CONTRA COSTA COUNTY PUBLIC SAFETY SUPPORT SERVICES



OPERATIONS MANUAL

Version 5.19

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Section 1

CONTRA COSTA COUNTY PUBLIC SAFETY SUPPORT SERVICES

Program Overview

Mission Statement

The Contra Costa County Public Safety Support Services serves Contra Costa County Fire / EMS agencies by providing CISM services and interventions. The focus of this service is to minimize the harmful effects to First Responders who have become traumatized during their efforts to provide care for people in their community during emergencies and disasters.

We are distinguished by our commitment to:

- A. Maintain confidentiality and integrity.
- B. Respond exclusively to appropriate activations.
- C. Provide participants with referral resources.
- D. Promote and enhance self-care for First Responders
- E. Provide pre-incident education for CISM Team Members & First Responders

Purpose Statement

The Contra Costa County Public Safety Support Services is the governing group for Fire and EMS Agencies for Critical Incident Stress Management Program(s). It will be the responsibility of the Contra Costa County Public Safety Support Services to provide the resources necessary to support the program and the agencies it represents to provide critical incident stress management services/interventions. It will be the responsibility of the Contra Costa County Public Safety Support Services to:

- A. Provide a Program Coordinator
- B. Provide training for CISM / Peer Support / Chaplain team members
- C. Identify funding for CISM / Peer Support / Chaplain programs
- D. Provide selections & participation procedures for Team Members
- E. Support activities of Contra Costa County Public Safety Support Services programs
- F. Provide administrative support to CISM / Peer Support / Chaplain programs
- G. Provide a mechanism for quality assurance for County CISM / Peer Support / Chaplain programs

Critical Incident Stress Management Services

The CISM Team provides 10 distinct services or interventions. None of these interventions are designed to be a stand-alone event. They are intended to be part of the full spectrum of CISM services. Procedures for many,

but not all of the below, are located in this manual (see the Table of Contents). For those not specifically addressed, other standard CISM references will contain details. It is anticipated that the team website will also be a repository for more information and educational opportunitieswww.cccpsss.com

Education (needs to be developed)

Presentations before or after an incident related to stress reactions and management.

On-Scene Support (needs to be developed)

Support activities (minimal psychological) at the scene of major events lasting many hours.

Demobilization

For Emergency Services after major events before returning to station. Units are rotated through a common location before returning to station.

Crisis Management Briefing (CMB)

Structured town meeting style dissemination of information to large groups of emotionally charged people. This can be a very important intervention for the lay community.

Peer Support / Defusing / Chaplain Services

Limited intervention for individuals (once or ongoing) or groups shortly after an event.

Debriefing

Major group intervention usually used for the worst events.

Family Support (needs to be developed)

Assist the spouses and families of those suffering, or expected to suffer, from Critical Incident Stress.

Assessment / Consultation

Advisement, or assessment, of personnel situation when organization leadership is not sure of what to do about a CISM situation.

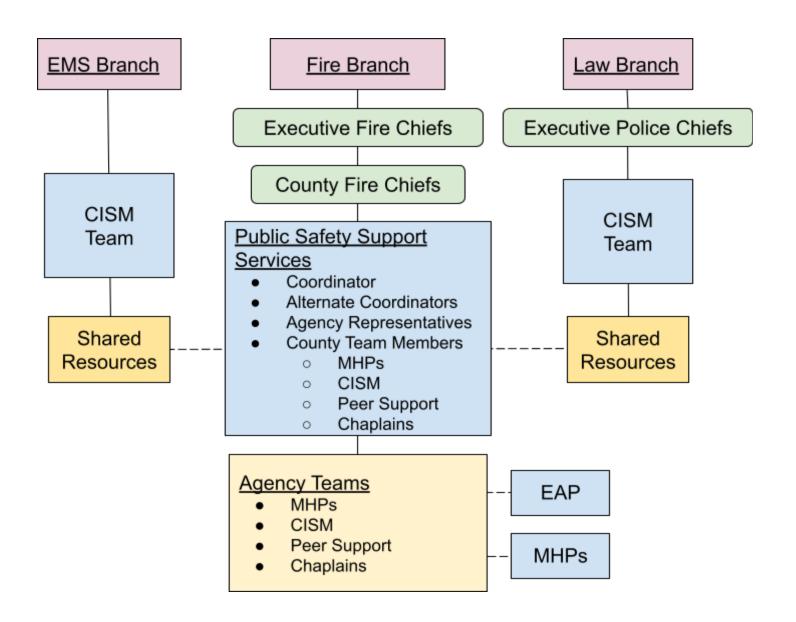
Follow-up and Referral

CISM is designed for short-term assistance. It is not appropriate in all situations. Some individuals need more formal counseling. We assist with finding an appropriate setting.

Mutual Aid (needs to be developed)

Assistance to out-of-county CISM teams, or similar other in-county organizations.

Organizational Chart



Executive Fire Chiefs Association

The Association shall be composed of the Fire Chiefs of each respective Fire agency in Contra Costa County. There is one recognized subordinate Section, the Contra Costa County Chiefs Association, which reports directly to the Executive Fire Chiefs Association.

There are also four recognized Subcommittees - Operations Chiefs Subcommittee, Training Chiefs Subcommittee, EMS Chiefs and the Contra Costa County Public Safety Support Services Subcommittee.

These recognized Subcommittees report directly to the Contra Costa County Chiefs Association. The Section and Subcommittees shall be governed by Bylaws.

County Fire Chiefs Association

The purpose of this Association is to further the collaboration and professional advancement of the Contra Costa County Fire Service to ensure and maintain greater prevention and protection of life and property from fire, natural and human caused disaster, or other sudden emergencies. To carry out this purpose, the Association shall:

- a. Provide for the assembling at regularly scheduled meetings, chief fire officers and other interested persons to discuss ways and means for the betterment of the fire service and to develop a bond of friendship and understanding among its members;
- b. Serve as the recognized body in Contra Costa County, Northern California Region, and throughout the State of California for the collection and exchange of ideas, information, knowledge, and experience in areas affecting the fire service;
- c. Develop and provide programs dedicated to the betterment and continual well-being of the fire service and to the attainment of its goals and objectives;
- d. Cooperate with other stakeholder organizations to promote programs that further the goals and objectives of the fire service and the greater public safety of those served in Contra Costa County and with our mutual aid partners in the region;
- e. Support and encourage an "all-hazard" response and mitigation model inclusive of the delivery of prehospital emergency medical services by the fire service.

There are also four recognized Subcommittees that report directly to the County Fire Chiefs Association. They are the Operations Chiefs Subcommittee, Training Chiefs Subcommittee, EMS Chiefs and the Contra Costa County Public Safety Support Services Subcommittee.

These recognized Subcommittees report directly to the Contra Costa County Chiefs Association. The Section and Subcommittees shall be governed by Bylaws.

Public Safety Support Services

The Contra Costa County Public Safety Support Services serves Contra Costa County Fire / EMS / Police agencies by providing pre-incident planning and education, incident assessment and strategic planning, defusing, debriefing and individual/group intervention(s). The focus of this service is to minimize the harmful

effects to Emergency Responders who have become traumatized during their efforts to provide care for people in their community during emergencies and disasters.

The Contra Costa County Public Safety Support Services is the governing group for Public Safety Agencies for Critical Incident Stress Management Program(s). It will be the responsibility of the Contra Costa County Public Safety Support Services to provide the resources necessary to support the program and the agencies it represents to provide critical incident stress management services/interventions. It will be the responsibility of the Contra Costa County Public Safety Support Services to:

- A. Provide a Program Coordinator
- B. Provide training for CISM / Peer Support / Chaplain team members
- C. Identify funding for CISM / Peer Support / Chaplain programs
- D. Provide selections & participation procedures for Team Members
- E. Support activities of Contra Costa County Public Safety Support Services programs
- F. Provide administrative support to CISM / Peer Support / Chaplain programs
- G. Provide a mechanism for quality assurance for County CISM / Peer Support / Chaplain programs
- H. Provide post-incident evaluation and training based on lessons learned

The volunteer positions that make up the Contra Costa County Public Safety Support Services are:

- Program Coordinator
- Alternate Program Coordinators
- Agency Representatives
- County Team Members
 - Mental Health Professionals (MHPs)
 - o CISM
 - Peer Support
 - Chaplains

County CISM Program Coordinator

The Contra Costa County Public Safety Support Services Program Coordinator is responsible for the overall management of the CISM Program and its implementation. Specifically, the job description of the Program Coordinator is to:

- Serve along side of the Alternate Program Coordinators in "On-Call" rotation
- Organize bi-monthly team and board meetings
- Oversee the functioning of the CISM Program

- Solicit volunteers for the program
- Represent the CISM Program before service and community organizations
- Assist the CISM Team selection process
- Assist in the training of the team, providers, administration, and the public
- Answer requests for CISM assistance or other programming
- Evaluate requests for services
- Assist with coordination of the CISM Team after dispatch
- Provide debriefing of the debriefers when necessary or requested
- Solicit support from appropriate agencies
- Assist with the Peer Review Board
- Maintain quality control
- Maintain records of team activity
- Keep updated lists for referrals
- Set up training sessions, seminars, inservices, and continuing educational programs for Team Members
- Research and or develop curriculums for stress management programming
- Establish a network of CISM services
- Keep abreast of current research, findings, and theories of emergency service stress, occupational stress, critical incident stress, and related topics
- Become active in the national CISM network

County CISM Alternate Program Coordinators

The Contra Costa County Public Safety Support Services Program will have three (3) Alternate Coordinators. The Alternate Coordinators are responsible to support the management of the CISM Program and its implementation. Specifically, the job description of the Program Coordinator is to:

- a. The Alternate Coordinators will support and reassure that all of the Coordinator's duties are accomplished.
- b. It is the duty of the Alternate Coordinator to perform the duties of the Coordinator, in his / her absence.

