* [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%22%20%5Co%20%22Critical%20Incident%20Management%3A%20A%20Complete%20Response%20Guide%20%282nd%20Edition%29%22%20%5Ct%20%22_blank)*[CRC Press.](http://www.crcnetbase.com.contentproxy.phoenix.edu/isbn/978-1-4398-7455-4%22%20%5Co%20%22Critical%20Incident%20Management%3A%20A%20Complete%20Response%20Guide%20%282nd%20Edition%29%22%20%5Ct%20%22_blank)*