# HUSV 301Crisis Management IDEAL PROGRAM COURSE SYLLABUS

Dear Student,

Please read the following course syllabus carefully, especially the course dates, times and location. If you have any questions, please do not hesitate to communicate with the IDEAL office, your academic advisor, or the instructor.

The IDEAL degree-completion program is designed with the adult learner in mind. Adult learners approach learning with specific goals, want to be able to directly apply new learning to their work and personal lives, and tend to learn best when the coursework is problem-centered so that they are actively engaged in the learning process. In addition, adults bring rich and varied experience to the classroom, which becomes a valuable learning resource for other students.

The IDEAL Program assumes joint responsibility in the learning process. The activities and assignments in our classes build on the shared experience of all learners in each class. This is why each student's preparation, participation and interaction in class activities and discussions are critical to the success of each course. The accelerated format of each course requires a significant amount of time outside the classroom to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend a minimum of ten-twelve hours per week on course material.

# To participate in the IDEAL Program, it is expected that you will do the following:

- 1. Attend every class session. Be on time.
- 2. Obtain the required course materials prior to the first class session.
- 3. Complete the first assignment prior to the first class session and all subsequent assignments to the best of your ability.
- 4. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.

If you cannot perform these four expectations, it is recommended that you drop the course.

Missing one class session will drop the final grade by one letter grade (for example if the student earned a grade of "B" in the course, the final grade would be a "C"). If a student misses two or more classes a grade of F will be entered as their final grade.

# **Cheating and Plagiarism**

It is the student's responsibility to become familiar with and adhere to the standards set forth in the policies on cheating and plagiarism as defined in Chapters 2 and 5 of the Key to UB <a href="http://www.bridgeport.edu/pages/2623.asp">http://www.bridgeport.edu/pages/2623.asp</a> or the appropriate graduate program handbook

#### E-mail correspondence

It is imperative that you check your UB e-mail on a regular basis. All written correspondence, to include IDEAL and the University will be sent to you through his e-mail. <u>The University can no</u> longer correspond to your personal e-mail account(s).

### **Ethics Statement of Confidentiality**

An integral component of an IDEAL course is student and faculty expression of personal experiences for the purpose of facilitating coursework. Students enrolled in the program are expected to honor confidentiality as it pertains to student disclosure. Shared information, comments, or opinions expressed by another student or the faculty member during the course of classroom discussion should never be used in a manner which is intended to humiliate, embarrass, harass, damage, or otherwise injure other students in their personal, public, or business lives. In addition, confidentiality must be upheld by not disclosing any information that would identify any particular individual.

Crisis Management: HUSV 301
Professor: MaryAnn Gardner, MS. M.Ed. - BCP
Email: mgardner@bridgeport.edu
10/3/13 - 10/31/13
Thursday's 6:00 p.m. - 10:00 p.m.
Fall Session RB,
Campus Location: Stamford; Riverbend
Classroom: TBA

#### **Course Description:**

This course will define crisis and the ways individuals cope during crisis. Crisis intervention methods and tools for human service professionals to effectively work with crisis situations will be discussed. The course will cover crisis as it relates to day-to-day interactions as well as emergency situations (i.e. death and dying, drug abuse, suicide, PTSD, HIV, AIDS, victimization, abuse, natural disasters, terrorism, school and workplace violence, and crisis worker burnout.). In addition, the course will address professional dilemmas as well as the need for cultural sensitivity and competence.

#### **Required Textbook:**

Kanel, Kristi, A Guide to Crisis Intervention, Fourth Edition, California State University, Fullerton, 2012. ISBN-10: 0840034296 ISBN-13: 9780840034298

To order textbooks, go to the bookstore website at http://bridgeport.textbooktech.com/
Select IDEAL Campus and login to the bookstore. Select the course and follow instructions.

Supplemental materials to be provided by instructor

# **Instructor & contact information**

Prof. MaryAnn Gardner mgardner@bridgeport.edu

# Welcome to HUSV 301 Crisis Management

Should you have any questions or comments, please email me or ask me in class. I look forward to getting to know you and helping you to meet your goals for this course!