- In the event the position of the Coordinator becomes vacant, one of the Alternate Coordinators will automatically become Coordinator of the Contra Costa County Public Safety Support Services Program.
 - Refer to the Contra Costa County Public Safety Support Services Association's Constitution & By-Laws for more information terms and filling positions.

County CISM Team-Agency Representatives (ARs)

Agency Representatives (ARs) or their designees, are primarily the CISM, Peer Support or Chaplain coordinators for their respective organizations. ARs will be the primary contact / department liaison when it comes to specific organization's CISM, Peer Support or Chaplain related questions. ARs will provide an "Agency Report" at the bi-monthly meetings. It is expected that the ARs are considered experts in regards to their organization's CISM, Peer Support and Chaplain programs operations.

County CISM Team-Members

The Contra Costa County Public Safety Support Services Team Members are a collection of the following members. There are some team members that will be trained in one or more of the following skills. Although it is rare, individual team members may be able to work in all of the following positions:

- Mental Health Professionals (MHPs)
- CISM Members
- Peer Support Members
- Chaplains

The following pages will define the roles and responsibilities of each of the aforementioned positions.

County CISM Team-Mental Health Professionals (MHPs)

The MHPs assist the CISM Team's Program Coordinator in the debriefing processes and in program development.

Specifically, the MHPs will:

- Take part in the CISM interventions
- Assist with training
- Make recommendations for the program
- Assist in CISM Program development
- Assist in developing referral sources
- Represent the CISM Program
- Complete all necessary paperwork
- Assist the Program Coordinator in determining the need for a debriefing as appropriate
- Facilitate the debriefing process

- Make post intervention contacts and suggest further counseling as necessary
- Complete cross training requirements
- Become familiar with various emergency service operations
- Serve as a member of the Peer Review Board as assigned
- Attend team meetings and inservices

PRIVILEGED COMMUNICATIONS

CCCPSSS MHP's shall be intimately familiar with California Statutes of the Evidence Code 912, 917 and 1014 pertaining to the limits of the Psychotherapist patient privileges and other potentially applicable privileges and shall inform members when it appears reasonably likely that the member is discussing matters that are not subject to privileged communications.

County CISM Team-Peer Support Personnel

The Peer Support Personnel (Peers) assist in the defusing/debriefing process, intervention services, and may be involved in the development and delivery of other programs.

Peer Support Personnel duties include:

- Initiate contact with those who have responded to a critical incident
- Estimate number of persons involved
- Perform initial assessment of the need for an intervention
- Contact Coordinator, but do not begin interventions
- Attend team meetings and inservices
- Make post intervention contacts as assigned
- Assist the Program Coordinator as required
- Serve as a member of the Peer Review Board as assigned
- Assist in the development of CISM program
- Provide defusing and appropriate intervention services as assigned
- Be aware of their limitations and seek guidance and assistance where appropriate

County CISM Team-Chaplains

A Team Chaplain's most important task is to provide a ministry of presence and spiritual support during times of crisis, death or critical incidents as needed. In addition, the Contra Costa County Public Safety Support Services Chaplains serve as non-denominational ministers to meet the spiritual, and emotional needs of First Responders during and after critical incidents.

The Contra Costa County Public Safety Support Services Association has two levels of Chaplaincy.

Chaplain

- Ordained/Licensed member of the clergy in good standing with a recognized religious denomination or organization.
- Associate/Support Chaplain
 - Ecclesiastically endorsed chaplain in good standing by a recognized religious denomination or organization.

Chaplains provide:

- All services in a non-denominational/secular setting
- A safe non- proselytizing atmosphere
- A ministry of presence.
- Spiritual counseling or guidance as requested.
- Injury/Death notifications to families along with designated personnel.
- Visits to sick or injured members in the hospital or at home.
- Participation or attendance of memorials/ funerals as requested.
- Training to other members to enhance the effectiveness of the CCCPSSS
- Suicide intervention and post intervention
- Participation in CISM interventions if trained

PRIVILEGED COMMUNICATIONS

CCCPSSS Chaplains shall be intimately familiar with California Statutes of the Evidence Code 912, 917 and 1030-1034 pertaining to the limits of the clergy-penitent and other potentially applicable privileges and shall inform members when it appears reasonably likely that the member is discussing matters that are not subject to privileged communications.

Individual Agency Teams

It is recommended that all public safety agencies in Contra Costa County have a CISM, Peer Support and Chaplain services for their members. In addition it is recommended that all agencies have a functioning SOP / OAG that defines how individual agencies will respond to CISM, Peer Support requests. Draft / template SOP / AOGs are available at www.cccpsss.com.

It is recommended that individual agencies support the following positions:

- Mental Health Professionals
- CISM Members
- Peer Support Members
- Chaplains

Individuals that desire to provide services to only the organization that they serve are allowed to do so. Individuals that desire to <u>volunteer</u> their services and be part of the County CISM Team are to follow: **Policy 2-Administrative**, **Procedures 2.3 Application Procedures**.

Agency Specific-Employee Assistance Program(s) (EAP)

An EAP is a voluntary, work-based program that offers free and confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems. EAPs address a broad and complex body of issues affecting mental and emotional well-being, such as alcohol and other substance abuse, stress, grief, family problems, and psychological disorders. EAP counselors also work in a consultative role with managers and supervisors to address employee and organizational challenges and needs. Many EAPs are active in helping organizations prevent and cope with workplace violence, trauma, and other emergency response situations.

It is recommended that all agencies work hand-in-hand with their EAP provider to assure that the organization's members are benefiting from the services that are being provided. The Contra Costa County Public Safety Support Services Association will work to provide recommendations and guidelines to assist organizations to find a quality EAP Provider. For additional information please go to www.cccpsss.com

Agency Specific-Mental Health Professionals (MHPs)

The MHPs are volunteers who assist specific agencies Program Coordinators in the debriefing processes and in program development. MHPs that work with specific agencies may also serve on the County CISM Team. Individual MHPs that desire to volunteer their services and be a part of the County CISM Team are to follow: Policy 2-Administrative, Procedures 2.3 Application Procedures.

County Team Membership

The most active level is Regular / Active Team Membership. This is designed for those individuals that wish to be fully active in, and available for, all aspects of team operations. These individuals will be potentially available (depending upon personal obligations) 24/7 to respond to requests for CISM, Peer Support or Chaplain interventions. Participation at this level yields full voting rights. This level of membership has specific activity requirements as follows:

- 1. Completion of the Basic training as defined by Policy 3.4.
- 2. Attendance at a minimum of one additional training session or course per year.
- 3. Completion of cross-training as may be required.
- 4. Attendance at a minimum of 2 team meetings per year.
- Assisting with at least 1 team service activities per year (if volume permits).
- 6. Completion of any required records or paper work.
- 7. Maintenance of own malpractice insurance (for Mental Health Professionals).

Team Selection

The Team Selection Committee will review the applications for <u>voluntary</u> membership into the CISM Program. They will be trained in the selection process as adopted by CISM programs across the nation. They will: review

the applications, make reference contacts, determine which candidates will be selected to receive initial training, interview candidates when applicable, and make the final selection of members.

The committee will be comprised of team members consisting of the following: Program Coordinator, and a variety of peer support members.

Peer Review Board

A Peer Review Board will be established to evaluate any criteria for membership revocation or suspension. The Peer Review Board will be selected by the Program Coordinator and supported by the association's members. The board will consist of a Mental Health Professional and two active team members.

For problem issues the following procedures apply:

- 1. The Program / Alternate Program Coordinator will notify the team member of the problem as soon as possible.
- 2. Peer Review Board will meet and discuss the problem with the member within ten working days of notification.
- 3. Failure of the team member to meet or respond within ten working days will result in an automatic suspension.
- 4. The Peer Review Board will file a written report and recommendation within five working days to the Program Coordinator.
- 5. The Program Coordinator will review the recommendations of the Peer Review Board and shall either initiate any disciplinary action (suspension or removal from the Taskforce) recommended or resubmit the report to the board for further review.

Appeals

All members have the right to appeal any decision made by the Peer Review Board within ten working days of receipt by certified mail. The appeals process will follow the Peer Review Board procedures with different personnel.

CISM Team Training

Training is the key to the success of the CCCPSSS CISM/Peer Support Chaplains services. Training of those wishing to serve as volunteers on the CISM Team will take several formats and will be presented by several people. On going CISM / Peer Support and Chaplain training will be scheduled via the Contra Costa County Public Safety Support Services Association's Training Committee.

Required Training:

All Contra Costa County Public Safety Support Services members will be required to have the minimum International Critical Incident Stress Foundation Inc. (ICISF) certifications as defined in **Section 3.3**.

Team Introduction Training:

An initial team orientation training should be attended by all candidates who apply for and are approved for active / regular team membership. This program will most likely be presented by a member of the Contra Costa County Public Safety Support Services, the Program Coordinator, or Alternate Program Coordinators. This course will define the roles and responsibilities of team members, the debriefing and intervention processes, team protocols, and a more in depth look at the topic of Critical Incident Stress. This seminar will be attended by all program volunteers regardless of their desired area of participation within the CISM Program.

MHPs Training: "Cross Exposure Training"

MHPs who are not themselves First Responders, will be expected to spend time "riding with" First Responder Agencies if they wish to participate in First Responder interventions. The Program Coordinator is responsible for making this training available. The training will consist of a minimum of two calls with a paramedic or ambulance units and time spent with a fire service or police organization. Most likely this will be accomplished by the mental health team member participating in a "riding with" fire, ems, a police unit(s).

The CCCPSSS's goal is to provide inservice and continuing education on a regular basis. Many of these topics will be determined by the team members, by areas of training not previously completed, and new programs that will be developed and incorporated as the CISM Program grows.

For more information please refer to **Policy 3 "Training**", and or go to the following link <u>www.cccpsss.com</u>.

County CISM Team Activation

Once the CISM volunteers have been selected and trained they will become an active member. It is important that all activities be coordinated and dispatched in an orderly fashion regardless of the type of activity.

