

Fast Fact Friday

Critical Incident Stress Management (CISM)

Friday, February 7, 2025

Q1: "What is CISM?"

The Critical Incident Stress Management (CISM) Team is a group of Flight Attendants that provides peer support to other Flight Attendants when they have experienced a personal traumatic event or work-related accident or incident.

Q2: "Is CISM only available if I have an incident at work?"

Absolutely not! CISM is always available to help with both your professional and personal life. Each CISM Team Member attends yearly training on Trauma, Grief, Stress Management, Suicide Prevention and Post Traumatic Stress Disorder (PTSD).

Q3: "How can I reach CISM?"

CISM Team Members are available 24 hours a day, 7 days a week at (214) 640-4380. You can also email cism@twu556.org for non-urgent matters.

Q4: "Will SWA Management know I am speaking with CISM?"

When you have an incident or accident at work, SWA Management can ask the CISM Team to reach out to you. This can be done by the NOC, your Base Management, or Scheduling. However, everything you discuss with the CISM Team is 100% private and confidential. Nothing will be communicated with SWA or TWU. The most important thing is that YOU receive the care and assistance you need.

Q5: "I would love to get involved with CISM! How would I do that?"

Reach out to the CISM Chairperson Eileen Rodriguez at erodriguez@twu556.org.

