

RAPPAHANNOCK EMERGENCY MEDICAL SERVICES COUNCIL

CRITICAL INCIDENT STRESS MANAGEMENT TEAM

STANDARD OPERATING PROCEDURES

Approved August 20, 2003
Revised May 1, 2006 & Approved by Board June 21, 2006
Updated: September 2008
Updated: April 2010
Updated: August 1, 2012
Approved by Board August 15, 2012
Updated: July 24, 2018

MISSION

The Rappahannock Emergency Medical Services (REMS) Council Critical Incident Stress Management (CISM) Team is responsible to respond to requests for CISM services within the area of the REMS Council which includes Caroline, Colonial Beach, Culpeper, Fauquier, Fredericksburg, King George, Orange, Rappahannock, Spotsylvania and Stafford Counties. Our CISM Team will also respond to requests for mutual aid support outside the REMS Council area.

State Task Force Strike Team 1 activations will be responded to as directed by statute and availability.

ORGANIZATION/AUTHORITY

The REMS Council CISM Team is a committee function of the REMS Council. The Team Coordinator, or designee, will give regular reports at the Council Board meetings. Our CISM Team is State Certified and accredited, operating under the umbrella of the Virginia Department of Health, through the Virginia Office of Emergency Medical Services.

MEMBERSHIP

REMS Council CISM Team is comprised of a group of volunteer mental health professionals, peer public safety and first response personnel, and chaplains who have received training in techniques of CISM. The Team will designate the following officer positions:

- Team Coordinator
- Assistant Coordinator(s)
- Membership Chair
- Dog Team Chair
- Chaplain Chair
- Treasurer

To be eligible for membership you must have/be:

- At least 21 years of age.
- At least 5 years active service with an emergency response organization for public safety peers or practicing clinician for at least 5 years with a recognized Mental Health organization.
- Have current or be prepared to be trained in Team and Virginia accepted CISM training.
- Willing to abide by Team principles and guidelines.
- Must attend at least 50% of scheduled Team meetings within a calendar year, as notified through Team emails, unless excused.

APPLICATION

- Applications are available through the REMS Council office, REMS Council website or the Team Coordinator.
- Upon completion and return to the REMS Council office, they are referred to the Team Coordinator for review.
- Files will be maintained in the REMS Council office on all Team members to ensure their eligibility and required training is met.

REVOCAION/SUSPENSION OF MEMBERSHIP

Any of the following may constitute grounds for dismissal from the CISM Team:

- Any breach of confidentiality
- Failure to follow established policies and procedures
- Failure to be present at an assigned activation without notice upon a commitment to do so
- Acting against the expressed direction of the Team Coordinator or designees
- Failure to attend required meetings or training

TEAM MEETINGS

Team meetings will be scheduled and announced by the Team Coordinator at least semi-annually. Meetings will be conducted more frequently as necessary. Meetings may also include continuing educational training for CISM. Each Team member must attend at least 50% of the meetings scheduled in a calendar year, or they will be removed from the Team.

STRUCTURE

The Team will follow a combination of models including The Virginia Office of Emergency Medical Services CISM System, The Mitchell Model, and as appropriate, guidelines from the International Critical Incident Stress Foundation. The Team operates primarily as a PEER driven, CLINICIAN assisted service, providing the core of services outlined in the Mitchell model primarily to emergency services personnel involved in significant incidents.

The Team Coordinator is responsible for the administration, activation and monitoring of the Team's activities. It is the responsibility of the Team Coordinator to assist the Council in ensuring that Team members are kept currently trained and informed on policies and procedures

An adjunct to the REMS Council Team's activities is the deployment of the State CISM Strike Team 1 as requested by the Virginia Office of Emergency Medical Services. Strike Team activities are coordinated by a State Task Force Coordinator through the direction of the REMS CISM Team Coordinator.

ACTIVATIONS

Requests for CISM services generally come through the Council's 24-hour hotline number at 540-752-5883. This Dispatch Center number is operated under LifeCare Medical Transports, Inc. (See attached SOG). An Everbridge alert will be sent by the Team Coordinator, or their designee, to all Team members for every group intervention request.

Information regarding the precipitating incident or situation is gathered and passed on to the Team Coordinator, or their designee. A copy of the Incident Request Form is faxed to the Council office for record. Generally, the Team Coordinator, or their designee, contacts Team members (peers and clinicians) to assemble and activate the necessary composition to address the request. Based on time requirements, schedule constraints and available locations, the session is scheduled and services are provided. All Team members are issued a photo ID card through the Council; identification badges must be worn during activations.

Other inquiries with regards to the Council's CISM Team and services may be directed to the Council office directly by calling 1-540-373-0249 during office hours.

TRAVEL & TRAINING REIMBURSEMENT

Team members may request mileage reimbursement for an approved activation they assisted with under the following conditions:

- Round-trip travel was greater than 25 miles.
- Request submitted on a REMS Council Travel Voucher and approved.
- Mileage reimbursement will be paid at current rate approved by Board of Directors.
- Activation/request was made through proper channels

Team members may be eligible to request tuition reimbursement for Annual CISM Conference and other training as funds are available in the budget.

ADMINISTRATION

The REMS Council CISM Team is a committee of the REMS Council. Team Coordinators will make a report to the Board at their regular meetings.

The REMS Council CISM Team is certified by Virginia Department of Health Office of Emergency Medical Services.

Complaints will be required in writing and investigated by the REMS Council Executive Director with support from the Team Coordinator, if appropriate. The written complaint must be completed within 10 days of the occurrence of the matter being disputed. Unresolved disputes may be brought to the Council's Executive Committee for final decision if necessary.

EXTERNAL REPORTING REQUIREMENTS

As a Virginia accredited team, the REMS Council CISM Team will report semi-annually and quarterly, in the format prescribed, a summary of its activities to the Virginia Office of Emergency Medical Services. The REMS Council staff will assist with this administrative function. Regional CISM Team Policies and the membership roster will be maintained by the REMS Council, as required by the Virginia Office of Emergency Medical Services.

**Rappahannock EMS Council
Critical Incident Stress Management Team
24-Hour Contact**

STANDARD OPERATING PROCEDURE FOR LIFECARE DISPATCH

PURPOSE:

To allow for 24-hour availability and contact of the REMS Council CISM Team.

SCOPE:

LifeCare Medical Transport's Dispatch Center will serve as the initial contact for the CISM Team. The telephone number 540-752-5883 will be published as the 24-hour contact number for all incidents. All Dispatchers will follow the following procedures to ensure the CISM Team Coordinator, Executive Director of the REMS Council, and President of the REMS Council Board of Directors are promptly and properly notified of a request for the CISM Team.

PROCEDURE:

Dispatchers will utilize the CISM Intake Report Form upon receiving a request for the Team. All pertinent information will be obtained and documented on the form. The Dispatcher will then immediately contact the Team Coordinator, as noted below. If the Dispatcher is unable to contact the Team Coordinator within **15 minutes**, the established secondary contact for Team should be contacted.

The completed CISM Intake Report Form will be faxed immediately to the REMS Council at 540-373-0536 to the attention of the Executive Director; a copy will also be forwarded to the President of the REMS Council Board of Directors.

Team Coordinator: Patricia Copeland, 540-840-1677

Assistant Coordinator: Christopher Jett, 540-226-3768

Assistant Coordinator: Greg Leitz, 540-903-2071