

SOUTHWEST AREA CRITICAL INCIDENT STRESS MANAGEMENT ROLES & RESPONSIBILITIES

Responsibilities

All personnel are responsible for identifying and recognizing significant incidents, which may qualify for CISM response and notifying their immediate supervisor.

A. Agency Administrator

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 personnel involved in the incident.

2. Request CISM

The Agency Administrator or designee is responsible for requesting CISM services from the Southwest CISM Coordinator when a fire related incident occurs. The CISM Coordinator will decide on the size and makeup of the group. This may require a CISM Team Leader to travel to the affected unit and assess the situation and make recommendations. The timeliness of a request for a CISM Response is imperative so the individuals involved are better prepared to start dealing with the thoughts, emotions, and impact of what just transpired. CISM is designed to help the individuals involved deal with the emotional after affects of a crisis, critical incident and/or traumatic event.

The date and time of Crisis Management Support will be decided in conjunction with the CISM Coordinator and CISM Team Leader. Generally the process will take place within 24-72 hours after an incident.

3. Provide Information

The Agency Administrator or designee is responsible for providing the CISM Coordinator with information about the incident (CISM Pre-Dispatch Checklist). The Agency Administrator is responsible for providing the local dispatch center with a budget code for expenses associated with CISM response.

B. Local Dispatch Center

1. Request CISM

If a Southwest CISM Team is needed, the local Dispatch Center Manager is responsible for contacting the Southwest Coordination Center.

C. Southwest Coordination Center

1. The Southwest Coordination Center is responsible for contacting the CISM Coordinator and requesting CISM services within one hour after receiving a request for CISM services from the local Dispatch Center. Once the request is made, the CISM Coordinator will contact the Agency Administrator or designee.
2. Provide Local Center With Ordering Information
The CISM Coordinator will provide the Coordination Center with names of individuals to be ordered. The Coordination Center will pass this information to the local dispatch center that will generate the order. Often, the Coordination Center will generate a support order so that the affected dispatch center isn't impacted. Individuals will be ordered as THSP.
3. Advocates/COOP Staffing
The Coordination Center may also provide recommendations to the local unit for Pre-CISM or Advocacy Assistance. The Coordination Center will also notify NICC, other GACCs or local dispatch centers of the possibility of name requests for support personnel. The CISM Coordinator may also make these recommendations.

D. CISM Coordinator

1. Assess Need for CISM & Type of Response
The CISM Coordinator is responsible for assessing the needs of the affected individuals and determining the appropriate CISM intervention(s) to be used. This is usually done with consultation with a mental health care professional.
2. Activates CISM Response
The CISM Coordinator in consultation with the Agency Administrator makes the decision to deploy a CISM Team. The CISM Coordinator activates members to respond to the incident through normal dispatch procedures. The CISM Coordinator assigns a CISM Leader. The CISM Coordinator provides the Coordination Center with names and home units of members to be ordered.
3. Maintaining the Roster
The CISM Coordinator is responsible for maintaining an on-call roster for all members. The CISM Coordinator will notify the Coordination Center of any changes of the status and availability of the CISM Coordinator(s). The CISM Coordinator will provide rosters and contact information to the Coordination Center each year after the nomination process is complete.

4. Monitoring Trigger Points

CISM Coordinators involved may suggest these “trigger points” for local units to consider. These trigger points would determine the need for advocacy or an automated pre-CISM response as identified below. Often it has already been done by the local unit, state/regional or national level. The intent is not to overstep our involvement but to relieve managers affected who are not able to cover everything. Of most importance is the response of additional support and being there to assist our own.

E. Advocate/Pre-CISM Responder

1. Advocacy Roles

Peers such as counterparts that immediately respond to assist those affected by an incident either on their own or by request are a vital role in providing support when an individual or their unit becomes quickly overwhelmed. Examples of types of support and assistance that can be provided include:

a. Phone Calls

Offices and individual personnel are inundated with phone calls from investigators, supporters and others looking for information. It is important to have people available to screen these calls and cover requests so that those directly involved are able to focus on the immediate tasks at hand.

b. Investigation Teams /Request For Information

Often different types of investigation teams are involved and request the same information from the unit affected. Much of the time emergency operations are still being conducted. It is beneficial to assign a liaison or Point of Contact for teams to coordinate with rather than inundate an office, crew base, aviation base directly with requests which overload phone and computer systems.

c. Continuation of Operations (Staff Replacements)

Dispatch Centers, Air Bases, etc. may need relief for staff members who have been affected. Operations must continue and immediate action must be taken to replace staff. This may occur from the Coordination Centers initiating an order, other counterparts etc. Often those affected are too busy to deal with it or consider staffing needs and appreciate it being done for them.

d. Day to Day Work

Fire and aviation managers etc. may need assistance with day to

day work responsibilities while they are involved with incident related duties. Counterparts from other areas are encouraged to respond to provide this assistance.

e. Media and Press Involvement

Calls and visits from the press are immediate. Assigning Public Information Officers and the establishment of information centers should be another immediate consideration.

f. Logistics Support

Investigation teams, PIO's, families, local/state/regional/national personnel involved at the unit require space and phones. Advocates assisting a unit are able to arrange for conference room space (off the base/dispatch/office affected) so that operations can continue. Families may want a place nearby to meet and wait for updates, information, etc. and should be away from investigations, teams. etc.

g. Medical Assistance

Hospital visits and/or providing transportation to those who have been injured for follow up doctor visits, physical therapy, etc. may also be required based on an individual's situation. Peers who are able to provide this support are valuable.

h. Charge Codes and Mobilization

SWCC will assist local centers with creating orders, or generate them so the dispatch center is impacted for personnel that may require an order to travel. Often, managers and other staffs respond outside the dispatch/coordination center do not require an order. This process was also agreed to by the National Coordinators since support may come from other Geographic Areas.

E. CISM Leader

1. Acts as Alternate for CISM Coordinator

When the CISM Coordinator is not available, a qualified CISM Leader would assume the responsibilities of the CISM Coordinator described above.

2. Provides Information to CISM Coordinator & GACC

The CISM Leader is responsible for communicating with the CISM

Coordinator, Coordination Center throughout the incident. The CISM Team Leader will provide contact information cell phones, hotel information and itineraries to the Coordination Center.