

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

**Activation Procedure**

**1.0 Request or Notification:**

- 1.1 Field personnel contact **Charlottesville Emergency Communications Center: (804) 977-9041**, ask for the Shift Supervisor and advise them that they have a CISM request.
  
- 1.2 ECC 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 ECC 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 ECC 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 ECC 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, ECC will give the information obtained in section 2.1 or 2.2.

4.0 **Other Information:**

- 4.1 The CIS Coordinator will notify ECC 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 ECC 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 Coord & Asst. Coord): EMS 2
- 5.3 Donna Burns (Prehospital Coordinator):
- 5.4 Lewis Jenkins (Prehospital):
- 5.5 Faron Ocheltree (Senior Peer)
- 5.6 Glenys Dix (Senior Peer)