

REMS CRITICAL INCIDENT STRESS MANAGEMENT TEAM

REMS Membership Meeting

June 19, 2019

Members Present: Allen, Boyd, Copeland, Dickinson, DiGravio, FitzGerald, Gibbons, Leitz, Lindsay, Little, Maddox, McAlister, Milliken, Morrison (Bob & Barb, Astra), Pedroza-Woofter, Peterson (Paul), Platt, Rideout, Smith, Taylor, Toellner, Vitaletti

New Business:

- We put in the Chaplains and Therapy Dogs for the Regional Award Outstanding Contributions to EMS Health and Safety - congratulations . . . they won!! Now on to the State!
- Good free classes online through the National Fallen Firefighters Foundation - Curbside Manner: Stress First Aid for the Street
([https://www.fireherolearningnetwork.com/Training_Programs/Curbside Manner Stress First Aid for the Street.aspx](https://www.fireherolearningnetwork.com/Training_Programs/Curbside_Manner_Stress_First_Aid_for_the_Street.aspx))
- Stress First Aid for Fire and EMS Personnel
([https://www.fireherolearningnetwork.com/Training_Programs/Stress First Aid for Fire and Emergency Medical Services Personnel.aspx](https://www.fireherolearningnetwork.com/Training_Programs/Stress_First_Aid_for_Fire_and_Emergency_Medical_Services_Personnel.aspx))

Old Business:

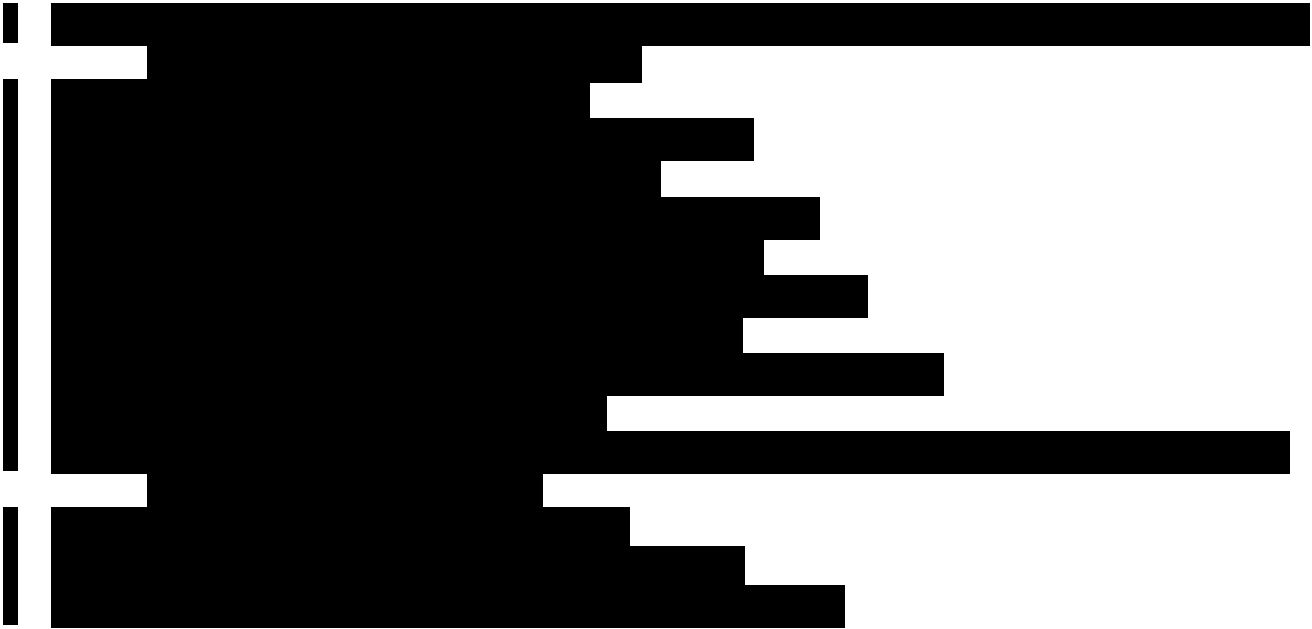
- Participated with the American Foundation for Suicide Prevention on June 22, 2019 at Classic Iron on 4907 Jefferson Davis Hwy, Fredericksburg, VA 22408
- SafeTALK - Codi Ruyts from American Foundation for Suicide Prevention - would like to know if anyone is interested in a SafeTALK class - safeTALK is a half-day alertness training that prepares anyone 15 or older, regardless of prior experience or training, to become a suicide-alert helper. Most people with thoughts of suicide don't truly want to die, but are struggling with the pain in their lives. Through their words and actions, they invite help to stay alive. safeTALK-trained helpers can recognize these invitations and take action by connecting them with life-saving intervention resources, such as caregivers trained in ASIST - members said they were interested - so I will find out when Codi can teach
- On Saturday, May 4th, Lori Knowles and I attended the 5K Walk for Mental Health Wellness. Had the opportunity to talk to some Mental Health professionals regarding the team (Mental Health American of Fredericksburg) - setting up two separate sources for mental health
 - Check Point One (Doswell) (therapy with horses) - check on dates that the team can come to visit
 - Allison Sullivan, LCSW (Fredericksburg)
- Lynn Platt did research on shirts - Heartland Embroidery in Stafford. Setup fee \$85.00 - **(if anyone wants to get shirts done - the setup fee was paid - they will have to pay themselves)** and \$5-7 per shirt and \$3-4 for baseball caps and yes they do items brought into them; Jonathan & Co. setup fee \$85.00 and it's \$15.00 per shirt and the same they will handle items brought in - discussion regarding coming up with own team logo - Chris Jett and Lori Knowles will research on having artwork done

