

ROLE OF THE "ON CALL" COORDINATOR

PREPARATION

1) Personal Folio

- OCCRO Forms - Found on website – see: Forms below
- Maintain current information
 - OCCRO MEMBER ROSTER
 - Callout List – from Glori Macias via email
- Keep printed forms accessible at all times
- Attend board/general meetings as per bylaws to stay updated

2) Current On-Call Schedule

Published by Scheduling Coordinator via email attachments..

3) Updated Current Contact/Callout List from Glori M. (monthly mass email)

- Include mutual aid assistance
 - If necessary, utilize Common Ground and any other groups that we have agreements with.
- Rotate "call-out"
 - Use different members to match the Callout

4) Knowledge of Team members

- REFER TO MEMBER ROSTER
 - Professional disciplines
 - CISM certification status - Group, Peer, Grin, etc.
 - Outside certification – FEMA, Suicide Organizations, etc.

5) Forms

- OCCRO
 - Request for Critical Incident Debriefing
 - Debriefing/Defusing Report
 - PASS Report
 - Follow-up phone interview
 - Service Request Denial
- Suggested materials/handouts for debriefing
 - CISD Model
 - 2 page handout - educational/self-help
 - Other authorized handouts
 - OCCRO business cards

DETERMINATION

1) Appropriateness of CISD intervention

- Users of CISD philosophy
- Is consistent with CISD criteria
 - Nature of incident
 - Crisis vs. grief
 - Abnormal event vs. normal event
 - Community CISD vs. emergency responder CISD

Traditional: a critical incident is any abnormal event that has the power to cause emotional distress such as:

- Line of duty death
- Serious injury to emergency personnel
- Serious multiple casualty incident
- Suicide of colleague – emergency, corporate and community settings
- Traumatic deaths
- Serious injuries
- Events with excessive media interest
- Observers of any traumatic event
- Natural disaster(s)

Are EAP services available?

- EAP should be utilized first
- If private entity, donations will be accepted but not solicited.
- All donations will be funneled through Homeland Security Contact.

- Do we have ability to respond within time frame?
- Consider utilizing Rapid Response Team if necessary.

OPERATIONS

- ✓ **Point to remember:** Callouts can take on many forms, First Responders, Community, and may cover large, small groups and individuals.

1) On-Call Coordinator cannot become involved as a team leader, debriefer or participant.

2) Contact requesting agency and fill-out C.I.S.D. 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.
- Secure contact name(s) and number(s) from requesting agency
- Try to ascertain any political or secondary agenda issues that may be affecting organization and/or debriefing process
- Inquire about meeting place for P.A.S.S. upon CISD conclusion

3) Bringing the Team Together

- If needed for immediate Defusing, utilize Rapid Response Team Roster
- OR -
- For Debriefing, Send mass email using most recent "Call Out List"

- Refer to OCCRO Member Roster re: disciplines to determine team from responding members
- Consult Board members, if needed for questions/assistance
- Request mutual aid
- Identify Team Leader and Team Members from responses
- Send email to all of OCCRO (Call Out List) stating Team has been formed and future contact will be made via team leader for confirmation as to team composition
- Send email to Team Leader with team info

TEAM LEADER

- Team Leader will make contact with each Team Member
- Team Leader will assign sections to members for debriefing/defusing
- Team Leader will confer with PASS Member for location and timing
- Team Leader will provide appropriate handouts to debriefing team
- Team Leader must complete Debriefing/Defusing Report, P.A.S.S. AND OCCRO Follow-Up PHONE Interview form (see COMPLETION)

COMPLETION

1) P.A.S.S.

- Additional team member uninvolved in debriefing process
- Timing
- Site considerations
- Rationale:
 - To prevent vicarious traumatization
 - To prevent cumulative stress
 - To prevent critical self-judgments of debriefers own performance
 - To improve CISD services
- Completion of PASS Report form by PASS Leader
- To be delivered to OC Homeland Security and the Quality Assurance
 - Committee Chairperson

2) Completion of Debriefing/Defusing Report by Team Leader

- To be delivered to OC Homeland Security and the Quality Assurance
 - Committee Chairperson as shown at bottom of form
- If secondary debriefing is conducted a second Debriefing/Defusing Form
 - must be filled out by the Team Leader for that date

3) Following-up with requesting agency

- Completion of OCCRO Services Follow-Up PHONE Interview form by Team Leader
- To be delivered to OC Homeland Security and the Quality Assurance
 - Committee Chairperson as shown at bottom of form

4) Denial of Service:

- To be completed when:
 - A team has been formed and then called off for any reason.
 - The dynamics of a call that has been changed from the original request culminating with the dismissal of the request from the originator or OCCRO.