

CISM Overview for Public Safety Communications

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I. Introduction

- A. Goals for today
- B. Taking care of you
 - 1. re-educate
 - 2. know what hit you & why
 - 3. resources
- C. A little history
- D. CISM OBJECTIVES:

II. Definitions

- A. Critical Incident Stress Management
 - 1. A comprehensive, multi-component program of crisis intervention techniques that represent a continuum of care
 - 2. Most often a peer driven program – clinically supported
- B. Crisis
 - 1. A temporary disruption of psychological homeostasis wherein usual coping mechanisms fail.
 - 2. An event or situation that may momentarily overwhelm a system's ability to respond.
- C. Crisis Intervention
 - 1. Emotional First Aid designed to assist in returning one to homeostasis, adaptive independent functioning
 - 2. Jump-starting the healing process
- D. Stress
 - 1. The body's physical and mental reactions to events and circumstances that frighten, excite, confuse, endanger, or irritate .

- III. Types of Stress
 - A. General
 - B. Cumulative
 - C. Post Traumatic Stress
 - D. Post Traumatic Stress Disorder

- IV. Study of Stress Symptoms
 - A. Physical
 - B. Cognitive
 - C. Emotional
 - D. Behavioral

- V. Top 10 Critical Incidents
 - A. Suicide of a colleague
 - B. Line of duty death
 - C. Serious line of duty injury
 - D. Disaster/multiple casualty incident (Includes terrorism)
 - E. Police Shooting/ accidental killing
 - F. Events involving kids
 - G. Prolonged incidents
 - H. Personally threatening incidents
 - I. Excessive media attention
 - J. Any event capable of causing emotional distress

- VI. Dispatcher Specific Stress
 - A. Are Dispatchers issues different?
 - 1. Environment
 - 2. Stress triggers
 - 3. Acknowledgment
 - 4. Management
 - 5. Circular arguments

 - B. The Traditional Communications Center
 - 1. Closed, secure environment
 - 2. Admin: deny or disbelief in reality of your trauma
 - 3. Minimize magnitude of event and impact on you
 - 4. Home life doesn't have impact
 - 5. Leave work at the door
 - 6. Training
 - 7. Work environment
 - 8. Media
 - 9. Politics

 - C. Perceptions of Weakness

VII. How CISM Works

- A. Group concept
- B. “Normal” reactions

VIII. Compassion fatigue

- A. What is it?
- B. What is it NOT?
- C. Behavioral / Professional signs
 - 1. Physical signs
 - 2. Spiritual signs
- D. Taking Care of You
 - 1. Perspectives
 - 2. Healthy lifestyle
 - 3. Making time
 - 4. Comfort Zones
 - 5. Hobbies
 - 6. Grieving
 - 7. Humor
 - 8. Learning to REALLY communicate

IX. Officer / Firefighter Down!

- A. Are Dispatchers different?
 - 1. Information Gaps
 - 2. With LE or separate debriefing?
 - 3. Active case / gag orders
 - 4. On scene officer
 - 5. Defusing

X. Peer Support

- A. Dispatchers caring for Dispatchers
 - 1. “Been there, done that..”
 - 2. Coping mechanisms / perspectives differ
 - 3. Learn good habits from others
- B. Get involved in Peer Support
 - 1. Internal Team
 - 2. Regional Team – OEMS website
See Attachment for contact list
 - 3. VA LE CISM
 - a. Response and certification training for law enforcement officers and dispatchers.
 - b. Renee Meador VALECISM@cox.net
540-309-0711

4. Virginia Telecommunicators CISM (VATC)
 - a. Comprised of CISM certified Dispatchers
 - b. www.centralshenandoahacademy.com
Call list posted, left tab under VATC

- C. How do I get involved with Peer Support?
 1. Participate in debriefings
 2. Watch for “predictors”
 3. Learn healthy lifestyle
 4. Set a good example- solution
 5. Training and Debriefing Certification
 - a. Virginia OEMS
 - b. ICISF
 - c. Virginia LE CISM (VA LE CISM)
 - d. Virginia Telecommunicators CISM (VATC)

6. Apply for Team

ATTACHMENT: 16 Regional CISM Teams / Office of EMS

City of Alexandria CISM Team

24 Hour Dispatch: (703) 838-4660

Arlington County CISM Team

24 Hour Dispatch: (703) 558-2222

Blue Ridge CISM Team

9:00 - 5:00 Monday - Thursday: (434) 947-5934

9:00 - 1:00 Friday: (434) 947-5934

24 Hour Dispatch: (434) 847-1602

Central Shenandoah CISM Team

24 Hour Dispatch: (540) 245-5501

Fairfax County CISM Team

24 Hour Dispatch: (703) 280-0824

Lord Fairfax CISM Team

8:00 - 5:00 Monday - Friday: (540) 665-0014

Nights/Weekends: (540) 303-3795

Loudoun County CISM Team

(703) 777-0637

* Ask for CISM Coordinator

ODEMSA CISM Team

EOC 24 Hour Dispatch: (800) 468-8892

* Ask for CISM

PEMS CISM Team

24 Hour Dispatch: (757) 220-4356

* Ask for CISM

Prince William County CISM Team

24 Hour Dispatch: (703) 792-6500

Rappahannock CISM Team

8:00 - 5:00 Monday - Friday: (540) 373-0249

Nights/Weekends: (540) 752-5883

Rappahannock-Rapidan CISM Team

Dispatch Pager: (540) 399-8381

If no answer, call: (540) 717-5290

Clinical Coordinator number: (540) 399-2636

Southwest CISM Team

Central Dispatch: (276) 628-7123

Thomas Jefferson CISM Team

24 Hour Central Dispatch: (804) 977-9041

Charlottesville Fire Dept.: (434) 977-3240

Tidewater CISM Team

8:00 - 5:00 Monday - Friday: (757) 963-0632

24 Hour Dispatch: (757) 622-1309

Western CISM Team

Roanoke area: (540) 853-2411

New River area: (540) 961-1150

Danville/Pittsylvania Area: (804) 793-4922

Last Updated: 10-27-2009