New Members:

- Shannon Sullivan (Virginia State Police)
- Susan McAlister (Chaplain, Billy Graham Evangelical Association Rapid Response Team)

Call-Outs:





Training:

- Warren County

Next Meeting: September 9, 2019

**Trisha Copeland
Team Coordinator
REMS CISM Team**

REMS CRITICAL INCIDENT STRESS MANAGEMENT TEAM

Membership Meeting

September 9, 2019

Members Present: Sharon Allen, Elizabeth Bartman, Patricia Copeland, Robert Eves, Pat FitzGerald, Chris Jett, Denny Kelly, Melissa Lindsay, Robert Maddox, Susan McAlister, Tatiana, Pedroz-Woofter, Kelsey Rideout, Barry Taylor, Jayne Toellner, Jim Vitaletti, Michelle Wright

New Business:

- Discussion regarding making the March meeting an excursion to Checkpoint One in Doswell, VA. Preferable dates are Saturday - 7, 14, 21, or 28. I will contact Checkpoint One to see if any of those dates are available.
- Revisions for SOPs attached. They must be turned in to OEMS during the first quarter. So please look through and let us know if there are any other additions.
- **Mental Health America of Fredericksburg**, Walk for Suicide Prevention, September 7th, 2019, Old Mill Park, Downtown Fredericksburg (anyone would like to participate - please let us know!)
- **Out of the Darkness Walk, American Foundation for Suicide Prevention (AFSP)** September 14, 2019, Spotsylvania Regional Medical Center - Fredericksburg, VA, Check-in/Registration Time: 10:00 am, Walk Begins: 12:00 pm
- September 28-29 from 9:00 am – 5:00 pm - **Virginia First Responder Support Service** (vfrss.org) will be presenting a two-day peer support certification training program which covers a variety of important topics pertaining to promoting mental health within your department. An overview of symptoms of stress, PTSD, depression, and anxiety will be covered and an introduction to and development of active listening strategies, non-verbal communication skills, and crisis intervention strategies will be established. Members will learn how to build rapport with your fellow first responders both on and off the job as well as how to identify local mental health resources. Information about VFRSS's peer support team will be presented along with information regarding how to establish your own peer support program within your department. **Registration is free to all first responders. Flyer attached.**
- We put in the Chaplains and Therapy Dogs for the Regional Award Outstanding Contributions to EMS Health and Safety - congratulations . . . they won!! Now on to the State!
- Good free classes online through the National Fallen Firefighters Foundation - Curbside Manner: Stress First Aid for the Street
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Old Business:

- Kelsey Rideout, Sharon Allen, Chris Brown, Patricia Copeland, Jayne Toellner, and Jim Vitaletti on Friday, August 16th, went to participate with the Arlington County Fire Department in the Firefighter Behavioral Health Alliance's program: An Internal Size-Up. An Internal Size-Up is an in-depth FF/EMT behavioral health workshop dedicated to educating attendees on the awareness of stress, anxiety, PTSD, addictions, depression, anger and addressed suicide and retirement. The workshop is 4 hours in length and includes scenarios and role play.
- SafeTALK - Codi Ruyts from American Foundation for Suicide Prevention - would like to know if anyone is interested in a SafeTALK class - safeTALK is a half-day alertness training that prepares anyone 15 or older, regardless of prior experience or training, to become a suicide-alert helper. Most people with thoughts of suicide don't truly want to die, but are struggling with the pain in their lives. Through their words and actions, they invite help to stay alive. safeTALK-trained helpers can recognize

these invitations and take action by connecting them with life-saving intervention resources, such as caregivers trained in ASIST - members said they were interested - so I will find out when Codi can teach

New Members:

- No New Members

Call-Outs:

- 07/07 - Spotsylvania - Triple Fatality - 3 (1:1) - Rideout
- 07/07 - Spotsylvania - Triple Fatality - On-scene support - Leitz
- 07/09 - Spotsylvania - Triple Fatality - Defusing (26) - (Rideout, Allen (Winston), Morrisons' (Astra), Boyd, Little, Smith, McAlister, Woofter)
- 07/16 - Rappahannock County - CPR - spoke to Chief - did not hear back
- 07/16 - Spotsylvania - Outreach - (Astra, Bob Morrison)
- 07/17 - Ft. Belvoir - One on One (Department) (Crolet)
- 07/24 - Stafford - Drowning (Parks & Recreation) - On scene support - (Jett/Knowles)
- 07/30 - Ft. Belvoir - One-on-One (Department) (Crolet)
- 07/31 - Stafford - One on One (Department) (Jett)
- 08/06 - Spotsylvania - Outreach - Lees Hill ER - (Astra, Bob Morrison)
- 09/01 - Spotsylvania - 1:1 (Rideout, Brown)

Training:

- Kelsey Rideout

Next Meeting: The November 11, 2019 meeting will be moved to December 9 because of Symposium - and turned into a Christmas Party Meeting.

