

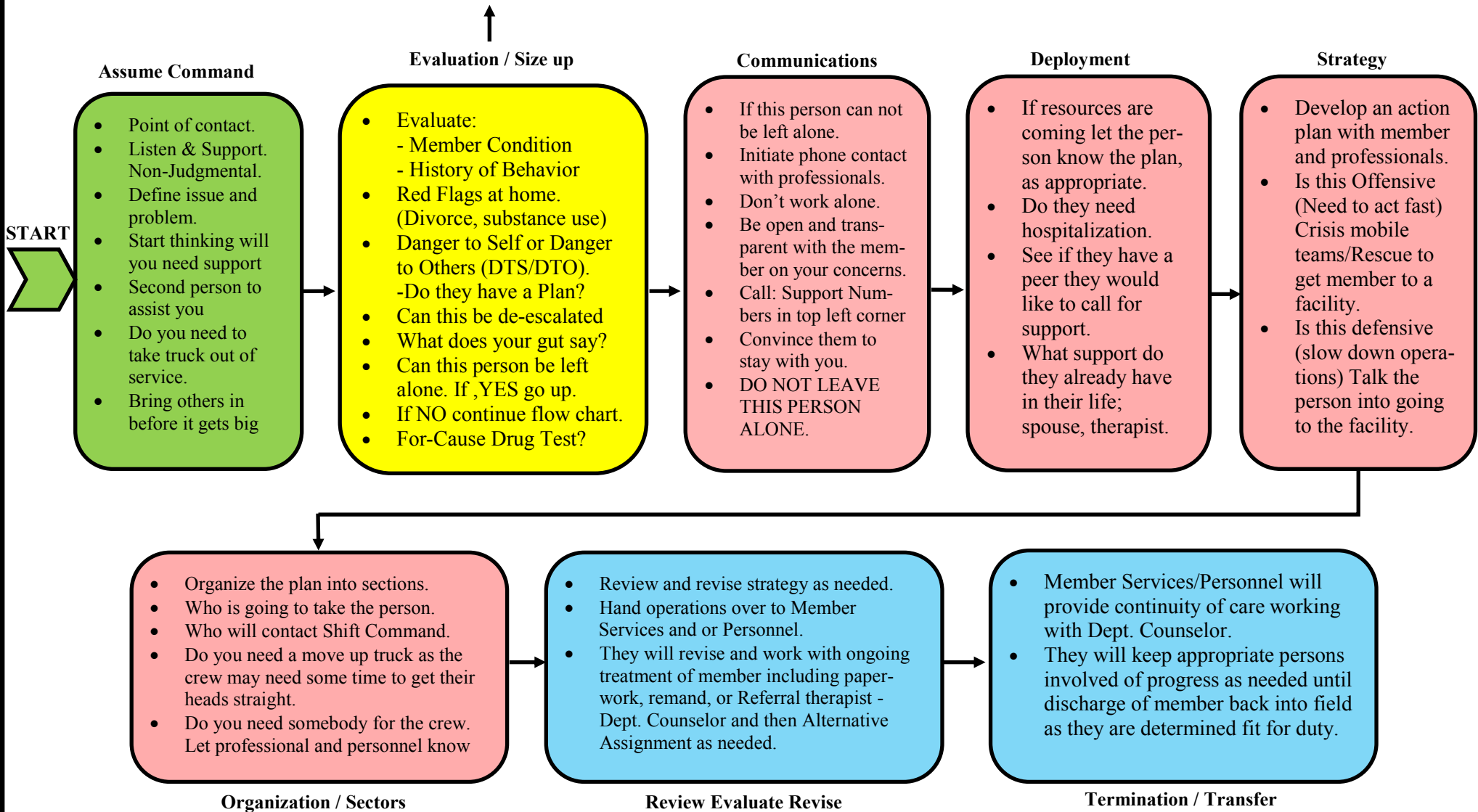


- Person is Safe.
- No need for crisis professionals.
- Offer support, CR Supervisors, Peer Support Team, (Department Counselor, Member Services, EAP, or Counseling through insurance all resources are on Firestrong.org.
- Assign person to check in with this member before next shift.
- Remember you can use Supervisor Referral to aid in accountability for them to seek help.

8 Functions of Member Services

Crisis Care

Listen, Refer, and Support
(Call for help early before things get big)



Assume Command:	Point of Contact
Evaluate:	Member Condition Are they a Danger to Themselves or Others (DTS/DTO) <i>If they are not DTS or DTO go over resources and phone numbers</i> <i>Think about Supervisor Referral</i>
Communication:	If they are DTS or DTO call professionals
Deployment:	Bring in others to help you before it gets Big Do Not Leave this Person alone
Strategy:	Make a plan with Professionals on where the best place is to take this member
Organization / Sector:	Who will transport the member, who will stay with the member?
Review, Evaluate, Revise:	Member Services will continue with treatment and follow-up
Termination / Transfer:	Members Services / Personnel will keep appropriate persons involved of progress and “fit for duty” status



High stress incident -HSI

- Let crew know that you are aware of the call they have been on
- Identify why you are calling. Ask them how they are doing. The biggest thing is to listen and let them tell you the story.
- Listen for information or cues on how they feel about what took place. If you sense anger or frustration at customer, parents, PD, hospital staff, or other members don't agree or disagree, just listen and tell them you hear and understand their frustration
- If you sense they are feeling good about how the call was handled, commend their actions if they were beneficial
- Try to ascertain if any of the crew members have personal circumstances that are similar to the HSI and remind them of FIRESTRONG.org to find resources and peers and/or advise them to go home.
- Tell crew that they know each other better than anyone and to look out for each other. If the call continues to carry with them in their thoughts, remind them to talk about it with other peers, trusted supervisors, family, and friends. Utilize FIRESTRONG.ORG for other helpful options. Emotions and stress are normal to experience in this type of job. Every call will affect everyone differently. It depends on what's going on in your life at this moment and what has gone on in your life prior to this moment.
- CR supervisors can assist in retrieving answers to questions crews may have about the incident by gathering info from CR crews that were on scene or PD detectives that worked the incidents. CR supervisors and member services staff available to have reach out respond and allocate peers for support services.
- It is normal to replay an incident over in your mind but if this starts to affect your ability to concentrate, sleep etc and is not diminishing over a couple of days then you should seek out the following resources. Once you reach out and talk through this incident or others that might be contributing to the reaction you will unload the stress. If you don't it will keep accumulating with each call or stressful situation you encounter at home or at work.

Physical distress: Headaches, Muscle spasms, Fatigue/exhaustion, Indigestion, nausea, vomiting

Severe Physical distress: Chest pain, Re-current headaches, Persistent Irregular heartbeats

Emotional distress: Anxiety, Irritability, Anger, Mood swings, Depression, Grief

Severe Emotional Distress: Panic attacks, Overwhelming feelings, Persistent flat affect, Lack of emotional expression, Speaking in monotone voice, Absence or diminished facial expressions, Immobilizing depression

Behavioral Distress: Impulsiveness, Alcohol/Drug Use, Hyper startle, Sleep disturbance, Withdrawal, Family Discord