

The Fire District 14 Critical Incident Stress Management (CISM) Team provides peer services to all personnel in the fire , EMS, police and hospital emergency departments in the communities of Massachusetts Fire District Fourteen.

In addition, we work together with and provide mutual aid services to the other CISM teams in the Fire Districts in the Commonwealth of Massachusetts. We are a member of the Massachusetts Statewide Peer Support Network (MSPSN) under the Dept. of Fire Services and also network with the International Critical Incident Stress Foundation (ICISF).

Our Goal

The purpose of the Team is to engage in activities which promote and support occupational health and safety of emergency service personnel and which work toward preserving the health and careers of firefighters, police officers, emergency medical technicians, paramedics, and hospital emergency department personnel. We provide critical incident stress management services, peer support, spousal and family support and education programs, and stress management education and training in addition to being an information and referral service. We also recruit, and train a variety of professionals who work to provide these services.

Massachusetts Fire District Fourteen
CISM Team
P.O. Box 472
Hudson, MA 01749

Massachusetts Fire District 14 C.I.S.M. TEAM



The District 14 CRITICAL INCIDENT STRESS MANAGEMENT TEAM provides services to all personnel in the fire, EMS, police and hospital emergency departments in the following communities within Massachusetts Fire District Fourteen:

Acton , Ashland, Boxborough,
Carlisle, Concord, Framingham,
Holliston, Hopkinton, Hopedale,
Hudson, Lincoln Marlborough,
Maynard, Milford, Natick ,
Northborough, Sherborn,
Shrewsbury, Southborough, Stow,
Sudbury, Wayland, Westborough.

**FOR IMMEDIATE SERVICES OR
FURTHER INFORMATION
CONTACT:**

*District 14 Control Point -
Ashland Fire Dispatch*

508-881-0119

**For CISM Team Contact
Fire District Fourteen Control -
Ashland Fire Dispatch:
508-881-0119**

What is a Critical Incident ?

Disaster Psychologist Jeffrey Mitchell defines a critical incident as “ any situation faced by emergency service personnel that causes them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function either at the scene or later”.

EXAMPLES OF CRITICAL INCIDENTS

- **Serious injury or death of a co-worker in the line of duty**
- **Co-worker suicide**
- **Victims known to responders**
- **serious injury or death of a child**
- **multiple casualty incidents and disasters**
- **prolonged rescue or recovery operations**
- **operations with intense media coverage**
- **ANY incident with high emotional impact on responders**

What is Critical Incident Stress Management?

CISM is a comprehensive program designed to help lessen the impact of critical incidents on emergency services personnel:

CISM

- Prevention and educational programs
- Individual consultations
- On-scene support
- Defusing's
- Critical Incident Stress Debriefings
- Crisis Management Briefings
- Organizational consultations
- Referral and support services for spouses, families, and loved ones.
- Follow-up referrals and support.

Who are we ?

We are a **peer-driven clinically guided volunteer team and do not charge for any services provided**. All team members are specially trained to the current national standards and most are veteran emergency services personnel from agencies throughout the District. Team members come from a variety of backgrounds including:

- Dispatchers
- Firefighters
- EMS (Paramedics & EMT's)
- Police
- Nurses, Technicians & Doctors
- Mental Health & Clergy

Our program is affiliated with and follows the guidelines and protocols of the International Critical Incident Stress Foundation (ICISF) as well as the Massachusetts Statewide Peer Support Network (MSPSN). In addition we work closely with the On Site Academy in Westminister, Massachusetts.

Why should you call us?

We are here to help you deal with both the “once in a career” extraordinary incident, and the cumulative effects of a career's worth of calls. Our goal is to try to prevent emergency services personnel from dropping out or burning out because of an overload of temporary stress or the build-up of a number of stressful events.

When should you contact us?

You should call us anytime you think you may need our services. You can call us before, during, or after an incident. We are available 24 hours a day 365 days a year.

What do we do?

We are dedicated and committed to supporting our colleagues before, during, and after a critical incident. When you call us for assistance, an intervention plan will be developed based on the nature of the incident. Services provided can include:

One-on-One Support

This can occur on the phone or be arranged for a convenient time and place.

Defusing

This usually takes place within a few hours of the incident and is an informal session for those directly involved in the incident.

Debriefing

(CISD) Usually conducted within 24 - 48 hours after the incident, a CISD is a confidential group meeting or discussion about a distressing event. The debriefing is co-led by a trained peer and a CISM-qualified clinician. The goal of a debriefing is to help accelerate recovery from and mitigate stress caused by the incident.

Crisis management Briefing (CMB)

A Crisis Management Briefing when indicated is designed to provide information and guidance with the goal of reducing anxiety and mitigating distress.

On-scene Support

If requested, CISM team members can respond to an incident to assess responders for signs of acute stress and to support these personnel as needed.

Referral and Support Services

If necessary, we can help responders and their spouses, families, and loved ones obtain specialized support and follow-up services.

Educational Programs

We offer 1 & 2 hour pre-incident stress management training & education programs.