**Trisha Copeland
Team Coordinator
REMS CISM Team**



EMS COUNCIL INC.

PEER SUPPORT MENTOR TRAINING

SEPTEMBER 28-29

9:00 AM – 5:00 PM

AVAILABLE TO CAREER & VOLUNTEER PERSONNEL

This two-day peer support certification training program covers a variety of important topics pertaining to promoting mental health within your department. An overview of symptoms of stress, PTSD, depression, and anxiety will be covered and an introduction to and development of active listening strategies, non-verbal communication skills, and crisis intervention strategies will be established. Members will learn how to build rapport with your fellow first responders both on and off the job as well as how to identify local mental health resources. Information about VFRSS's peer support team will be presented along with information regarding how to establish your own peer support program within your department.

REGISTRATION AND FEES

FREE TO ALL FIRST RESPONDERS

Please register by visiting vfrss.org and clicking on the registration tab.

KEY TOPICS

Peer Skills

Active Listening
Skills

Signs and
Symptoms of
Common Issues

Building Your Own
Peer Support
Team

LOCATION

1225 Courthouse Rd.
Stafford, VA 22555



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

Updated September 9, 2019

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.

REQUIRED MEMBER TRAINING

All applicants to the team who actively attend meetings are welcome to attend callouts as observers in order to learn the team's process. Participation as support, however, requires training depending on the type of team member.

Full training includes:

- Assisting Individuals in Crisis (ICISF) – training for one-on-ones
- Group Crisis Interventions (ICISF) – training for group defusings and debriefings
- Suicide Awareness (ICISF)

Training requirements by member type:

- Therapy Dogs: Therapy dog handlers not intending to function as peer support are not required to have any training, but are welcome to attend.
- Pastors or Chaplains: If not serving as a peer, Pastors and Chaplains are not required to have any of the training, but are welcome to attend. There are additional spiritual support courses available if members are interested.
- Mental Health: Licensed Counselors and mental health professionals are not required to attend training but are encouraged to do so.
- Fire, EMS, LEO, Dispatcher, or Hospital Peer: All certifications are required for members serving as peer support. There is no time limit on receiving training.

Only members with all required training may attend State Strike Force 1 callouts; members wishing to go on state calls must also complete a state team application.

REVOCATION/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

REMS CRITICAL INCIDENT STRESS MANAGEMENT TEAM

Membership Meeting

December 9, 2019

Members Present: Allen, Bartman, Boyd, Brown, Copeland, DiGravio, Denny, Little, Matikonis, McAlister, Milliken, Pedroza-Woofter, Peterson, Rideout

New Business:

- The Chaplains and Therapy Dogs for the Governor's Award for Outstanding Contributions to EMS Health and Safety - congratulations!
- Received a call from the Virginia Veteran and Family Support asking what ICISF classes we teach - he received the money to give their staff the classes.

Old Business:

- Discussion regarding making the March meeting an excursion to Checkpoint One in Doswell, VA. Preferable dates are Saturday - 7, 14, 21, or 28. I contacted Checkpoint One they are unavailable in March - they can do it in February or April 2020. I am waiting to hear back on dates for those months.
- Revisions for SOPs attached. They must be turned in to OEMS during the first quarter. So please look through and let us know if there are any other additions. All suggestions were sent to REMS.
- Myself and Jayne Toellner participated in the Mental Health America of Fredericksburg, Walk for Suicide Prevention, September 7th, 2019, Old Mill Park, Downtown Fredericksburg.
- Myself, Vivian Delts, and Shelly Wright attended the two day class Virginia First Responder Support Service (vfrss.org) on September 28-29 from 9:00 am – 5:00 pm

New Members:

- No New Members

Call-Outs/Outreach:

- 10/04 - 12 Kids - High School FF Class (Jett)
- 11/12 - Stafford - Pediatric Arrest - 11 - Milliken, Copeland, Brown, Morrisons', Winston, Vitaletti)
- 11/13 - VFCA Company Officer Summit - 30 (Jett)
- 11/13 - Stafford - Pediatric Arrest 16 - EEC & Sheriff Office (Allen, Winston, Knowles)
- 11/13 - Stafford - Follow up (Milliken)
- 12/03 - CIT Training - 19 (Wright)
- 12.04 - Stafford - 1:1 (Jett)
- 12/12 - Culpeper - Training (Wright)

Training:

- Christmas Party - Governor's Award Celebration

Next Meeting: January 13, 2020

**Trisha Copeland
Team Coordinator
REMS CISM Team**