

Activation Procedure

1.0 Request or Notification:

- 1.1 Field personnel contact **Charlottesville Fire Department: (434) 980-3240**. Ask for the Officer in Charge indicating that they have a CISM request.

OR

Field personnel contact **Charlottesville Emergency Communications Center: (434) 977-9041**, ask for the Shift Supervisor and advise them they have a CISM request.

- 1.2 CFD/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. 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/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 CFD/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 snap-paged to a CISM Coordinator. See 5.0

3.0 **Notification Procedure:**

- 3.1 CFD/ECC alerts the CISM Coordinator or one of the investigators on the call down list. (Note – First three (3) can be group paged on snap if preferred). See 5.0
- 3.2 Coordinator should return page within 15 minutes. If not, Re-page the Coordinator. If no response again after 10 minutes, Group Page CISM or page in order down the call list (See 5.0)
- 3.3 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 CISM Coordinator will notify CFD/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 CFD/ECC was unable to reach the first three investigators, and investigators #5.4, 5.5, and 5.6 were unable to be reached – call the Clinical Coordinator:

Clinical Coordinator – Christy Miller

H – (434) 296-5439

P – (434) 923-7009

5.0 **Call List:**

5.1 Cookie Conrad (CISM Coordinator):
Pager (434) 872-8260 (Digital pager: Snap & DS Alpha – Metrocall)
Cell (434) 566-2372
Work (434) 295-6146

5.2 Linda Johnson (Assistant Coordinator)
Pager (434) 923-7006
Cell (434) 531-3698

5.3 Donna Burns (Prehospital Coordinator)
Pager (434) 963-1416
Work (434) 924-8484

5.4 Lewis Jenkins (Senior Peer)
Cell (540) 718-6643
Home (540) 948-3350

5.5 Christy Hodge (Prehospital Coordinator)
Cell (434) 996-6975
Home (434) 823-1779

5.6 Glenys Dix (Senior Peer)
Work (434) 924-1659