents include: officer involved shooting, line of duty death, serious life threat incident, death of a child or mass casualty event.

Critical Incident Stress Management Teams (CISM)

CISM Teams are made up of specially trained volunteers who are themselves law enforcement officers, firefighters, EMS personnel or emergency dispatchers. These volunteers provide immediate peer support to emergency service personnel following a critical incident.

CISM Team Services

Services include short-term informal one-to-one peer support and referral assistance; small group meetings to discuss critical incident reactions and ways to manage the incident aftermath. CISM services also include stress awareness trainings and other services tailored to the needs of law enforcement officers and their departments.

Who may contact CISM teams?

Individual responders, family members and administrators can all call and request services

The Metro CISM Team

The metro team provides FREE services to law enforcement professionals and their families in the seven-county metro area.

24 hour access number: (612) 347-5710

General Program & Training Information: (612) 207-1130

www.metrocism.org

Central Minnesota CISM Team

24 hour access number: (800) 556-4911

General Program & Training Information: (320) 656-6122

Head of the Lakes CISM Team

24 hour access number: (218) 727-8770

General Program & Training Information: (218) 726-0070/
(800) 247-1283

Northwest/West Central CISM Team

24 hour access number: (218) 281-0431

South Central MN EMS CISM Team

24 hour access number: (507) 387-8744

General Program & Training Information: (800) 767-7139
ext. 451 or 445

Southwest MN CISM Team

24 hour access number: (507) 537-7666

General Program & Training Information: (507) 537-9677

Southeast Minnesota CISM Team

24 hour access number: (800) 237-6822

General Program & Training Information: (800) 850-3397,
(507) 536-9333

Minneapolis and St. Paul Employee Assistance Programs



Minneapolis Police Assistance Program (PAP)

The police assistance program takes calls from both officers and their family members in the law enforcement community. Designed for officers in the Minneapolis Police Department, services are available for outside officers and family members throughout the profession.

The Police Assistance Program (PAP) has staff available at the office during most daytime hours. When someone is not available to take your call, messages left on our confidential voicemail will be returned as soon as possible. The police assistance program takes calls from both officers and their family members. Services are FREE.

Minneapolis Police Assistance Program Staff

Sergeant Steve Wickelgren, MA MFT, has served the City of Minneapolis since 1988. He received a Masters of Art degree in Counseling Psychology and is a Licensed Associate Marriage and Family Therapist. He has expertise and training in Trauma and Critical Incident Stress Management. He is also trained in Eye Movement Desensitization and Reprocessing (EMDR) to help treat trauma.

PAP offers counseling and education services for:

- critical incident response and follow-up
- managing life skills
- relationship problems
- anger management
- communication skills
- transition to retirement
- grief/loss issues
- time management
- career development
- parenting issues
- relaxation
- other personal concerns

To schedule an appointment, call (612) 879-0712 or (612) 290-3297

steven.wickelgren@ci.minneapolis.mn.us

Saint Paul Employee Assistance Program



The Employee Assistance Program (EAP) director is the coordinator for the Saint Paul Police Department's EAP program. The director is a sworn member of the police department, who has the ability to empathize with common issues that may occur with sworn and non-sworn personnel, and issues that may arise in police family dynamics.

The current EAP director is Sgt. Constance Bennett. She has a B.A. Degree in Organizational Management and Human Services, and a M.A. Degree in Mental Health Counseling. EAP services are provided through a network of contracted Licensed Mental Health Professionals.

The Employee Assistance Program (E.A.P.) business hours are: **Monday through Friday, 10am-6pm. 651-298-5006.**

The St. Paul Employee Assistance Program provides:

- 24 Hour EAP Assistance to both sworn and non sworn personnel
- Critical Incident Individual and Group Debriefing
- Professional Counseling, Coaching, Therapy and Specialized Service Referrals
- Peer Support Network Training
- Support Groups (Spousal, Veteran, and Officers etc...)
- Human Services Referral Assistance