- Agencies are encouraged to handle incidents with the resources within their agency / organization.
- If agencies do not have the resources to handle a CISM / Peer Support incident "in-house" they are encouraged to call the "On-Call" Contra Costa County Public Safety Support Services Program Coordinator.
- Requests for referrals are to be directed to the On-Call Program Coordinator who will contact the requesting party and provide a listing of resources.
- Requests for intervention services may take several forms. In all instances it will be the responsibility of
 the Program Coordinator, or his/her on-call designee (the On-Call Coordinator), to assess the need for
 services and to assemble the appropriate personnel for the request. The On-Call Coordinator is best
 reached through the Contra Costa County Emergency Dispatch Service by contacting (925) 941-3330.

- After contact and the need for services has been established, the On-Call Coordinator will contact appropriate team members to serve. Team Members will be provided the details pertinent to the request.
- A consultation with the On Call Clinical Director, On Call Program Coordinator, or other officer may be necessary to define or refine the need for services.
- Specific information regarding On-Call SOP's can be found in **Section 2 Policy 4-4.7**

Section 2

CONTRA COSTA COUNTY PUBLIC SAFETY SUPPORT SERVICES

Policy & Procedures

Policy 1: General Information

1.1 Mission:

The Contra Costa Count Public Safety Support Services serves Contra Costa County Fire / EMS agencies by providing CISM services and interventions. The focus of this service is to minimize the harmful effects to First Responders who have become traumatized during their efforts to provide care for people in their community during emergencies and disasters.

We are distinguished by our commitment to:

- A. Maintain confidentiality and integrity.
- B. Respond exclusively to appropriate activations.
- C. Provide participants with referral resources.
- D. Promote and enhance self-care for Emergency Responders
- E. Provide pre-incident education for CISM Team Members & Emergency Responders

1.2 Purpose Statement

The Contra Costa County Public Safety Support Services is the governing group for First Responder Agencies for Critical Incident Stress Management Program(s). It will be the responsibility of the Contra Costa County Public Safety Support Services to provide the resources necessary to support the program and the agencies it represents to provide CISM / Peer Support / Chaplain services. It will be the responsibility of the Contra Costa County Public Safety Support Services to:

- A. Provide a Program Coordinator
- B. Provide training for CISM / Peer Support / Chaplain team members
- C. Identify funding for CISM / Peer Support / Chaplain programs
- D. Provide a selections & participation procedures for Team Members
- E. Support activities of Contra Costa County Public Safety Support Services programs
- F. Provide administrative support to CISM / Peer Support / Chaplain programs
- G. Provide a mechanism for quality assurance for County CISM / Peer Support / Chaplain programs

1.3 Identification:

1. All CISM Members acting on behalf of the Contra Costa County Public Safety Support Services Team will wear approved Polo shirts and ID's at all times while on site, going to the site, etc.

2. Team Members performing services on site of an emergency shall wear appropriate Personal Protective Equipment (PPE), including proper shoes/boots, protective helmet, etc. Consideration in selection of PPE should be the environmental conditions of the operation.

1.4 Expectations:

Each person assigned as a Contra Costa County Public Safety Support Services Team Member will function as a team player and understand the basis of the CISM / Peer Support / Chaplain services objectives. Members will also use a methodical and structured approach, seek and give information freely, and recommend strategic adjustments. All team members agree to accept by the following:

- a. No Team Member will go inside the internal perimeter unless requested to do so by a commanding officer.
- b. The Team Leader will keep track and know where all team members are during the operation.
- c. Except in extreme circumstances, the Team Leader will be the liaison between command and the team.
- d. The Team Leader will assign tasks to team members as required.
- e. All members will maintain a "low profile."
- f. If a Team Member, or MHP, becomes physically, or emotionally, involved in the actual emergency operation, he/she must report to the Team Leader for decompression and relief from duties.
- g. It is expected that each person knows his/her job.
- h. As a team we work very hard to get the job done. All Team Members will contribute meaningful and professional input to the Team's actions.
- i. We will maintain open and cooperative communications with all Team Members. We will provide prompt communications to our subordinates, supervisors, and adjoining forces.
- Safety is one of the most important parts of all our work. Safety is every Team Member's responsibility.
- k. We must recognize good, bad, and indifferent performance. We must take immediate and positive measures to support good performance, correct substandard performance or inappropriate behavior.
- I. Practice synergism. Synergism is the joint actions of all Team Members that, when taken together, increase each other's effectiveness. All problems are team problems!
- m. Make contact and work with your counterparts. Show and practice sensitivity. Prepare for team meetings. Get the requesting organization's staff feelings and expectations. Understand the agency administration's expectations and delegations of authority.

n.	Training and team meeting attendance requirements must be met to maintain a position on the Contra
	Costa County Public Safety Support Services.

o. All training and certification documentation must be on file.

Policy 2: Administrative Procedures

2.1 General

The primary guidance for the Contra Costa County Public Safety Support Services is contained in this document. These policies and procedures will be reviewed periodically and updated by the Contra Costa County Public Safety Support Services Association's Policy Committee.

2.2 Team Records

The Contra Costa County Public Safety Support Services Team Coordinator(s) or designee(s) will be responsible to maintain documentation and records certifying the members of the Contra Costa County Public Safety Support Services. The information maintained for each Contra Costa County Public Safety Support Services member shall include, but not limited to the following:

- Name, home address, and phone number
- Agency title, work location, phone, fax and pager number
- The member's emergency contact number
- Training level and certifications
- Applicable work experience and qualifications
- Status on the Contra Costa County Public Safety Support Services
- Signed agency participation authorization form

Contra Costa County Public Safety Support Services members must maintain documentation for mandated certifications in the Team's certifications and qualification files.

2.3 Application Procedures

Appropriate application for desired team position with the CCCPSSS must be signed, complete with all supporting documentation and submitted via email to apps@cccpsss.com. Final approval for CCCPSSS Association membership is subject to an interview process and/or reference checks. Applicants approved for membership through the Team Selection Committee Review process will be notified of their placement on the County CISM Team.

CISM/Peer Support Member

- To qualify for appointment as a Contra Costa County Public Safety Support Services CISM/Peer Support Member, an individual needs to meet the following minimum qualifications.
 - Active member of a Contra Costa County Public Safety Agency in good standing

<u>or</u>

- Retired member of a Public Safety Agency in good standing
- Be willing to conform to the policies, rules and regulations, which apply to the CISM/Peer Support position and meet training requirements as set forth by Contra Costa County Public Safety Agency.
- Public Safety Peers should possess the following
 - Significant field experience in their declared emergency service
 - Maturity
 - A high level of respect and trust among peers
 - Ability to maintain confidenciality
 - Sensitivity to others
 - Ability to learn about psycho-social process
 - Ability to adhere to established limits and criteria
- Application packets must include the following:
 - 1. Contra Costa County Public Safety Support Services CISM/Peer Support Application
 - 2. Copies of ICISF certificates as defined by Section 3.3 Item 1
 - 3. Copy of Driver's License
 - 4. A <u>"Letter of Endorsement"</u> from the sponsoring agency on agency letterhead and signed by the agency Chief or Department Head or Organizational Leaders, and/or their designees.

• Chaplain/Associate Chaplain

- To qualify for appointment as a Contra Costa County Public Safety Support Services Chaplain, an individual needs to meet the following minimum qualifications.
 - Ordained/Licensed member of the clergy in good standing

or

- Ecclesiastically endorsed chaplain in good standing by a recognized religious denomination or organization.
- Minimum of 3 years of experience as a chaplain with a Public Safety Agency
- Possess sufficient experience with Public Safety agency that displays cultural competence to meet the unique needs of Public Safety agency.
- Be willing to conform to the policies, rules and regulations, which apply to the Chaplains position and meet training requirements as set forth by CCCPSSS.
- Possess a valid California driver's license.

- Application packets must include the following:
 - 1. Contra Costa County Public Safety Support Services Chaplain Application
 - 2. Copies of Ordination/License certificates (if applicable)
 - 3. Copies of ICISF certificates as defined by Section 3.3 Item 1
 - 4. Copy of **LIVESCAN** background check
 - 5. Copy of Driver's License
 - 6. Resume of experience
 - A <u>"Letter of Endorsement"</u> from the sponsoring Public Safety Agency on agency letterhead and signed by the agency Chief or Department Head or Organizational Leaders
 - 8. A <u>"Letter of Endorsement"</u> from Ecclesiastical religious denomination or organizationCopy of LIVESCAN background check

Mental Health Provider (MHP)

- To qualify for appointment as a Contra Costa County Public Safety Support Services Mental Health Provider, an individual needs to meet the following minimum qualifications.
 - Currently a Ca licensed PhD, PsyD, MFT, LCSW or LMFT in good standing with the licensing board
 - At least 4 years post-licensure experience
 - A minimum of 2 years practical experience working with Public Safety employees
 - Maintenance of own liability/malpractice insurance (for MHP's)
- Application packets must include the following:
 - 1. Contra Costa County Public Safety Support Services MHP Application
 - 2. Copies of ICISF certificates as defined by Section 3.3 Item 1
 - 3. Copies of current Licenses
 - 4. Copy of Driver's License
 - 5. Resume of experience
 - 6. Copy of proof of liability insurance

2.4 Change of Position Requests

If a Team member adds or drops position requirements (CISM / Peer Support / Chaplain / Mental Health Professional) a change of position request is required. Requests must be made by submitting a <u>Change of Position Request Form</u> (see Appendix) and will only be accepted quarterly.

2.5 Roster Placement

Team Roster placements will be adjusted quarterly or at at the discretion of the Program Coordinators. Placement will be primarily based on the mission of the Contra Costa County Public Safety Support Services with secondary consideration given to individual and agency requests.

