

## **REQUESTING CRITICAL INCIDENT STRESS DEBRIEFING (CISD) PROCEDURES**

### **PURPOSE:**

Case studies by medical groups of work-related incidents where injuries or fatalities occurred have revealed that significant numbers of employees experience some form of stress-related symptoms following the incident. Many of these symptoms were transitory and most personnel had no long-term detrimental effects. These studies, however, have also revealed that a small percentage of personnel do experience continuing, long-term detrimental effects resulting from exposure to such incidents. Some of these effects have been delayed, surfacing later after a period with no apparent symptoms.

Without professional intervention, these personnel have experienced declining work performance and deterioration of family relationships, as well as increased health problems. The objective of this procedure is to provide professional intervention immediately after major critical incidents or crises to minimize stress-related injuries to city personnel and to provide all necessary support to city personnel during a crisis.

Incident debriefing is not a critique of an incident. Performance issues will **not** be discussed during the debriefing. The debriefing process provides a format where personnel can discuss their feelings and reactions and, thus, reduce the stress resulting from exposure to critical incidents and crisis situations. All debriefings will be **strictly** confidential.

Debriefings may be conducted anywhere that provides ample space, privacy and freedom from distractions. Selection of the site will be determined by the city's CISD coordinator based on the type of debriefing required.

The debriefing team will consist of CISD professionals (mental health counselors specifically trained in stress-related counseling) as well as trained peer counselors. The team members' role in the debriefing process will be to assist and support the professional counselors as necessary. All follow-up care will be approved by the Human Resources Department prior to beginning treatment.

### **ACTIVATION OF CISD**

Department directors, managers and supervisors bear the responsibility for identifying/recognizing significant incidents that may qualify for debriefing. When an incident is identified as a critical incident or crisis, a request for debriefing consideration should be made as soon as possible to the CISD coordinator. If additional assistance is required the CISD coordinator will contact Los Angeles County Operational Area via the West Hollywood Sheriff's Station Watch Commander and request that a CISD team be assembled.

## Do's and Don'ts for Using the Disaster Accounting System

DO:	DO:	DO:	DO:	DO:	DO:
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- **DO** record all overtime hours **WORKED** on the disaster/emergency, categories A and B.
- **DO** record all regular and overtime hours **WORKED** on the disaster/emergency, categories C through G.
- **DO** fully document (with both narrative and photos) all damage to public property and equipment.
- **DO** charge vehicles and equipment used and indicate when and where they were used.
- **DO** charge equipment rentals to the appropriate projects.
- **DO** charge outside contracts to the appropriate charge points.
- **DO** document how contracts were awarded.
- **DO** place limits on contract with, "Amount not to exceed". If more work needs to be done, then amend contract.
- **DO** use terms such as "Assess immediate threat to public Health and Safety" instead of "Survey damage".
- **DO** use terms such as "Direct", "Control", "Assign", and "Dispatch" instead of "Administer".
- **DO** report all damage to Cost Recovery Unit.
- **DO** keep all records and unit logs accurately and up to date.
- **DO** ask questions of the Cost Recovery Unit for clarifications.

DO NOT:					
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- **DO NOT** order **everyone** to charge **all** time to the disaster. Only charge those people and hours actually **WORKED**. (See above 1<sup>st</sup> and 2<sup>nd</sup> Do's)
- **DO NOT** charge stand-by time to the system. FEMA will only pay for time worked.
- **DO NOT** enter into sole source contracts without **explicit documentation** of why it was **necessary**.
- **DO NOT** enter into cost plus contracts.
- **DO NOT** enter into open ended contracts with no cap on expense. Place limits and amend if necessary.
- **DO NOT** use terms such as "Damage Survey"; use "Assess immediate threat to risk to health and safety".
- **DO NOT** use the term "Administer" in place of "Direct", "Control", "Assign", or "Dispatch".
- **DO NOT**
- **DO NOT** throw away records.
- **DO NOT** forget to ask questions.

**NOTE:**

FEMA regulations do not allow recovery of straight time for emergency response activities (Categories A and B), **record it anyway**. Better to record and not use than not record and try to recreate.