



# Oakland County Crisis Response Organization

c/o Common Ground Sanctuary • 1410 Old Telegraph • Bloomfield Hills, MI 48302  
Business: 248-456-8150 • Crisis Only: 800-231-1127

## **ROLE OF THE "ON CALL" COORDINATOR**

### **PREPARATION**

- 1) Personal Folio
  - File Folders
  - Maintain current information
  - Keep accessible at all times
  - Attend general meetings to stay updated
- 2) Current On-Call Schedule
- 3) Updated Membership Contact List
  - Include mutual aid assistance
  - Rotate "call-out"
- 4) Knowledge of Team members (professional disciplines)
- 5) Forms
  - Request for Critical Incident Debriefing
  - CISD Model
  - 2 page handout - educational/self-help
  - Debriefing report
  - Follow-up phone interview

### **DETERMINATION**

- 1) Appropriateness of CISD intervention
  - Guardian of CISD philosophy
  - Is even consistent with CISD criteria
    - ✓ Nature of incident
    - ✓ Crisis vs. grief
    - ✓ Abnormal event vs. normal event
    - ✓ Civilian CISD vs. emergency responder CISD

Traditional: a critical incident is any abnormal event that has the power to cause emotional distress in emergency services providers.

- ❑ Line of duty death
- ❑ Serious injury to emergency personnel
- ❑ Serious multiple casualty incident
- ❑ Suicide of colleague - firefighter, police officer, paramedics, etc.
- ❑ Traumatic deaths of children
- ❑ Serious injuries to children
- ❑ Events with excessive media interest
- ❑ Victims personally known to emergency responder
- ❑ Natural disaster(s)

NOT: Bank robbery with no injuries  
Natural death of colleague at work or home  
Unnatural death of colleague at home or outside of work environment

- Are EAP services available?
  - ✓ EAP should be utilized first
  - ✓ If private entity, considerations of donation may be suggested
- Do we have ability to respond within time frame?

## **OPERATIONS**

Points to remember:

- 1) On-Call Coordinator can not become involved as a team leader, debriefer or participant.
- 2) Contact requesting agency and fill-out Critical Incident Request Form
  - Nature of incident
  - Number to be debriefed
  - Consider work shifts and schedules of involved personnel
  - Secure private, undisclosed location - room size and flexibility depending on number of personnel to be debriefed
  - Suggest helpful amenities - refreshments, tissue, etc.
  - Provide handouts as necessary to debriefing team
  - Secure contact name(s) and number(s) from requesting agency
  - Attempt to secure meeting place for debriefing of debriefers upon CISD conclusion
  - Try to ascertain any political or secondary agenda issues that may be affecting organization and/or debriefing process

### 3) Bringing the Team Together

- Start calling team leader and team members early - DO NOT DELAY; leave an open call back number; don't forget to schedule a non-participating team member to debrief debriefers post CISD intervention.
- Ask for additional On-Call help
- Consult board members
- Request mutual aid

## COMPLETION

### 1) Debriefing of Debriefers

- Additional team member uninvolved in debriefing process
- Timing
- Site considerations
- Rationale
  - ✓ To prevent vicarious traumatization
  - ✓ To prevent cumulative stress
  - ✓ To prevent critical self judgements of debriefers own performance
  - ✓ To improve CISD services
  - ✓ Completion of debriefing report
    - To be delivered to Quality Assurance Committee Chairperson - currently, Tom Shurtleff

### 2) Following-up with requesting agency

- Use of "phone follow-up" form
- To be delivered to Quality Assurance Committee Chairperson