2.6 Agency Participation

Participation by individuals must be approved in writing by the Agency Chief or Department Head or Organizational Leaders (via the endorsement letter) before individuals will be placed on an Contra Costa County Public Safety Support Services. In addition, individuals shall be endorsed and recommended by two (2) association members in good standing and who have been approved through the Team Selection Board process. Agencies that authorize personnel to serve on a Contra Costa County Public Safety Support Services must provide appropriate transportation, communication and PPE equipment. Agencies authorizing personnel to serve on the Contra Costa County Public Safety Support Services need to provide time and opportunity for team members to attend mandatory training, drills and emergency team activations. Agency authorization to respond to team call outs must be obtained for each incident in accordance with established department policy. Participating agencies maintain the right to make Contra Costa County Public Safety Support Services members available or unavailable based on the departmental needs.

2.7 County CISM Team Positions

Program Coordinator: Responsible for all activities including the development and implementation of strategic decisions and for team resources.

The Program Coordinator is responsible for the management of the team members in accomplishing the goals and objectives that will mitigate incidents in the most-safe and cost effective manner possible. Additionally the Program Coordinator will have administrative management in the following areas;

1) Administrative:

With assistance from Alternate Program Coordinators will have management oversight of the team roster, attendance at meetings and trainings, meeting agendas and minutes and reporting to the County Fire Chiefs.

2) Training:

Working with the Alternate Program Coordinators will have management oversight on all training and exercise curriculum development and instruction.

3) Activation & Communication:

Working with the Contra Costa County Regional Emergency Communications Center staff will ensure the activation system is accurate and timely and all Center staff is trained in the use of the activation process for the County CISM Team.

Alternate Program Coordinator:

Will assist the Program Coordinator in areas of responsibility, act in the capacity of the Program Coordinator in his/her absence.

CISM Team Member:

Responsible to respond to CISM events as a member of the Team to provide CISM Services.

Peer Support Member:

Responsible to provide Peer Support services & serve as a CISM member when qualified.

Chaplain:

Provides spiritual and emotional care. Can also work as a CISM member when qualified,.

Incident Team Lead:

Responsible for organizing and leading Teams through CISM incidents. CISM Team members, assigned peer members and Chaplains will report to the Team Leads when assigned to incidents.

Peer Review Member:

A Team Member that is assigned to the Peer Review Board and will support the functions of the Peer Review Board.

Team Committee Member:

Team Member that is assigned to the assist and support the functions of any Taskforce committee.

Agency Representatives:

Responsible for representing the assisting or cooperating agency's interests at an incident inclusive of any delegated authority to make decisions on matters affecting that agency's participation at the incident and or with the agencies CISM program.

Policy 3: Training

3.1 General

All Contra Costa County Public Safety Support Services members will be required to have the minimum International Critical Incident Stress Foundation Inc. (ICISF) certifications as defined in section 3.3 and 3.4.

Individual first responder agencies in Contra Costa County can define their level of training. However it is **recommended** that all CISM / Peer Support members be trained to a minimum of the following ICISF classes:

Individual and Group Crisis Intervention (GRIN)

 O_1

Assisting Individuals in Crisis and Group Crisis Intervention
 and

Suicide Prevention, Intervention and Post-Intervention (SPIP)

While these are only a recommendation, it must be stressed that agencies providing CISM services facilitated by untrained personnel may, and will likely, put recipients at risk for increased and/or additional psychological trauma. We highly encourage all team members to be trained to ICISF standards before engaging in CISM services.

This policy will define the level of training one must have to respond to different responses as part of the Contra Costa County Public Safety Support Services member:

3.2 Training Requirements

All Contra Costa County Public Safety Support Services members are required to complete all course work in **section 3.3.** All position specific additional required coursework related to team assignments are listed in **section 3.4.** All required coursework must be completed within 24 months of appointment to the Contra Costa County Public Safety Support Services. Individuals who do not possess the required initial classes will be considered trainees for up to 24 months. If upon 24 months the required training classes have not been completed, individuals will be released from the Contra Costa County Public Safety Support Services.

The Contra Costa County Public Safety Support Services will host meetings bi-monthly and Trainings on a regular basis. Members are encouraged to attend all events each calendar year. To maintain membership in good standing on the Contra Costa County Public Safety Support Services, all team members must attend at least *two team meetings* each calendar year.

- a. Each team member is responsible for attending training classes or exercises provided required by the Contra Costa County Public Safety Support Services.
- b. A meeting / training and exercise calendar will be emailed to all team members in December with the dates for the following calendar year meetings / trainings and exercises.

3.3 Required ICISF Training for Members

- 1. Intra-County (minimun for membership)
 - Assisting Individuals in Crisis
 - Group Crisis Intervention
 - Suicide Prevention, Intervention and Postvention
 - Advanced Group Crisis Intervention
- 2. Inter-County
 - Intra-County training requirements plus
 - Stress Management for the Trauma Services Provider
 - Line Of Duty Death: Preparing the Best for the Worst
 - Techniques for Delivering Bad News by Crisis Response Personnel
 - Strategic Response to Crisis
 - Psychological First Aid

3.4 Maintenance of Training Records

Proof of all required ICISF specific classes are to be forwarded to the Peer Review Committee for processing and filing. The Chairperson for the Peer Review Committee, and or, their designee will maintain all records.

Policy 4: Activation Procedure

4.1 Request for CISM Team Response

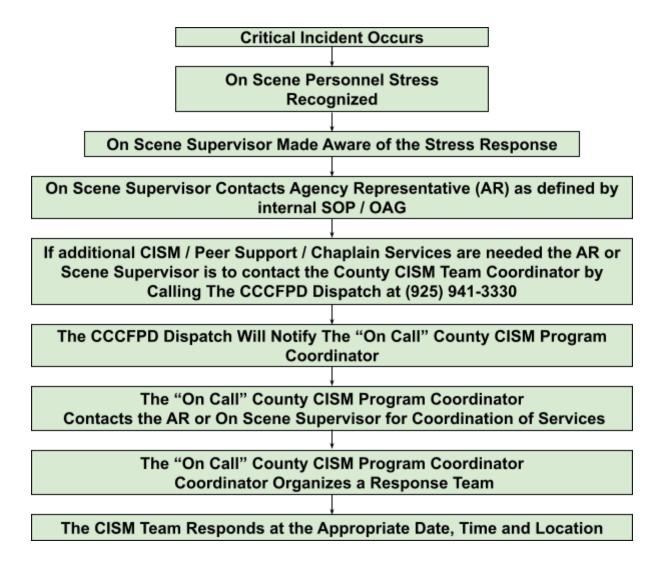
A critical incident is any situation that is either out of the norm or that challenges or would appear to challenge a person's normal coping mechanisms. Examples include the following situations:

- A. Pediatric injury or death
- B. Multiple youth fatalities
- C. Events with severe operational challenges
- D. Line-of-duty death or line-of-duty injury
- E. Officer involved in a shooting
- F. Off-duty death, suicide, homicide, or injury
- G. Events with multiple or mass casualties
- H. Prolonged events with loss of life
- I. Events when the victim(s) is (are) known
- J. Events with excessive media interest
- K. Any event that has an unusually powerful impact on personnel

The Incident Commander, Agency Representative and or a Team Member of any agencies CISM Team can request the Contra Costa County Public Safety Support Services any time there is a need for assistance via Contra Costa County Fire Protection District's dispatch center. The dispatch center will contact "On Call" County CISM Program Coordinator. The "On Call" County CISM Program Coordinator will contact the Incident Commander, Agency Representative and or a Team Member of any agencies CISM Team and complete Critical Incident Request Form.

4.2 CISM Activation Process

Critical Incident Service Request Flow Chart *



* Individual Responders may bypass their Supervisors for Individual "Peer to Peer" assistance if they feel they cannot utilize resources within their agency. For additional information please refer to Peer Support Policy 7.

4.3 CISM CALL-OUT PROCEDURE

1. When a critical incident event occurs or when an on- or off-scene command determines that an incident may or could have an emotional impact on the responding personnel, department, or agency, the agency is to exercise their internal policy (SOP / AOG) in an attempt to handle the incident with internal resources.

- 2. Once an agency defines that they will need additional (outside) resources to provide support the AR and or agency team member is to contacts the CCCFPD Communications at **925-941-3330** and requests a CISM response, giving a brief description of the event, the caller's name, and his/her contact information.
- 3. CCCFPD Communications will contact the "on-call" CISM Team coordinator as assigned in the daily SITSTAT report.
- 4. The CISM Team Coordinator contacts the site or incident contact person, receives details about the incident, and advises the contact of the appropriate type and timing of the response.
- 5. The CISM Team Coordinator contacts the Team's Mental Health Professional (or designee) for counsel and at the same time, pages and/or sends a text message (GROUPME) to all members on the CISM Team list.
- 6. The CISM Team Coordinator then begins assembling CISM / Peer team members for a response. If possible, no team member from the affected department, agency, or organization will be part of the responding CISM Team.
- 7. Once the type, timing, and location of the response are determined, the Team Coordinator will build a Team necessary to conduct the appropriate intervention. The "on Call" Mental Health Professional will contact mental health members for the intervention as needed.
- 8. Upon arrival at the determined site, the CISM Team members assemble for a briefing with the Team Leader and then meet with the contact person or designee.
- 9. Personnel are assembled according to type, in a quiet and secure location. All personnel shall be either off-duty or out of service for the duration of the intervention and related services.
- 10. In the case of a critical incident stress defusing or debriefing, personnel are assembled according to rank, involvement in the incident, proximity to the incident, as determined by the responding Team Leader.
- 11. No written, audio, or video recording of the intervention shall be permitted.
- 12. The CISM Team consults with the contact person to provide general recommendations or for possible follow-up.
- 13. The CISM Team gathers for a team debriefing

4.4 Guidelines For on Scene Activities

Any Team Member who is dispatched to a critical incident as a member of an Emergency Service organization is primarily responsible for operating with that organization. For example, Peer Support / Firefighters who accompany their units to the scene will serve in the capacity designated by their Company Officer or Battalion Chief. This holds equally true for all emergency service personnel/ Team Members involved at a critical incident.

