1. **Definitions:**

Critical Incident Stress may occur in certain situations faced by emergency service personnel and may cause strong physical, emotional and behavioral reactions which may interfere with their functional ability.

A. Line of duty death  
B. Line of duty injury  
C. Peer suicide  
D. Mass casualty  
E. Death or injury of children  
F. Known victim of relative  
G. Prolonged incident with bad outcome  
H. Night operation  
I. Increased media interest  
J. Emotional impact caused by violent death, fear of own death  
K. Trauma and critical incident stress both involve:
   1. Loss of self-esteem  
   2. Loss of safety and security  
   3. Loss of relationships  
   4. Loss of identity  
   5. Cumulative trauma
2. **Reactions to Critical Incident Stress**

Reactions seen among emergency service personnel following critical incidents:

I. Physical
   
   A. Acute-Effects that may be felt consciously:
      
      1. heart palpitations
      2. difficult/rapid breathing
      3. dry mouth
      4. chest tightness/pain
      5. anorexia, nausea, vomiting, abdominal cramps, "butterflies"
      6. flushing, diaphoresis, body temperature fluctuation
      7. urgency and frequency in urination.

II. Emotional
   
   A. anxiety
   B. fear
   C. grief
   D. depression
   E. hopelessness
   F. irritability
   G. anger
   H. overwhelmed
   I. numb
   J. sense of unreality
   K. identification with victim

III. Behavioral
   
   A. withdrawal
B. emotional outburst
C. hyper-alert to environment
D. non-specific bodily complaints
E. irritability

3. **Goals of Crisis Intervention**
   - Support the person in distress
   - Support the person through a period of difficulty with their degree of worth
   - Prevent lasting psychological scarring
   - Try to gather some benefit from coping with the crisis

4. **CISD Services**
   
   A. On-scene Support
      - Advice to the incident commander or his/her liaison on topic of stress management.
      - One-on-one counseling to emergency workers showing obvious signs of stress.
      - Assist in control of victims, survivors, and families.
   
   B. Initial Defusing
      - Usually occurs within a few hours of the incident to offer information, support, to set-up or establish a need for a formal debriefing, and to stabilize crew members.
   
   C. Formal Debriefing
      - Occurs within 24-72 hours after the incident.
   
   D. Education
      - Stress and CISD awareness for crews and their supervisors.
   
   E. Individual Referrals
      - Local mental health team members are available for follow-up and long-term counseling.
   
   F. Spouse Debriefings
      - For family members and significant others of those involved in critical incidents.
5. **Contacting the CISD Team**

Contacting the CISD Team is done by the Incident Commander or his/her Liaison Officer. Command or Liaison is to contact the on-duty supervisor at central dispatch by telephone. The dispatch supervisor will then activate the CISD Team.

The following information will be needed for the team:

1. Name and Title
2. Incident Information:
   - date and time
   - duration of incident
   - number and type of personnel
   - number of victims/patients
   - incident type
   - call back number
   - type of service desired
3. Suggested time and place for debriefing.

Any individual may request services through their supervisor.