Wishing you much success in gaining meaningful learning's and insights during our next 5 weeks together!

MaryAnn Gardner, MS. M.Ed. HS-BCP

# \*I reserve the right to make modifications to the syllabus and assignments should the need to arise.

# **Learning Outcomes:**

Upon completion of this course the student should be able to:

- 1. Understand that crises are essential building blocks in human growth and development.
- 2. Learn the ABC Model of Crisis Intervention.
- 2. Distinguish between developmental crises and situational crises.
- 3. Increase knowledge of counseling theories, models and interventions in their use in crisis intervention.
- 4. Recognize crises related to developmental stages, loss, PTSD, substance abuse, AIDS, domestic abuse, and community disasters..
- 5. Understand ethical dilemmas and apply cultural sensitivity in crisis intervention.

# **Grading Criteria:**

Thursdays - Due Dates	Assignment	Points
Week 1 10/3/13	Discussion Questions and	14
	answers Chapters 1,2,3	
Week 2 10/10/13	<b>Discussion Questions and</b>	15
	answers Chapters 4,5,6	
Week 3 10/17/13	<b>Discussion Questions and</b>	15
	answers Chapters 7,8,9	
Week 4 10/24/13	Discussion Questions and	14
	answers Chapters 10,11,12	
Week 5 10/31/13		30
	Final Project – Presentation	
Class	* Students are expected to	12
Participation/Presentation	present Final projects and	
and Attendance	discussion questions in class.	
	Engage in class activities and	
	class discussion. Show up on	
	time and attend every	
	session.	
	Total Points	100% = A

# Letter Grading Scale:

% of Points Earned	<b>Letter Grade</b>
100-94	A
93-90	A-
89-87	B+
86-84	В
83-80	B-
79-77	C+

% of Points Earned	<b>Letter Grade</b>
76-74	С
73-70	C-
69-67	D+
66-64	D
63-60	D-
Below 60	F

<u>Description of Weekly Sessions: - All Assignments must be typed (12 font) using APA format with a cover page double spaced. Question and answers in complete sentences submitted to each class for discussion and grading.</u>

Thursdays - Dates	Торіс	Assignments – Read Chapters and answer the following:
Week 1 10/3/13	DUE the first week of class! Chapter 1 ,2,3	Chapter 1  1. A crisis can be an opportunity because?  2. Which best describes a crisis?  3. Ego strength refers to?  4. The cognitive key refers to?  5. What is not an example of effective coping behaviors?  Chapter 2  1. Crisis intervention was first developed with what population?  2. Who did Lindemann work with to establish a communitywide mental health program known as the Wellesley Project?  3. The concept of finite psychic energy comes from which theory?  4. The idea of growth and optimism comes from which theory?  5. Carl Rogers and his personcentered counseling has contributed much in the way of?  Chapter3  1. An example of a dual relationship would be?  2. A crisis worker must break confidentiality in cases of?  3. What is the dimension of burnout?  4. Who may waive privileged communication by signing a waiver for purposes of continuity of care?

Week 2	10/10/13	Chanters 4 5 6	Chapter 4
Week 2	10/10/13	Chapters 4,5,6	Chapter 4  1. What is considered the most effective way to invite a client to talk?  2. When a client is presented with choices and is encouraged to take back power, the counselor is providing a/an?  3. The most important part of the coping phase of crisis intervention is?  4. Which is an example of a 12-step group?  5. Exploring cognitions is vital because?  Chapter 5  1. A high risk suicide client often requires?  2. Proper intervention with a low risk suicidal client would be?  3. Suicide assessment includes identifying?  4. Who is considered one of the founding fathers of modern suicidology?  5. What is most true about suicide rates over the past 40 years?  Chapter 6  1. In which stage of cultural sensitivity does the therapist consider culture as distracting from clinical effectiveness?  2. Mexican-American families are most likely to be?  3. "Coming out" refers to?  4. Shame and obligation are two emotional issues for which ethnic group?  5. What has been the role of the church for many African American families?
Week 3	10/17/13	Chapter 7,8,9	
,, sea s			Chapter 7  1. The psychological task of the Toddler stage of development is?  2. What is a myth about gang activity?  3. Teens often run away because?  4. During which stage of development might a crisis worker encourage a client to think about a career change, starting a hobby or doing volunteer work?  5. An evolutional crisis refers to?

