

Memorandum



DATE: February 19, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Dallas Fire-Rescue Department Critical Incident Stress Management Team**

On Monday, February 22, 2016, you will be briefed on the Dallas Fire-Rescue Department Critical Incident Stress Management Team by 2nd Driver, David Lindsey of the Dallas Fire-Rescue Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

Dallas Fire-Rescue Department

CRITICAL INCIDENT STRESS MANAGEMENT TEAM



Public Safety Committee
February 22, 2016



BRIEFING OBJECTIVE

- ▶ Discuss the purpose of Dallas Fire-Rescue's (DFR) Critical Incident Stress Management (CISM) team
- ▶ Composition of the CISM team
- ▶ Discuss critical incidents and stress on employees
- ▶ Levels of CISM intervention
- ▶ Discuss when and how to activate the CISM team resources

WHAT IS A CRITICAL INCIDENT?

- ▶ A critical incident - any event during which the human senses are so vivid and disturbing that unusual physical stress or stress reactions can be evoked immediately or over the long-term.
 - ▶ Examples include:
 - ▶ Death of a firefighter
 - ▶ Critical/Fatal injury of a child
 - ▶ Mass casualty incident with a multitude of injuries/deaths
 - ▶ Suicide of a coworker
 - ▶ Serious on-duty injury
 - ▶ Several critical events over a short period of time



PURPOSE OF CISM

- ▶ Multidimensional program intended to maintain and enhance mental health of the DFR employees
- ▶ Through education, CISM interventions seek to help members cope with “critical incidents” which can lead to diminished morale and work performance
- ▶ CISM can be custom tailored so that members who need additional mental health evaluation or assistance can be put in touch with such resources

CISM SESSION PROTOCOL

- ▶ All statements, facts, opinions kept strictly confidential
- ▶ No personnel will be criticized for their reactions
- ▶ Participants are allowed free expression of thought or feeling
- ▶ A CISM intervention is not an investigation or critique of department operations at the incident
- ▶ No recordings or notes are permitted
- ▶ No media coverage is allowed

COMPOSITION OF THE CISM TEAM

- ▶ A volunteer organization comprised of DFR employees who have received training on how to counsel with employees experiencing emotional stress or exposed to stressful situations
- ▶ Members undergo initial and ongoing training via quarterly meetings (covering CISM procedures and protocol)
- ▶ The team is organized and managed by licensed mental health professionals

TRAINING PROGRAM

- ▶ Intensive three-day Group Crisis/Assistance training program with mock sessions and feedback
- ▶ Training of members via the Mitchell Model (developed by Jeff Mitchell and George Everly, 1996)
- ▶ Group intervention and individual assistance training
- ▶ Over half of the team members have obtained training on Advanced Individual Crisis Intervention, Suicide Prevention, Intervention and Post-intervention

LEVELS OF CISM INTERVENTION

- ▶ Crisis concern telephone call - reporting and assessment of needs
- ▶ Defusing - brief and informal sessions
- ▶ Debriefing - more formal discussion lasting one-two hours and facilitated by a mental health professional and peer counseling member
- ▶ Demobilization - used during a prolonged or large-scale event to provide guidance to incident commanders; CISM team members observe personnel for indications of stress
- ▶ One on One - informal but structured intervention for an individual in crisis

ACTIVATION OF CISM

- ▶ Activation is mandatory in certain cases
- ▶ Anyone desiring CISM activation after a critical incident may do so via:



- ❖ Contact CISM Coordinator on cell phone
- ❖ Contact Fire Dispatch to page CISM team

QUESTIONS

