

**Thomas Jefferson EMS Council
Critical Incident Stress Management Team**

Activation Procedure

1.0 Request or Notification:

- 1.1 Field personnel contact Charlottesville Fire Department: (804) 970-3240
Ask for the Officer in Charge that they have a CISM request.

- 1.2 CFD notifies CISM for one of the following:
 - a. Pediatric trauma resulting in death
 - b. Line of duty death or severe injury of squad member, firefighter or Police officer
 - c. Suicide or unexpected death of squad member, firefighter or police officer
 - d. An accident involving an ambulance, fire apparatus or police vehicle resulting in injury
 - e. A mass casualty incident
 - f. Prolonged events > 90 minutes
 - g. Any event in which a dispatcher or officer has concerns for the mental health of providers
 - h. Any person calling and requesting CISM services

2.0 Obtaining Information:

- 2.1 CFD will obtain the following information to be given to the CISM Investigator for a confirmed request: (defusing, debriefing or on-scene)
 - a. Name of person to call
 - b. Agency name
 - c. Phone number(s) w/area code(s) to call the individual back
 - d. Tell them a CISM investigator will call them back within 30 –45 minutes

- 2.2 If CFD is just notifying about an incident without an actual request or message of a potential defusing, debriefing or on-scene request; the information can be snapped to the CISM Coordinator. See 5.0

3.0 Notification Procedure:

- 3.1 Charlottesville Fire Department alerts the CISM Coordinator or one of the investigators on the call down list. (Note- First 4 can be group paged on snap if preferred). See 5.0

*Coordinator should return page within 15 minutes

IF NOT

*Repage the Coordinator; **IF NO** response again after 10 minutes

****Group Page CISM** or page in order down the call list (5.0)

3.2 Once an investigator has answered the page, CFD will give the information obtained in section 2.1 or 2.2.

4.0 **Other Information:**

4.1 The CIS Coordinator will notify CFD of any on call changes or changes to the notification procedure via telephone and/or memo.

4.2 In case of some strange or unusual circumstances where CFD was unable To reach the first 4 investigators; and investigators #5.5, 5.6 and 5.7 were unable to be reached – CALL the Clinical Coordinator:

Clinical Coord. – Christy Miller

5.0 **Call List:**

5.1 Mike Berg (CISM Coordinator): EMS 1

5.2 Linda Johnson (Training Coordinator-Asst. Coord): EMS 2

5.3 Donna Burns (Prehospital Coordinator): EMS 3

5.4 Lewis Jenkins (Prehospital): EMS 4

5.5 Faron Ocheltree (Senior Peer)

5.6 Glenys Dix (Senior Peer)