		Chapter 8
		1. What is the correct order of
		Kubler-Ross' stages of death and
		dying?
		2. Grief refers to?
		3. What is not considered a task
		of mourning?
		4. Divorce is difficult emotionally
		because?
		5. A major issue when families become blended is?
		Chapter 9
		1. PTSD is often caused by?
		2. What is the correct order of the
		phase of community disasters?
		3. Typical symptoms of PTSD
		include?
		4. EMDR stands for?
		5. What is most true about the
		returning veterans of the Iraq war
		that started in 2003?
Week 4 10/24/13	Chapters 10,11,12	Chapter 10
WCCR 4 10/24/13	Chapters 10,11,12	1. Battered women often stay
		with their batterer because?
		2. During the honeymoon period,
		the batterer?
		3. Which is true about rape?
		4. Describe Child Abuse
		Accommodation Syndrome.
		Chapter 11
		1. When might a drug addict seek
		crisis intervention? 2. Playing down the seriousness
		of the addiction is called?
		3. Which drug is most likely to be
		physically addictive?
		4. The term "alcoholism" was first
		used?
		5. Crystal Methamphetamine is
		a?
		Chapter 12
		1.AIDS stands for?
		2. The most recent treatment for
		those infected with HIV is referred to as?
		3.HIV is?
		4. Palliative care refers to?
		5. Alzheimer's Disease is?
Week 5 10/31/13	Final Project!	*Final Project: You will be
		assigned one of the following
		topics to present in class
		using the guidelines from the
		instructor:
		The curvilinear model of anxiety

The Crisis-Prone person Caplan's list of effective coping people The major goal of crisis intervention The concept of finite psychic energy The empowerment model of crisis intervention Carl Rogers and his personcentered counseling Suicide prevention The cognitive-behavioral theories **Critical Incident Debriefing Bereavement Runaway Teens Kubler-Ross'stages of death** and dying? **PTSD** Sexual assault **Abused Elderly People Battered women** Rape Trauma **Syndrome ABC Model of Crisis** Intervention

#### **ACADEMIC POLICIES**

# **Attendance Policy**

Classroom attendance is an integral part of the academic experience; therefore, students are expected to attend all class sessions. If an absence is unavoidable, the student, prior to class,

should advise the instructor. Arrangements should be made at that time for additional assignments if appropriate. It is also expected that students arrive on time and not leave until the class is dismissed. Tardiness will result in a reduced grade for the course. If you cannot attend every class session you should consider dropping the course.

#### **IMPORTANT:**

- Missing one class session will drop the final grade by one letter grade (for example if the student earned a grade of "B" in the course, the final grade would be a "C").
- Missing two or more class sessions will be cause for a failing grade.

# **Incomplete grade**

An incomplete <u>may be</u> given, at the discretion of the instructor, to those students who fail to complete assignments due the <u>last day</u> of your course. These would include absence from a final examination or inability to complete terminal assignments (papers, presentations) due to illness, employment conflicts, etc.

Incompletes will not be given to a student who fails to complete any assignment during the term. At the discretion of the instructor, these assignments could be completed no later than the last scheduled day of your class.

#### **Drop Procedures**

To drop a course, you must complete and submit a Schedule Change Request Form. The form can be accessed at the following web page:

http://www.bridgeport.edu/pages/2595.asp

#### Starting Fall 2012

- Add and/or Drop a course after the start date.....\$30.00 per transaction
- Drop prior to the start of classes......100% Tuition Refund
- Drop prior to the third class session......50% Tuition Refund
- Drop after the third class session.........................0% Tuition Refund

\*\*Please note students <u>will not be</u> automatically dropped for missing the first class. Missing one class session will drop the final grade by one letter grade. If you have to miss the first class, or the first week of class for online classes, *you must contact your instructor* in writing before or after the first class/first week. However, a grade reduction will apply.