While performing assigned duties, it may be possible for the Team Member / Emergency Service Providers to observe the scene for situations that may increase the potential for stress affect. It may also be possible, while performing one's duties, to observe personnel for signs of obvious distress. While these are not the primary

functions of these persons at this time, appropriate disclosure of their observations may provide insight to command officers. If the need to make recommendations to command becomes obvious or if the Team Member suspects that the potential is unusually high for the development of a stress effect, the Team Member may suggest to the his/ her supervisor that he/she consider calling the CISM team. Even if the commander designates the Team Member's function as CISM On-Scene Support, the Team Member shall request additional CISM Team Members be dispatched to the scene. The rationale for this action would be:

- 1. To keep Program Coordinator advised of the activity and insure continuity.
- 2. It is inappropriate for the Team Member to provide services to his own units if the Team Member is directly involved in the scene.
- 3. It may prove too "draining" for the Team Member who is or has been engaged in service to carry out the functions of On-Scene Support activities.
- 4. It may not be in the emotional best interest of the Team Member to provide the services in this situation.
- 5. The task may be too involved for one or two to handle effectively.
- 6. The Team Members unit may be disengaged before On-Scene Support activities are completed.

4.5 Team Members Dispatched to the Scene

Team Members dispatched to the incident scene by the On-Call Coordinator will rendezvous so they may go to the scene as a unit. There should be a <u>minimum of two</u> Team Members sent. Every attempt will be made to have the Team escorted to the scene by a requesting agency representative to permit easy access to the incident scene. If this is not possible, the team members will take the minimum number of vehicles required to transport the team to the scene.

4.6 On Scene Team Leadership

Once on the scene, one member will act as Team Leader (the senior Team Member or MHP member) and will report to the Command Post. This member will advise the commanding officer of the number of support personnel and will request direction from the officer. The Team Leader will advise the officer of where the team will be located and what they will be doing. The Team Leader will act as liaison between the command and the team throughout the incident when possible. Therefore, any recommendations and observations of any team members should be made to the Team Leader who will in turn report to the commander. It will be ideal if team members can arrange "report times" to offer information to the Team Leader and so that the Team Leader will not be interrupting the command operation any more than necessary to make reports.

4.7 On-Call Status

The "On Call" Team Coordinator(s) and assigned Mental Health Professional(s) will be defined at the bi-monthly County Team Meetings. The Team coordinator will provide a Contra Costa County Public Safety Support Services's "On Call" list, to the CCCFPD Dispatch center before the last day, for the upcoming month.

Aside from the Team Coordinator(s) and assigned Mental Health Professional(s) all other members will be called when needed. If there is a situation where Team Members are not available to respond the Team Coordinator(s) and assigned Mental Health Professional(s) will work with the requesting agency to work through alternative recommendations.

Policy 5: Incident Reporting / Documentation

5.1 Post Incident Report

The assigned Contra Costa County Public Safety Support Services Team Leader will complete a <u>Post Incident Report</u>. The form **is attached** and will include a lessons learned component. The completed report will be sent to all Contra Costa County Public Safety Support Services members as well as the Contra Costa County Fire Chiefs Associations.

5.2 Semi Annual Fire Chiefs Association Report

Semi annually, the Contra Costa County Public Safety Support Services Program Coordinator, or designee) will provide a report and update to the Contra Costa County Fire Chief Associations. The report will include a general overview of the teams including the training and activations of the previous 6 months.

5.3 Expense Claim Guidelines

All team members shall be responsible to provide for their own finances for the duration of any incident.

5.4 Social Media

All pictures and videos are the property of the incident. It is forbidden for members to copy, forward, reproduce or post (e.g. *Facebook, YouTube*) any documents without the permission of the agency having authority. No exceptions. In accordance to the ideals of Jeffery Mitchells's Model of CISM and adherence to strict confidentiality to help individuals we ask that no one member shall copy, forward, reproduce or post (e.g. Facebook, Youtube, Instagram, etc) any documents without the permission of the agency having athority.

Policy 6: Revocation & Suspension of Membership & Appeals

Membership is revocable at the discretion of the Program Coordinator, in conjunction with the Peer Review Board. Action is appropriate for, but not limited to, the following:

- Failure to maintain strict confidentiality regarding CIS interventions held, including topics discussed and personnel involved. Any breach in confidentiality will result in the immediate removal from the team and the program.
- 2. Failure to follow all local protocols and directives regarding team or program activity.
- 3. Organizing, or in any way attempting to organize, any type of intervention, or other CISM activity, without the Program Coordinator's, Mental Health Professionals', appropriate Section Director, or On-Call Coordinator's knowledge or approval.
- 4. Going to the scene or place of an incident to act on behalf of the CISM Program or the Team without prior knowledge or consent of the leadership as in number three above.
- 5. Failure to be present at an assigned event when the member has made the commitment to do so.
- 6. Continued absenteeism at team meetings or training and/or lack of participation in team services.
- 7. Acting against the expressed direction of the Program Coordinator, the Mental Health Professionals or the lead agency.
- 8. Any misrepresentation of the affairs or operations of the CISM Program.
- 9. Failure to complete required paperwork.
- 10. Any member who displays or acts in a manner not consistant with the ideals of the membership as a whole .

Policy 7: Peer Support

Definition:

The provision of crisis intervention services by persons who are not mental health clinicians, which is directed toward individuals who are similar to the providers, e.g. emergency services peer support.

Crisis intervention with individuals, one-on-one, is essential to CISM. It can be executed face-to-face or telephonically, and is the most widely used method of crisis intervention and disaster response mechanism. The use of peer psychological support is valuable in that it allows for the provision of psychological support services to those who might otherwise avoid other services. Individual crisis intervention can be paired with other forms of CISM interventions.

Target:

- The recipient is specially trained/educated
- The recipient belongs to a distinct culture
- The recipient perceives him/herself as unique or misunderstood by the culture at large
- The recipient extends minimal trust to those outside his/her peer group

Provided By:

Trained Critical Incident Stress Team members only, who have specifically been trained on individual crisis intervention.

Process:

Effectively aiding an individual in crisis usually requires a plan, or protocol, to serve as a general guide. The protocol endorsed and utilized by ICISF trained support personnel is referred to as the SAFER-R model, and consists of the following steps or components:

- 1. Stabilize (introduction, meet basic needs, mitigate acute stressors)
- 2. Acknowledge the crisis (event, reactions)
- 3. Facilitate understanding (normalization)
- 4. Encourage effective coping (mechanisms of action)
- 5. Recovery or Referral (facilitate access to continued care)

Mechanisms of Action:

- Meeting basic needs
- Advocacy
- Cathartic ventilation
- Social support
- Information
- Stress management
- Problem solving
- Conflict resolution
- Cognitive reframing

Spiritual care

*Peer Support is Not Psychotherapy - Although individual peer support contains elements of counseling, it is not therapy as practiced by licensed mental health clinicians. It may be thought of as a form of emotional first-aid, and as such, peer support personnel should be equipped with referral sources for those recipients who need additional or more intensive services.

Policy 8: Defusings

Definition:

A shortened version of the debriefing provided within hours of a traumatic event.

Length of Time:

Approximately 20-45 minutes.

Best Applied:

Within 8 hours of the incident, and no more than 12 hours maximum. If possible, it should be provided immediately (within 1-2 hours) after the conclusion of the incident. If a defusing cannot be provided within 8 hours of the incident, then it is best to plan instead for a formal debriefing.

Target:

Small homogeneous groups of emergency workers, usually 6-20 people. Multiple defusing for different groups (paramedics, firefighters, police, dispatchers, etc.) may be provided for the same incident. If it is necessary to combine various groups of emergency personnel, this should only be done when all the parties were involved together in the incident, and when they know each other well and are accustomed to working together.

Provided By:

Trained Critical Incident Stress Management team members only.

Location:

Neutral environment free of distractions (i.e. away from the incident site).

Goals:

- 1. Mitigate the impact of the event.
- 2. Reduce cognitive, emotional and physiological symptoms.
- 3. Accelerate the recovery process.
- 4. Assess the need for debriefings and other services.
- 5. Identify individuals who may need additional assistance.
- 6. A defusing may eliminate the need to provide a formal debriefing
- 7. A defusing will improve the willingness of the personnel to communicate in the formal debriefing if one is necessary.

Process:

- 1. Introduction
 - a. Introduce facilitator(s)
 - b. State purpose, rules, goals, and stress confidentiality
 - c. Description of process
- 2. Exploration
 - a. Overview of incident
 - b. Experiences and reactions
 - c. Reassure as necessary

3. Information

- a. Normalize experiences and reactions
- b. Teach stress management/survival skills
- c. Stress importance of diet, rest, family life, recreation, and exercise.

Mechanisms of Action:

- 1. Establish a non-threatening social environment.
- 2. Allow rapid ventilation of the stressful experience.
- 3. Equalize the information among all of the group members.
- 4. Restore cognitive processing of the event.
- 5. Provide information for stress survival.
- 6. Affirm the value of the personnel.
- 7. Establish linkages for additional support.
- 8. Develop expectancies for the future.

Policy 9: Debriefings

Definition:

The Critical Incident Stress Debriefing (CISD) is a specially structured small group intervention process between the persons directly involved with the critical incident and CISM Team Members. It is a confidential, non-evaluative discussion of the involvement, thoughts, reactions, and feelings resulting from the incident, however, is not psychotherapy or a form of therapy or treatment.

The CISD focuses on building up a group's resistance to traumatic stressors and emphasizes unit cohesion and unit performance, and the ability of the group to recover from a traumatic event and to resume its normal functions.

The Formal Debriefing Process will adhere to the guidelines developed by Dr. Jeffrey T. Mitchell and set forth by ICISF. No alternate forms of group process, group dynamics, therapy, or counseling will be employed during these sessions.

CISD is NOT:

- 1. Psychotherapy or any substitute for psychotherapy
- 2. Professional counseling
- 3. A treatment for PTSD or any mental or physical disease or disorder
- 4. A cure for PTSD or any mental or physical disease or disorder.
- 5. An organizational problem solving process for administrative problems.

