

## Agency Administrator Roles and Responsibilities

**1. Identification of Event:** The Agency Administrator is responsible for identifying an event as a critical incident. The Agency Administrator is the highest ranking agency line officer with direct responsibility for the location of the incident/personnel involved in the incident. Forest Service and BLM Critical Incident Response Coordinators are available to assist in the formal determination of a critical incident.

**2. Request Critical Incident Stress Management Intervention through the Appropriate Geographic Area Coordination Center (GACC):** When an order is placed a Critical Incident Stress Management Coordinator will be assigned who will work with the Agency Administrator and designated Peer Group Leader to determine the appropriate response protocols, timeframes, and decide the size and make-up of the group.

Often a CIPS group member will arrive before the group leader, peer supports or the clinician. The individual will assist with any immediate needs, meet with the ordering Agency Administrator to gather facts, determine timelines, make an assessment of the impacted individuals and groups, and brief the Agency Administrator on the process. This “liaison” will initiate logistical support, determine meeting times and locations, arrange for facilities etc.

**3. Manage Information about the Critical Incident:** Acknowledge to employees that the critical incident has occurred. By providing factual information to your employees, you can help prevent rumors from spreading. Provide a consistent message to all groups concerning the incident. Address any rumors that may be circulating, or concerns employees may voice.



**4. Support Employees:** Employees who have experienced trauma respond best to information, structure, peer support, and instructions on what to expect next. Find out what employees are planning to do with their time once they leave work and provide accountability partners. Encourage them to spend time with friends or family members. Coordinate with staff to identify the employees most affected by the traumatic event and offer them a quiet place to be, but don't force them to be isolated if they'd prefer to stay with their co-workers.

**5. Provide Information to the CIPS Group:** The Agency Administrator or designee is responsible for providing the Critical Incident Support Coordinator with information about the incident. The Agency Administrator is responsible for providing a budget code for expenses associated with CIPS Group response (and Mental Health Professional, if applicable). The Peer Support Group Coordinator will assist in determining a location for facility for CIPS meetings.

The Agency Administrator or designee will make time to receive a briefing from the Critical Incident Support Coordinator or their Point of Contact. The Agency Administrator or designee is also responsible for providing the CIPS Group Leader with contact information for the EAP provider and/or other resources that may be available to provide support within their local area.