Please print and complete the form and fax the form to the IDEAL Office: 203-576-4537. Prior to dropping a course, the student should contact their IDEAL Academic Advisor to understand the implications to financial aid and/or degree plan progress.

Please review the Academic Calendar to see the fees for a drop and the impact on tuition. The Academic Calendar can be found at: <a href="http://www.bridgeport.edu/pages/2595.asp">http://www.bridgeport.edu/pages/2595.asp</a>

#### **Cell Phones**

Cell phones must be turned off while in the classroom. A cell phone call is disruptive and disrespectful to the other students in the class.

#### **Academic Dishonesty**

We are committed to intellectual integrity in our academic pursuits; therefore, the IDEAL program prohibits all forms of academic dishonesty. Academic dishonesty is normally defined as, but not limited to, the following two categories:

Cheating – Using inappropriate sources of information in an assignment or on a test. The following are examples of cheating taken from real student experiences:

Case #1: A student is enrolled in an introductory computer-programming course. He has co-workers who program in the same language as his final project. As the end of the term approaches, he wonders how he will find the time to get the project finished, and asks one of his co-workers for help. His co-worker hands him a disk with a complete program similar to the kind required for the course project. The student makes minor modifications to the program, and submits it under his own name.

Case #2: A student enrolled in a religious studies course has never taken a humanities or history course, and is unsure about how to structure a research paper. She is doing research on the World Wide Web, and comes across a paper written by a student from another university. Using her computer mouse, she copies and pastes the document into her word processor. She goes to great lengths to re-word the paper in her own style, but essentially leaves the content and organization the same.

Plagiarism – Intentional as well as unintentional failure to acknowledge sources as well as the use of commercially available so-called "research papers" without full recognition of the source. Presenting as one's own, the ideas, words, or products of another. The following are examples of plagiarism taken from real student experiences:

Case #3: A student is conducting research for a Civil War research paper. He has reviewed work on the Internet as well as in the library. Finding helpful information, he has summarized his findings without citing his sources. He believes that minor paraphrasing is all that is necessary.

Case #4: A student is writing a paper that requires her to address specific topics and problems in the assigned course textbook. She takes the information directly from the textbook with slight modification, without giving any citation. She thinks that since it is the course textbook, she doesn't have to use quotations or citations.

Academic dishonesty applies to all courses, assignments or exams completed by students and submitted as their own original work, whether in person or by electronic means. The University does not tolerate cheating in any form. It is a serious breach of conduct with serious consequences. Instructors have the right to determine the appropriate penalty for academic dishonesty in their own classes; generally, however, such acts will result in a failing grade for the assignment and/or the course. The penalty for subsequent acts of academic dishonesty may include expulsion.

More information on how to recognize plagiarism can be found at this site: <a href="http://www.indiana.edu/~istd/plagiarism\_test.html">http://www.indiana.edu/~istd/plagiarism\_test.html</a>

#### ACADEMIC RESOURCE CENTER

The Academic Resource Center is available for IDEAL students seeking help in their studies. The Center is staffed by writing professionals and peer tutors. More information can be found at: <a href="http://myub.bridgeport.edu/academics/academicrescenter/Pages/default.aspx">http://myub.bridgeport.edu/academics/academicrescenter/Pages/default.aspx</a> The Center is

located in the Wahlstrom Library, Room 506. Hours of operation are Mondays –Thursday 9am – 6pm and Fridays 9am – 1pm. Make an appointment or walk-in: Telephone: 203-576-4290. **Online Tutoring** is available at: <a href="www.etutoring.org">www.etutoring.org</a>. To use this free service you must have a UBNet account.

#### **Obtaining a UBNet Account**

Every registered student should obtain a UBNet Account. The account allows you to access your grades, access library services, access online tutoring, access the computers in computer labs, and provides an email account in which the University sends out information. Go to: <a href="http://www.bridgeport.edu/ubnet">http://www.bridgeport.edu/ubnet</a> - Click on "New UBNet Account" and follow the instructions.