Implementation:

The Program Coordinator, the Mental Health Professionals, or On-Call Coordinator will evaluate the need for a debriefing when one has been requested. Some of the considerations will include:

- 1. The number of individuals affected. If less than 3, Individual or Small Group Consults will be arranged and lead by a Mental Health Team Member.
- 2. The symptoms that are being reported by the participants in the event. Continuation of symptoms of acute or delayed stress are an indication that a debriefing is probably necessary.
- 3. Any noted or reported change in behavior of the participants in the event.
- 4. Any regression of behavior in the participants in the event.
- 5. Of the symptomatic persons, do they need a Formal Debriefing, or just opportunity to "talk it out" with peers or administration?
- 6. Do the circumstances warrant a debriefing, are the symptoms pronounced, or is the group seeking information on stress management?
- 7. Other factors and considerations pertinent to the event, the persons involved, and the signs and symptoms expressed.
- 8. Debriefings will be recommended for the following events:
 - Death of an Emergency Service Provider in the line of duty
 - Serious injury to an Emergency Service Provider in the line of duty
 - Mass/Multi casualty incidents with serious injury/death

- Suicide of an Emergency Service Worker
- Civilian killed as a result of emergency service or police operations
- Any situation involving serious issues concerning children (e.g. death, abuse, etc.)
- 9. Special, or unusual, circumstances should be discussed with the Program Coordinator or Mental Health Professional.

Length of Time:

A CISD may last between 1 and 3 hours, depending on the number of people in the group and the intensity of the traumatic event.

Best Applied:

The CISD is ordinarily provided between 24 and 72 hours after a traumatic event.

Target:

Small, homogeneous groups (usually 3-40 people) who have experienced the same traumatic event, has completed its mission, and whose members have encountered about the same level of traumatic exposure for the event.

Multiple debriefings for different groups (paramedics, firefighters, police, dispatchers, etc.) may be provided for the same incident. If it is necessary to combine various groups of emergency personnel, this should only be done when all the parties were involved together in the incident, and when they know each other well and are accustomed to working together.

Provided By:

Only people who are properly trained in CISM, and specifically in the group process of CISD, should provide the service to traumatized groups. Untrained providers present a serious threat to the psychological and physical health of the recipients. A CISM debriefing team must always include a peer support person AND a mental health professional trained in CISM.

Location:

The best location for a CISD is a neutral environment free of distractions. It should be reasonably comfortable, and should afford privacy and accessibility.

Goals:

- 1. Lower tension and mitigate a small group's reaction to a traumatic event.
- 2. Facilitation of normal recovery processes of normal people within a small group who are having normal reactions to an abnormal event.
- 3. Identification of people within a group who might be in need of additional individual support, or, in some cases, a referral for professional psychotherapy.

Process:

There are 7 steps, or stages, to a Critical Incident Stress Debriefing (CISD)

Stage 1 - Introduction

Objective: To introduce intervention team members, explain the debriefing process, and state the rules and expectations for the meeting.

Stage 2 - Fact

Objective: To describe the traumatic event from each participant's perspective on a cognitive level.

Stage 3 - Thought

Objective: To allow participants to describe cognitive reactions and to transition to emotional reactions.

Stage 4 - Reaction

Objective: To identify the most traumatic aspect of the event for the participants and express emotional reactions.

Stage 5 - Symptom

Objective: To identify individual symptoms of distress and transition the group back to the cognitive level.

Stage 6 - Teaching

Objective: To educate the participants about normal reactions and adaptive coping mechanisms, and to provide a cognitive anchor.

Stage 7 - Re-Entry

Objective: To clarify ambiguities (answer questions), summarize the discussion, and provide any additional information and/or resources as necessary.

Mechanisms of Action:

- 1. Early Intervention
- 2. Opportunity for catharsis
- 3. Opportunity to verbalize trauma
- 4. Structure
- 5. Group support
- 6. Peer support
- 7. Opportunity for follow-up

Policy 10: Crisis Management Briefings (CMB)

Definition:

Group psychological crisis intervention designed to mitigate the levels of felt crisis and traumatic stress in the wake of a large scale critical incident, such as a terrorism, natural disasters, community violence, school crises, military crises, and workplace crises.

Length of Time:

A CMB can last from 45-75 minutes, depending on the response and interactions of the group.

Target:

May be implemented with civilian victims of disasters, students and faculty after school related incidents, and employees after work related crises. It also has application with large groups of emergency services personnel and military units. Can be utilized with group ranging from 10 to 300 individuals at one time, and can be structured in a "town meeting" format.

Provided by:

Trained Critical Incident Stress Management team members with the assistance/participation of the most credible sources/authorities.

Location:

Any setting large enough to accommodate the group. Examples include school auditoriums, community centers, company meeting rooms, hotel meeting rooms, commercial meeting facilities.

Goals:

- 1. Provide information.
- 2. Rumor control.
- Reduce sense of chaos.
- 4. Provide coping resources.
- 5. Facilitate follow-up care.
- 6. Engender increased cohesion and moral.
- 7. Assess further needs of the group.
- 8. Restore personnel to adaptive functions.

Process:

Phase 1: Assemble individuals who have experienced a common crisis event.

Phase 2: A credible representative of the affected community or organization presents facts regarding the crisis event in order to control destructive rumors, reduce anticipatory anxiety, and return a sense of control to the victims.

Phase 3: A CISM team member discusses and normalizes common behavioral/ psychological reactions that are relevant to the particular crisis event.

Phase 4: A CISM team member discuss personal and community stress management (coping and self-care strategies), and directs the attendees toward further available community and organizational resources.

Policy 11: Demobilizations

Definition:

A quick informational and rest session applied when operation units have been released from service at a major incident that requires over 2/3 of all available personnel (typically more than 100). It serves a secondary function as a screening opportunity to assure that individuals who may need assistance are identified after the traumatic event.

Length of Time:

Approximately 30 minutes total consisting of a 10 minute information session from a CISM team member followed by 20 minutes for food and rest. There should also be a very brief period of instruction from a unit leader on either a return to non-disaster duties or release to home.

Target:

Teams of workers such as engine or truck companies, ambulance units, perimeter control teams, entry teams, search teams, dog teams, squads, special units, etc. Each team receives its own demobilization session.

Provided by:

Trained Critical Incident Stress Management Team members only.

Location:

Optimally, two large rooms. One to provide the information sessions in small work groups, the other to provide the food and rest. The facility should be near enough to the scene to be convenient to transfer personnel there as soon as they have been released from duty at the incident.

Goals:

- 1. Assess well-being of personnel after a major incident.
- 2. Mitigate impact of the event.
- 3. Provide stress management information to personnel.
- 4. Provide an opportunity for rest and food before returning to routine duties.
- 5. Assess need for debriefing (CISD) and other services.

Process:

- 1. Establish an appropriate demobilization center.
- 2. Check in units as they arrive.
- 3. Keep work teams together for demobilization.
- 4. Assign a CISM trained team member to provide information to the group.
- 5. Limit the information session to 10 minutes.
- 6. Provide 20 minutes to rest and eat.
- 7. Let participants know if a debriefing is planned.
- 8. Provide a handout on stress survival suggestions.

Policy 12: Emotional and Spiritual Care

Section 3

CONTRA COSTA COUNTY PUBLIC SAFETY SUPPORT SERVICES

ASSOCIATION'S CONSTITUTION BYLAWS

CONTRA COSTA COUNTY PUBLIC SAFETY SUPPORT SERVICES ASSOCIATION CONSTITUTION AND BYLAWS

ARTICLE I - NAME

- Section 1. The association shall be known as "Contra Costa County Public' Safety Support Services".
- Section 2. The Contra Costa County Public Safety Support Services Association is organized under the authority of the Contra Costa County Chief's Association.

ARTICLE II - OBJECTIVES

- Section 1. The following shall be the objectives of this association:
 - a. To provide for the assembling of CISM / Peer Support and Chaplains members at regularly scheduled meetings to discuss matters pertinent to the effective, efficient, and safe operation of a CISM / Peer Support and Chaplain Programs.
 - b. To promote uniformity of thinking and action relative to CISM / Peer Support and Chaplain Programs.
 - c. To provide a medium for exchange of information and ideas among CISM / Peer Support and Chaplain members.
 - d. To develop and coordinate solutions to fire training and safety issues common to CISM / Peer Support and Chaplain Programs.
 - e. To provide information and input about CISM / Peer Support and Chaplain Programs to all other related organizations.

ARTICLE III - MEMBERSHIP

- Section 1. "Good Standing" is defined as being in compliance with dues and assessments.
 - 1. The Membership in this association shall be comprised of three classes, namely:
 - a. <u>Regular</u> This shall be Ilmited to current or former employees or contractors of any public organization in Contra Costa County that provides Fire, EMS, Police or Mental Health services or other affiliated organizations.. Members of affiliated organizations will be considered as regular members.
 - i. Retirees
 - ii. Mental Health Providers
 - iii. Chaplains

- b. <u>Associate</u> This may be granted upon approval of the Membership, to any purposes of the Association.
- c. <u>Life</u> This Shall be granted to all members who have been a member for at least five (5) years, upon receiving notice of their retirement.

Section 2. <u>Voting</u>

- a. <u>Voting</u> The right to vote, submit or second motions, and to hold office shall be confined to those holding regular membership in good standing.
- b. <u>Voting by Proxy</u> In the event that any member qualified to vote is unable to attend a meeting, they may designate a proxy in writing on department letterhead signed by the member or his/her supervisor.
- Section 3. <u>Soliciting of Funds</u> No member of this association shall solicit funds for the Association without the consent of the Executive Board.

Section 4. <u>Assessments</u>

a. The Executive Board may impose special assessments.

ARTICLE IV - OFFICERS

Section 1. Officers defined – The Officers of the Association shall be President (Program Coordinator), Vice President (Alternate Program Coordinator) and Secretary/Treasurer (Alternate Program Coordinator).

