



Placing a Request

Fire

- Agency Administrator or designee to National CISM Coordinator
- Orders for agency employees processed through normal dispatch channels
- Mental Health Professional (clinician) ordered by National CISM Coordinator

Non-Fire

- Agency Administrator or designee to National CISM Coordinator
- May/may not be processed through normal dispatch channels
- Mental Health Professional (clinician) ordered by National CISM Coordinator
- Reimbursable agreements managed by National CISM Coordinator

Critical Incident Peer Support Groups

- Assembled by a qualified and credentialed **CISM Coordinator**
- Oversight provided by a **CIPS Group Leader**
- Comprised of **Peer Supporters**
- Include a **Mental Health Professional (MHP)**
- May have a **Liaison** assigned
- **Ordered** through the **Dispatch/Coordination System**
- May be **split up** to cover large geographic areas
- May be comprised of Peer Supporters/Leads from various Geographic Areas



Level of Operational Engagement



Timing is
Key

- Crisis intervention **is not effective** with personnel who are **operationally engaged**.
- Services are most effective **72 hours to 10 days** after an incident.
- It is important to allow time for affected individuals to **disengage operationally** and **re-connect** with family and friends.