* [Faggiano, T. T., McNall, V., & Gillespie, J. (2011). Critical Incident Management: A Complete Response Guide (2nd Edition)](http://www.crcnetbase.com.contentproxy.phoenix.edu/isbn/978-1-4398-7455-4" \o "Critical Incident Management: A Complete Response Guide (2nd Edition)" \t "_blank)*[CRC Press.](http://www.crcnetbase.com.contentproxy.phoenix.edu/isbn/978-1-4398-7455-4" \o "Critical Incident Management: A Complete Response Guide (2nd Edition)" \t "_blank)*