Section 2. <u>Selection of Officers</u>

- a. Any regular member who has been a member in good standing for at least one year prior to election date shall be eligible to hold office.
- Election of Officers for the ensuing two years shall be made at the December meeting in even years.
- Section 3. Officer Progression It is the intent that all Officers be advanced progressively each term. The elected Officers of the Association shall be permitted to serve two terms in each of the positions to which they are elected, unless approved by the Executive Board and ratified by the Membership.

Section 4. <u>Duties of President (Program Coordinator)</u>

- a. It is the duty of the President to preside at all meetings of this association and the Executive Board.
- b. They are to appoint all committees not otherwise provided for or authorized by the membership.
- c. They are to perform other duties, as may be required.
- d. They or their appointed representative shall attend all regular meetings of the Contra Costa County Fire Chief's Association.

Section 5. <u>Duties of Vice President (</u>Alternate Program Coordinator)

- a. It is the duty of the Vice President to perform the duties of the President, in his/her absence.
- b. In the event the office of President becomes vacant, the Vice President will automatically become President for the remainder of the term.
- c. The Vice President is the Chairman of the Peer Review Committee, responsible for program coordination.

Section 6. <u>Duties of the Secretary/Treasurer</u>

- a. It is the duty of the Secretary/Treasurer to preside at meetings, in the event of the absence of the President and Vice President.
- b. They will keep true and faithful accounts of the meeting minutes.
- c. *They* shall receive donations and other money on behalf of the Association and sign all disbursements as authorized by the Membership.
- d. **They** will preserve all records, reports and official documents of the Association, except those specifically assigned to the custody of others.
- e. *They* shall retain a membership list.
- f. **They** shall notify each member of scheduled meetings.
- g. **They** shall conduct the official correspondence as directed.
- h. *They* shall perform other duties as directed.

ARTICLE V - EXECUTIVE BOARD

- Section 1. <u>Executive Board Defined</u> The Executive Board shall be comprised of the President, Vice President and Secretary/Treasurer of the Association.
 - a. These three (3) members will have equal voting rights.
 - b. The immediate past President will serve as an Ex-Officio Member of the Board, in an advisory capacity with no voting right.

Section 2. <u>Duties of the Chairperson</u>

- a. The Chairperson of the Executive Board shall be the President of the Association.
- b. The Chairperson shall preside at the Executive Board meetings.
- c. The Chairperson shall relay information and reports to and from the other Officers and Directors, who are not able to attend Executive Board meetings.
- d. It is the function of the Executive Board to review issues presented to it, make executive decisions regarding the issues and/or prepare motions for membership voting.

ARTICLE VI - COMMITTEES

- Section 1. <u>Ex-Officio Committee Member</u> The President shall be an Ex-Officio member of all committees and shall be advised of all meetings.
- Section 2. Nominating Committee (Ad Hoc)— The Nominating Committee shall be composed of not less than three (3) members including the Chairperson, is appointed by the President at the meeting in October of even years.
 - a. It shall be their responsibility to present a nominee for election to Secretary/Treasurer at the December meeting of even years.
 - b. The committee will accept nominations for the position from the floor on the Election Day.
 - c. If more than one member is nominated, a written, secret ballot will be taken. The member receiving a majority plus one (1) vote shall be elected.
 - d. Officers will assume their duties on January 1st of odd years.
 - e. In the event of a vacancy, the Executive Board shall appoint a member to fill the vacancy for the remainder of the term of the office.

Section 3. <u>Training & Website Committee:</u>

- a. The Training & Website Committee will be comprised of members selected by the President and endorsed by the membership.
- b. The Committee Members will review, recommend, develop, manage and propose training plans at regular or special association meetings.
- c. The committee will assure the information on the CCC Training Officers and CCCPSSS website is accurate and up to date.
- Section 4. <u>Peer Review & Team Selection Board</u> Will be established to evaluate any criteria for membership revocation or suspension.
 - a. The Peer Review Board will be recommended by the President & Vice President and will be approved with the vote of the membership.
 - b. The board will consist of a Mental Health Professional and two Peer Support Personnel.

ARTICLE VII - MEETINGS

- Section 1. Regular The President or his/her designee will determine date, time, and location of regular meetings. Member and Executive Board meetings shall be held bi-monthly
- Section 2. <u>Quorum</u> One elected officer and four (4) voting members shall constitute a quorum with the power to transact any and all necessary business of the organization.
- Section 3. <u>Order of Business</u> The following order of business shall be used as guide at all regular meetings:
 - a. Call to order
 - b. Attendees
 - c. Pledge of Allegiance
 - d. Introductions
 - e. Guest Speakers
 - f. Approval of Minutes
 - g. Communications
 - h. Officer Reports
 - 1. President
 - 2. Vice President
 - 3. Secretary/Treasurer
 - i. Committee Reports
 - 1. Nominations
 - 2. Training and Website
 - 3. Peer Review
 - j. Organizational Reports
 - 1. ICISF

- 2. California Fire Chaplains
- k. Old Business
- I. New Business
- m. District Reports-Activities
- n. Good of the order
- o. Next Meeting Date & Location
- p. Adjourn

ARTICLE VIII - PARLIAMENTARY AUTHORITY

Section 1. The rules contained in "Robert's Rules of Order, Revised" will govern the association in all cases to which they are applicable and in which they are consistent with the by-laws or special rules of order of this association. Copy to be maintained by vice president.

ARTICLE IX - AMENDMENTS

- Section 1. The <u>Constitution and By-Laws</u> of this association may be amended at any regular meeting by a simple majority of the voting members present. All members shall be advised of the proposed amendments not later than thirty (30) days prior to the meeting.
- Section 2. Proposals for such amendments shall state the purpose pertaining to the change and shall be submitted in writing to the Secretary/Treasurer by any regular or life member.

ARTICLE X - POLITICAL ACTIVITY POLICY

Section 1. This organization shall not participate in, nor advocate, any political activity using the organization name without the express consent of the members. In addition, the organization can not engage in grassroots lobbying with public funds or use public resources. However, all members are free to, and encouraged to, engage in political activities outside the organization.

APPENDIX



Contra Costa County Public Safety Support Services

CISM/PEER SUPPORT APPLICATION

APPL	ICANT INFORMATION								
Last Name			Fii	First					MI
Addre	ess								
City					State Zip				
Phone	9	Email			DOB			3	
SSN DL#							Ехр		
Emergency Contact						Phone			
FIRST	FRESPONDER AGENCY	□ Che	eck i	if retired					
Department					From			То	
Addre	Address								
City					State Zip				
Phone Title/Pos			itior	า					
Chief/Supervisor			Email						
TRAIN	NING-ICISF: Check all that apply								
۵	Assisting Individuals in Crisis			Suicide Pre	enver	ition, Intervention	on & F	Postv	ention
☐ Group Crisis Intervention				Stress Management for the Trauma Services Provider					
	Advanced Group Crisis Intervent	ion		Line of Duty Death: Preparing the Best for the Worst					
۰	Strategic Response to Crisis		0	Techniques for Delivering Bad News by Crisis Respon Personnel				risis Response	
۰	Psychological First Aid			Other:					
	Other:			Other:					

List other professional organizations, specialized training or certificates that may be beneficial to the position of CISM/Peer Support member with the Contra Costa County Public Safety Support Services.
Please explain why you want to be a CISM/Peer Support member for the Contra Costa County Public Safety Support Services.

REFERENCES					
Name		Relationship			
Address					
City		State	Zip		
Phone	e Email				
Name		Relationship			
Address					
City		State	Zip		
Phone	Email				
Name		Relationship			
Address					
City		State	Zip		
Phone	Email				



APPLICANT INFORMATION

Contra Costa County Public Safety Support Services

CHAPLAIN/ASSOCIATE CHAPLAIN APPLICATION

Last Name		First					MI	
Address								
City				State	State		Zip	
Phone Email			-			DOB		
SSN DL#							Ехр	
Emergency Contact					Phone			
FIRST RESPONDER AGENCY								
Department				From		То		
Address								
City				State		Zip		
Phone Title/Position			•					
Chief/Supervisor		Email						
CREDENTIALS								
☐ Ordaned Year	Yea	ars in F	Pastoral Mi	inistry	/			
☐ Licensed Year	Yea	ars in F	Public Safe	afety Chaplaincy				
Church Denomir			Denomina	nination				
Address								
City				State	е	Zip		
Phone Position			•					

Jnits
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TRAINING-ICISF: Check all that apply	
Assisting Individuals in Crisis	Suicide Prenvention, Intervention & Postvention
☐ Group Crisis Intervention	Stress Management for the Trauma Services Provider
☐ Advanced Group Crisis Intervention	Line of Duty Death: Preparing the Best for the Worst
☐ Strategic Response to Crisis	Techniques for Delivering Bad News by Crisis Response Personnel
☐ Psychological First Aid	Other:
☐ Other:	Other:

List other professional organizations, specialized training or certificates that may be beneficial to the position of Chaplain with the Contra Costa County Public Safety Support Services.							

