# PURPOSE/SCOPE/APPLICATION

## The purpose of this SOG is to establish dispatch procedures for the District control point for the Critical Incident Stress Management (CISM ) Team activation.

## This SOG will identify Control Point Procedures, and personnel to be notified.

## This Standard Operating Guideline shall apply to and the District 14 Control Point and all CISM team members.

# REFERENCE DOCUMENTS

## N/A

# DEFINITIONS

## Control Point – The central dispatch point for District 14.

## Communications Device – Any electronic device that can be utilized to receive a text notification of emergency notification which may include the nature of the incident or type request. CISM Team Coordinators and Team members shall supply their own electronic devices.

## CISM Team Coordinators- Designated District 14 CISM Team members responsible for receiving and acting on all requests for service, when notified, within the District, including mutual aid requests from other Statewide Network CISM Teams.

# SPECIALIZED ROLES AND RESPONSIBILITIES

## All members shall be responsible for enforcing this SOG.

# SAFETY

## N/A

# ENFORCEMENT

## Failure to understand this Standard Operating Guideline may result in disciplinary action.

## Any deviation from this Standard Operating Guideline may require a written report to the Operational Chief overseeing the team and/or the District 14 Chair.

## This policy is for internal use only and does not enlarge an employee’s civil liability in any way. The policy should not be construed as creating a higher duty of care, in an evidentiary sense, with respect to third party civil claims against employees. A violation of this policy, if proven, can only form the basis of a compliant by this department for non-judicial administrative action in accordance with the laws governing employee discipline.

# STANDARD OPERATING GUIDELINE

## Control Point Procedures

### Upon receipt of a request for service or CISM intervention, the District 14 call taker shall obtain the following information from the requesting caller:

#### Caller’s name and Town calling.

#### Call back number.

#### Nature of request / (i.e.: Team activation for incident, on-going event, consult with Team coordinator, general inquiry, Mutual aid request)

#### Determine if the request in an emergency requiring immediate notification of the team coordinator.

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### The Control Point will send out a text with the following details of the request to the District CISM Coordinator & Operational Chief for the Team.

## ***CISM Request (brief detail if known)***

## ***Town***

## ***Incident type if known***

## ***Caller’s name, rank & call back number.***

## ***Name and contact number of the individual the CISM Team Coordinator is to call.***

## The CISM Team Coordinator must confirm receipt of message text within 10 minutes for all urgent or emergency requests. If acknowledgement is not made to the text a back-up text shall be made to the Co-Coordinator and Operational Chief for the CISM Team.

# RECORDS, REPORTS, CHARTS, FORMS

## As required per Fire District 14 protocols.

SOG Review Dates: