



# Critical Incident Stress Management Team Notification Procedure

## Guideline

Written: December 2005

Reviewed: April 2016

Revised: June 2022

### Notification:

As soon as possible after identification for the potential need of a debriefing, the CISM team should be notified. The mechanism for notification is listed below. The Team relies on the "Eyes and Ears" of personnel in the field for notification. Eyes and Ears refer to personnel who are aware of CISM services available and who are alert to critical incident events.

### Activation Procedure

#### Request or Notification:

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

#### Obtaining Information:

ECC will obtain the following information to be given to the CISM Coordinator or designee for a confirmed request: (defusing, debriefing or on-scene)

- Name of person to call
- Agency name
- Phone number(s) w/area code(s) to call the individual back
- Tell them a CISM member will call them back within 30 - 45 minutes

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 given to the CISM Coordinator or designee.

#### Notification Procedure:

ECC alerts the CISM Coordinator or designee via text message.

The CISM Coordinator or designee will return text page within 15 minutes

If the CISM Coordinator or designee does not return the text message within 15 minutes, ECC will start calling those on the contact list outlined in Section 5.

Once the CISM Coordinator or designee has answered the text page, ECC will give the information obtained above.

**On Call:**

On call scheduling will be handled by the CISM Coordinator or their designee. A calendar will be produced by the CISM Coordinator.

The CISM Coordinator, TJEMS Executive Director and Education Coordinator will each be on call for one (1) month at a time in rotation in which they are responsible for returning pages to ECC reference CISM.

The Mental Health Clinical Coordinator will always be on call for CISM activities. In the event of vacation or absence, the Mental Health Clinical Coordinator will notify the CISM Coordinator and provide contact information for the Mental Health Debriefing that will be on call for CISM activities.

The on-call month will start at 0700 on the first day of the month and run until 0659 the first day of the following month. Any changes to the on-call schedule will be worked out with appropriate level of coverage and the CISM Coordinator should be notified as soon as possible.

If the on-call person is unavailable or becomes unavailable by phone during their on-call month they should immediately notify the next available on-call person to cover in their absence.

If the TJEMS on-call person is not reachable by their normal documented means they need to call ECC and let the on-duty supervisor know of the temporary change in contact information.

If the on-call Mental Health Debriefing is not available by normal documented means they need to contact the on-call TJEMS CISM representative and make notification of the temporary change in contact information.

**Other Information:**

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

Permanent changes to staff contact information should be relayed to ECC as soon as possible by the CISM Coordinator.