Please explain why you want to be a Public Safety Cha Support Services.	plain for th	e Contra Costa Cour	nty Public Safety
REFERENCES			
Name		Relationship	
Address			
City		State	Zip
Phone	Email		
Name		Relationship	
Address	•		
City		State	Zip
Phone	Email	•	
Name		Relationship	
Address			
City		State	Zip
Phone	Fmail		



Contra Costa County Public Safety Support Services

MENTAL HEALTH PROFESSIONAL APPLICATION

APPLICANT INFORMATION						
Last Name	First		MI			
Address						
City			State	Zip		
Phone	Email			3		
SSN	DL#			Exp		
OCCUPATION						
Employer		From	То			
Address						
City		State	Zip			
Phone						
	•					
EDUCATION						
College		From		То		
		Degree		Majo	or	
Graduate		From	From		То	
		Degree		Majo	or	
Other		From		То		
		Degree		Major		
		•				

CRED	DENTIALS: Check all that apply						
	LCSW/LMSW	۵	LBA			Psychologist	
	LMFT		LCPC/L	_PC		Psychiatrist	
<u> </u>	Other:		Other:			Other:	
TRAIN	NING-ICISF: Check all that apply						
	Assisting Individuals in Crisis			Suicide Prenvention	ı, Inter	vention & Postvention	
	Group Crisis Intervention			Stress Managemen	t for th	e Trauma Services Provider	
☐ Advanced Group Crisis Intervention ☐				Line of Duty Death: Preparing the Best for the Worst			
۵	Strategic Response to Crisis			Techniques for Deliver Personnel	vering	Bad News by Crisis Response	
	Psychological First Aid			Other:			
۵	Other:		۵	Other:			
	ther professional organizations, s ntal Health Professional with the	•			_	•	

Please explain why you want to be a Public Safety Men Public Safety Support Services.	tal Health	Professional for the (Contra Costa County
REFERENCES			
		Deletionabin	
Name		Relationship	
Address		_	
City		State	Zip
Phone	Email		
Name		Relationship	
Address			
City		State	Zip
Phone	Email		
Name		Relationship	
Address			
City		State	Zip
Phone	Email		

SAMPLE LETTER OF ENDORSEMENT

Place on Department / Organization's Letterhead

[Date]

Contra Costa County Public Safety Support Services

Dear Program Coordinator,

As a fellow public safety agency, we can appreciate the need for a local Critical Incident Stress Management team to assist our First Responders who routinely encounter difficult and tragic situations during their shifts. With this in mind, [name of department/company] would like to contribute to the Contra Costa County Public Safety Support Services by recommending [NAME] as an active participant on the team.

[NAME] has been an employee, in good standing, with [department/company] since [month/year] and currently serves in the capacity of [job position]. [His/Her] experience as a [position] has given [him/her] the opportunity to understand what other First Responders witness on a regular basis.

In addition to [his/her] experience [NAME] has received training/certification in the following areas:

- [Training and/or Certificate information]

[NAME] demonstrates empathy and compassion for others; both on and off duty. [He/She] is an attentive listener, who is respectful, and understands that confidentiality if paramount. I believe these attributes, coupled with [his/her] training and experience, would provide great value to the Taskforce Team.

If you have any questions about [NAME], please feel free to contact me at [phone number or email].

Sincerely,

[Name & Title]

[Department or Company Name]

POLICY & CONFIDENTIALITY AGREEMENT

CONTRA COSTA COUNTY PUBLIC SAFETY SUPPORT SERVICES

Name (print)	Date
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As a member of the Contra Costa County Public Safety Support Services I understand and agree with the Contra Costa County Public Safety Support Services Policy Manual. I also understand and agree that any personal information about any recipients that receive any type of CISM Intervention provided by this team, of which I become aware by reading, hearing, by sight, or otherwise, will be kept confidential at all times and cannot be shared with any other person outside this team or the agency team being assisted, except as specifically authorized by the recipient or as required by law, and with the following exceptions:

- Any disclosure by the individual of a plan or threat to harm themselves or someone else.
- Any disclosure of known or suspected harm or harmful neglect to a child or vulnerable adult (i.e. the elderly, disabled/incompetent).
- Any legal action or court order to disclose information pertaining to a crime or legal matter.

I understand and agree that any and all information shall remain confidential even after my volunteer work or other interactions with this team end. *Furthermore, if confidentiality is not strictly adhered to, I Understand that* any breach of confidentiality must result in termination of such team member.

Furthermore I also agree to always follow policies and protocols as described in the Contra Costa County Public Safety Support Services Policy Manual and I understand that any breach of such policies and protocols could result in an investigation of the circumstances and that my CISM Taskforce Membership may be revoked at the discretion of the CISM Taskforce Coordinator, on the recommendation of a Peer Review Board as outlined in Policy 6 of the Contra Costa County Public Safety Support Services Policy Manual.

Signed	Witnessed
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CRITICAL INCIDENT SERVICE REQUEST FORM

Contact Information

Request Taken By	Date	Time
Requested By	Requesting Agency	

Incident Information

Name/Number	Date	Time		
Location	Agencies Involved			
	Number of Personnel			
Nature of Incident				

Service Request Information

Services Requested	Date	Time
Location	Contact Name	
	Contact Number	

CISM Team Information

Team Leader	MHP
Team Member	Team Member
Team Member	Other

POST INCIDENT REPORT FORM

Incident Information

Date of Incident Date Services Provided						
Description of incident and services provided.						
Number of Individuals						
Disciplines of individuals						
☐ Fire	<u> </u>	EMS		Law		Dispatchers
☐ Civilian		Military	۵	Other		
		Service Pi	<u>rovided</u>			
☐ Pre-Crisis	<u> </u>	Defusing		Debriefing		Individual
□ CMB	<u> </u>	Demobilization		Referral		Follow Up
☐ Other:						
		CISM Team Ir	<u>nformat</u>	<u>ion</u>		
Team Leader MHP						
Team Member	Team Member Team Member					
Team Member	Team Member Team Member					
Other	Other					

Services Review

What went well?
What did not go well?
What are the lessons learned?
Define recommended changes in the program

CHANGE OF POSITION REQUEST

Name							Date	
Address			Phone					
					Email			
		Comment Desition	10	Na a la a 11 41		`		
		Current Positio	n (C	neck all tr	пат арріу)		
٥	Peer 📮	Chaplain		CISM		MHP		1 Trainee
		New Position	(Ch	eck all tha	it apply)			
	Peer 🗅	Chaplain		CISM		MHP		
		Team S	Stat	us Change	 e			
	nactive (6 month	Leave of Absence)						
		Leave of Abberioe)						
Reason								
□ F	☐ Resignation							
Reason								
		Update Taskf	orc	e Respons	e Level			
□ F		SM Intra County (Att	tach	all certs lis	sted belov	v)		
	Assisting Individuals in CrisisGroup Crisis Intervention							
	□ Suicide Prevention, Intervention and Postvention							
	☐ Advanced	Group Crisis Interv	enti	on				
□ F	☐ From CISM Intra County to CISM Inter County (Attach all certs listed below)							

ACTIVITY LOG

Please report all conversations in which any employee expressed a personal or professional problem in a way which made it appropriate for you to listen and respond using methods learned in peer support training. The counseling you report need not have been specifically requested as "peer support counseling" or "counseling". If a referral was made, please note where the referral was made (i.e., Clinician, Chaplain, EAP etc.)

	Number of Contacts	Amount of Time	Referred to
Anger			
Depression			
Suicide			
Substance Abuse			
Medical/Health/Illness			
Disability Injury			
Death/Grief			
Discipline			
Interpersonal			
Harassment			
Grievance			
Promotion/Demotion			
Supervisor/Subordinate			
Retirement			
Financial			
Critical Incident			
PTS			
Other			
Total			

Total			
Agency/Position		Month	Year
	,		

RESOURCE LIST

CISM

Name	Title	Phone	Agency
*Brian Helmick	Battalion Chief	(925) 584-8468	ECCFPD
*Chris Harder	Captain	(707) 628-3089	SRVFPD

Peer Supporters

Name	Title	Phone	Agency
Jim Howard	Battalion Chief- Ret.	(925) 890-8641	CCCFPD
Chris Hummel	Captain	(707) 235-6267	CCCFPD
Chris Bloch	Captain	(510) 685-3162	CCCFPD
Gil Caravantes	Captain	(925) 250-5027	CCCFPD
Rick Freeman	Captain	(925) 383-8042	CCCFPD
Margee Fruedenthal	Dispatcher	(209) 648-7973	CCCFPD
Ed Gonzales	Battalion Chief	(925) 437-0284	CCCFPD
Manny Harris	Engineer	(925) 437-0284	CCCFPD
Sidney Jackett	Captian	(925) 595-1682	CCCFPD
Jennifer Masterson	Dispatcher	(916) 474-0747	CCCFPD
Rafael Ochoa	Engineer	(707) 252-8636	CCCFPD
Collin Oneil	Dispatcher	(925) 864-2062	CCCFPD
Jack Verderame	Captain	(925) 628-2891	CCCFPD
Vito Impastato	Training Chief	(925) 595-1717	CCCFPD
Steve Carter	Captain	(925) 584-8778	ECCFPD
Brandon Earhart	Captain	(916) 718-8210	ECCFPD
Robert Ruddick	Captain	(925) 813-1893	ECCFPD
Mark Rezac	Engineer	(925) 446-1001	ECCFPD

Lance Brashier	Engineer	(925) 206-2852	ECCFPD
Earl Brown	Lieutenant	(510) 672-0062	Crockett Fire
Dave Else	Engineer		Pinole Fire
Sean Perkins	Battalion Chief		Moraga Orinda Fire
Brittany Bare	Firefighter		Moraga Orinda Fire
Whitney Bain	Dispatcher	(707) 315 1995	SRVFPD
Eric Hubbard	Firefighter	(510) 205-0604	SRVFPD
Trisha Klink	Dispatcher	(408) 724-0708	SRVFPD
Brian Morales	Engineer	(925) 785-8166	SRVFPD
Natalie Probert	Fire Prevention	(925) 786-6780	SRVFPD
Ken Schwartz	Captain	(707) 590-3243	SRVFPD
Nate Smith	Firefighter	(408) 504-9592	SRVFPD
Rob Spivey	Captain	(209) 470-5326	SRVFPD
Todd Thomas	Captain	(925) 580-9606	SRVFPD

Mental Health Professionals

Stephanie Cress	LCSW	(415) 409-2949	
Douglas Cyr	MFT	(415) 595-0740	
Amy Moore	Psychologist	(415) 237-0377	
Karen Goehring	MFT	(408) 718-0205	
Brenda Frechette	Psychologist	(707) 438-5808	
Colleen Pennington	Psychologist	(925) 642-1987	
Luisa Parks	Psychologist	(510) 427-7785	

Chaplains

Jim Hoekenga	Chaplain	(916) 521-0177	
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Jeremy Mann	Chaplain	(619) 665-6379	
Nick Vleisides	Chaplain	(925) 580-9606	

^{*} Meets Intra Agency Requirements ** Meets Inter Agency Requirements