



CRITICAL INCIDENT STRESS MANAGEMENT SERVICES

Definition	CISM teams offers stress mitigation strategies, critical incident stress recovery techniques and resource-referral sources to emergency personnel.
Purpose	The purpose of a CISM component is to : <ul style="list-style-type: none">▪ Prepare emergency personnel to manage their job related stress▪ Assist emergency personnel who are experiencing the negative effects of stress after exposure to an unusually stressful event▪ Provide resources to emergency service families for stress management services▪ Provide a positive environment for incident review and critique.
Notification Process	Upon request from the Incident Commander, the EMS dispatch center supervisor/designee will contact: <ul style="list-style-type: none">▪ The CISM program coordinator or designee
Team Activation	Coordinator or team leader will: <ul style="list-style-type: none">▪ Contact team members & designate assembly location▪ Assemble team members into single vehicle, if possible▪ When possible, arrange for police escort into incident <p>ONLY TEAM MEMBERS WHO HAVE BEEN REQUESTED TO RESPOND WITH PROPER TEAM IDENTIFICATION WILL BE ALLOWED INTO THE SCENE.</p>
AT INCIDENT PROCEDURES	Upon arrival at incident location, Coordinator/team leader will: <ul style="list-style-type: none">▪ Report to IC and act as liaison for team members▪ Direct team member's assignments and reporting intervals▪ Relay team member's recommendations and observations to Incident Commander
Team Members	At the incident, team members will provide: <ul style="list-style-type: none">▪ One on one counseling to those emergency service workers showing obvious signs of distress▪ Advice & counsel to Incident Commander, via team leader, on topics of stress management specifically related to the critical incident▪ Control of victims, survivors and families to ensure that emergency service workers will not be interfered with▪ Coordinate, via team leader, appropriate agency response and/or referral for victims, survivors and family members
POST INCIDENT SERVICES	Post incident services include defusing and debriefings and in large-scale event, demobilizations.

Applicable for:

- Napa County
- Sonoma County
- Mendocino County



CRITICAL INCIDENT STRESS MANAGEMENT SERVICES CONTINUED

Defusings

The purpose of a post incident defusing are:

- To offer information, support and a forum for ventilating feelings. Defusings are typically conducted at respective station(s) of responders involved in the critical incident
- Stabilize crew members so they can go back in service or go home
- Determine and/or establish the need for a formal debriefing

Debriefing

Debriefings are specially structured group meetings between incident responders and CISM team members. The meetings are confidential, non-evaluative discussions of the involvement, feelings, thoughts and reactions resulting from incident involvement. Although debriefings are based on psychological and educational tenets, they are not construed to be psychotherapy, therapy or treatment.

Post incident debriefings will:

Mitigate impacts of stress resulting from critical incident exposure

Assist participants in better understanding the aftermath of stress, thereby producing a therapeutic effect.

Will accelerate "normal" recovery process in "normal" persons suffering "normal" effects after an encounter with and "abnormal" situation.

Access Procedures

Defusings should be conducted within 24 hours of incident occurrence.

Debriefings should be conducted between 24 and 72 hours post occurrence.

Incident Commanders and/or unit leaders or managers may request a defusing by contacting the EMS dispatch center supervisor or designee who will in turn notify the CISM program coordinator of the request.

Coordinator or designee will re-contact requestor after CISM team has been notified and assembled for response.

Team members and requestor will make determination of debriefing necessity after assessing defusing results

CISM Presentations

Emergency service providers interested in learning more about CISM are encouraged to contact the North Bay CISM Team to arrange for an educational presentation.
