



VERDUGO FIRE COMMUNICATIONS DESK PROCEDURE 18-5

DATE: APRIL 2, 2018

SUBJECT: CRITICAL INCIDENT STRESS DEBRIEFING

REFERENCE: CITY OF GLENDALE EMPLOYEE ASSISTANCE PROGRAM (EAP)

INTRODUCTION

A critical incident is defined as an event which has the potential for producing significant emotional trauma that may adversely affect the psychological well-being of personnel. Critical Incident Stress Debriefing (CISD) is a recognized technique used to provide professional care for personnel exposed to potential or actual traumatic events. Generally, it emphasizes facilitated small group discussions among affected persons or one-to-one discussions with CISD trained personnel. CISD is an adjunct to professional medical, psychological, spiritual or other appropriate support services.

PURPOSE

The purpose of the CISD program is to provide timely debriefing and follow-up service, after a critical incident, with the objective of minimizing the likelihood of psychological or stress disorders that may arise out of exposure to traumatic incidents.

PROCEDURE

The CISD program is coordinated by the Deputy Fire Chief for Verdugo Fire Communications staff. The Verdugo Deputy Chief will maintain a City of Glendale resource contact through the Employee Assistance Program (EAP) for mental health services and professionals who are available and have demonstrated experience in critical incident counseling and debriefing. Not all traumatic incidents warrant a full CISD. As Supervisor's knowing your crew and utilizing group or individual informal discussion techniques often will reduce stress and lessen the effects of traumatic incidents. Knowing and recognizing signs amongst your crew is key to early detection of potential effects.

It is the duty and responsibility of every employee to be alert to the need for CISD. The on-duty Shift Supervisor shall immediately, upon recognizing the need for CISD, contact the Verdugo

Deputy Chief. The Deputy Chief will ultimately determine and as appropriate initiate a debriefing.

If any agency is already offering a CISD debrief, the Deputy Chief will coordinate with that agency to determine if a separate CISD is needed or if Verdugo staff can participate with theirs. The Glendale Fire Department also maintains individuals who are CISD trained, these or other professional clinicians may be utilized to help facilitate a debriefing. Staffing of the center will always be a consideration that must be managed in conjunction with a scheduled debrief.

Verdugo Fire Communications Center staff are City of Glendale employees, this direction shall be followed in the event of any CISD needs, through the established City of Glendale Employee Assistance Program (EAP).

Contact the Verdugo Deputy Chief to explain circumstances and evaluate options as appropriate. Based on available resources, staffing needs and circumstances the Deputy Chief will provide the Shift Supervisor with direction and or coordinate contact with the appropriate resource. If professional assistance is sought, the following steps shall be followed.

Call the Employee Assistance Program (EAP) as contracted through the City of Glendale at 800-342-8111

1. Advise the need to speak to a counselor who specializes in trauma debriefing, specifically.
2. A clinician who specializes in traumatic debriefing will be provided initially over the phone:
 - a. A clinician can be provided, one-to-one and face-to-face, as needed.
 - b. As follow-up, a clinician can be provided, one-to-one and face-to-face, as needed, up to one week later.
3. Use of CISD-trained Verdugo Fire staff is also permissible, should they be available.

Silvio Lanzas, Deputy Chief