The @bridgeport.edu email address is the official email the University uses to send information to you. You can have your Bridgeport.edu email forwarded to any other email account you use. Following the activation of your UBNet account (takes 24 hours), login at: <a href="http://www.bridgeport.edu/email">http://www.bridgeport.edu/email</a> and click on "forwards" at the top of the page. Follow the directions to forward email messages to your other account.

#### **Accessing Your Grades & Schedule Online**

The WebAdvisor online information system allows students to search for available classes, check grades, view semester class schedule and verify your personal profile. Grades are generally posted 2-3 weeks following the end of a course. Information on WebAdvisor is password protected and requires you to use your UBNet username and password. To access WebAdvisor, go to: <a href="http://www.bridgeport.edu/webadvisor">http://www.bridgeport.edu/webadvisor</a>

- 1. Login in with your UBNet username and password.
- 2. Click on "Student Menu."
- 3. Click on "My Grades."

If you are carrying a financial balance, access to WebAdvisor will be restricted.

# **Using the Library**

You can access the library through the library's website: <a href="http://www.bridgeport.edu/library">http://www.bridgeport.edu/library</a>. Research tools available:

- Search for books held at the library.
- Search the online databases for your academic field; business, counseling, human services, psychology, etc.
- Send questions to the Reference Librarian for assistance in research topics and searching strategy.

To access the online journals for research purposes, you will need a UBNet account (see above).

# **Using Computers**

Open access computer labs are available at three campuses:

- Bridgeport 1<sup>st</sup> floor of the Wahlstrom library. Check library hours of operation at: http://www.bridgeport.edu/library.
- Stamford Room D; Check open hours at: http://www.bridgeport.edu/stamford
- Waterbury Computer Lab; Check open hours at: http://www.bridgeport.edu/waterbury

# **Course Cancellations/ Weather Policy**

Any emergency necessitating the canceling of courses will be announced by the University through the Emergency Notification Telephone Line, (203) 576-4159. Please call this number for information on course cancellations. Also, information will be posted under "Latest News" on the UB home page, (www.bridgeport.edu). Canceled classes will be made up either the week

following the end of the course or in consultation between the instructor and the students as to day and time availability. Course cancellations are also announced on television and radio stations.

Please note each campus makes weather cancellations independently. You should always check with the specific campus staff. It is best to call the campus emergency phone.

Bridgeport – 203-576-4159

Waterbury - 203-573-8501

Stamford - 203-358-0700

#### IMPORTANT CONTACT INFORMATION

Office	Contact	Telephone	Email
Bridgeport Campus Security		(203) 576-4911	ubsecurity@bridgeport.edu
Bursar	Robinson Hernandez	(203) 576-4692	bursar@bridgeport.edu
Cashier	Lana Mistry	(203) 576-4682	cashier@bridgeport.edu
Financial Aid		(203) 576-4568	sfs@bridgeport.eud
Registrar		(203) 576-4642	registrar@bridgeport.edu
Emergency Notification Phone		(203) 576-4159	
Distance Education Office		(203) 576-4853	ubonline@bridgeport.edu
IDEAL Office		(203) 576-4800	idealinfo@bridgeport.edu

#### **CAMPUS CONTACT INFORMATION**

Campus	Address	Telephone	Email
Bridgeport	126 Park Avenue Bridgeport, CT 06604	(203) 576-4800	idealinfo@bridgeport.edu
Stamford	5 Riverbend Drive Stamford, CT 06750	(203) 358-0700	ubstamford@bridgeport.edu
Waterbury	84 Progress Lane Waterbury, CT 06705	(203) 573-8501	ubwaterbury@bridgeport.edu
Woodbridge	6 Lunar Drive Woodbridge, CT 06525	(203) 576-4800	idealinfo@bridgeport.edu
IDEAL Office		(203) 576-4800	idealinfo@bridgeport.edu

	<b>Directions to IDEAL Campus locations</b>	http://www.bridgeport.edu/pages/2260.asp
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To fill out your financial aid report to the Federal Government, please go online to <a href="https://www.fafsa.ed.gov">www.fafsa.ed.gov</a>. The school code for the University of Bridgeport is <a href="https://www.fafsa.ed.gov">001416</a>. Federal Student Aid Information: 1-800-433-3243