

**Incident Management Team/Human Resource Specialists Roles and Support
Critical Incident Stress Management
December 2008**

In recognition of the complexity related to CISM, the following guidelines provide information to support Incident Management Teams (IMT's) and Human Resource Specialists (HRSP) during Critical Incidents. The guidelines remove some of the burdens from the IMT, reduce confusion, and allow tasks to be accomplished in less time.

In the event of a critical incident, the following are recommended:

IMT s

- Prepare, review or revise team protocols specific to CISM.
- Inform the HRSP of CISM protocols as early as possible.
- Utilize the HRSP to perform defusing, and as a result consider whether CISM resources are warranted. If needed, the HRSP can complete the CISM order form. Agency Administrator approval is also required.
- Utilize HRSP as the liaison between the IMT and CISM resource.
- Assign IMT members to work directly with the HRSP. At a minimum we recommend; IC/Deputy IC, Planning Section Chief, Logistics Section Chief/Facilities Unit Leader, MEDL, Liaisons, Safety Officer and Operations Section Chief.
- Continue to keep the HRSP informed of new information related to the event, individuals involved, and when they are expected back at camp, etc.
- While getting a CISM resource on-site is important, it may not be an immediate need. **CISM support is considered most effective 24-72 hours after the incident.** Until then, timely information sharing is critical for those assigned or associated with the incident.
- Help identify individuals directly and indirectly affected by the event and ensure location and contact information is collected. This may include individuals not in fire camp.
- Additional needs of those potentially impacted, such as telephone access, dry and/or clean clothes, privacy, etc. need to be secured.
- Remember not to forget yourselves. The stress associated with a particularly traumatic event can affect IMT members.
- Successful CISM requires logistical support. Assist the HRSP to provide CISM resources with locations to meet potentially affected personnel in a safe and comfortable environment.
- Keep HRSP's informed of any investigations so coordination among the CISM teams, affected individuals, and the investigators may occur.
- Upon completion of the CISM event, work with the HRSP to complete a CISM after action review.

HRSPs

- Review the policies for CISM identified by the host agency/unit and provide feedback to the IMT.
- Upon arrival in fire camp, meet with the Command and General Staff to discuss team CISM protocols. Brief the IMT on general CISM procedures.
- As needed, clarify any concerns with the IMT related to team protocols.
- Contact and utilize the HRSP Geographic Area Coordinator for CISM assistance and to identify key CISM resources.
- Serve as the point of contact for facilitating CISM.
- Conduct defusing with affected personnel and make recommendations to IMT for CISM support.
- Identify appropriate CISM resources to match the needs of the event and be the liaison between the IMT and CISM resource.
- Be available to brief Incident Personnel in regard to CISM process.
- Coordinate with the SOFR and OSC related to the welfare of the crews, and if warranted, recommend a stand down, relocation or reassignment of personnel.
- Coordinate with appropriate IMT personnel related to logistical support of impacted crews (telephones, meeting places, need for clergy, etc.)
- Provide input to the IC/Deputy IC on observed or reported IMT reactions related to the CISM event.
- Order additional HRSP's to support the CISM event.
- Coordinate CISM after action review, providing frank input of positives and needs for improvement in the CISM process.