



**CRITICAL INCIDENT PEER SUPPORT TEAM
OPERATING SYSTEM DESCRIPTION**

ICS 180

April 2022

This document contains information relative to the Incident Command System (ICS) component of the National Incident Management System (NIMS). This is the same Incident Command System developed by FIRESCOPE. Additional information and documentation can be obtained from the following source:

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INTRODUCTION

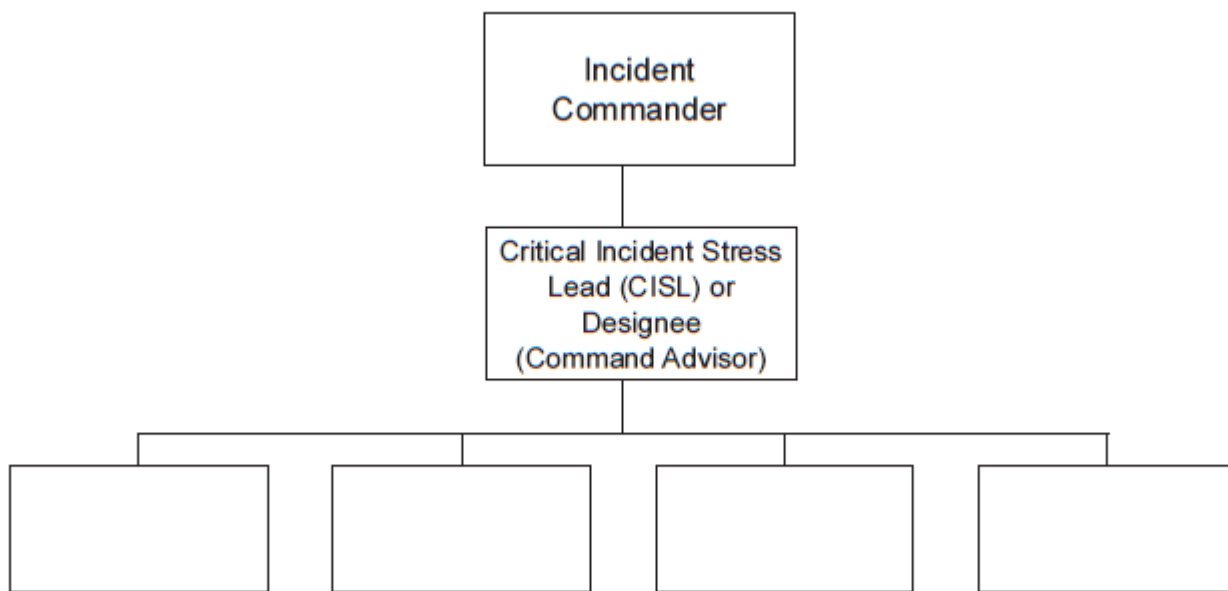
The Critical Incident Peer Support (CIPS) Team is a group of highly respected, trusted, and qualified people assigned to a significant All-Hazard incident to support the mental health and welfare of the first responders engaged on the incident. This team is ordered by the Incident Commander (IC) or Incident Management Team (IMT) and reports directly to the Incident Commander/Command Staff as a Command Advisor. Team members are assembled at the time of request and shall be composed of qualified personnel to match the type of critical incident. CIPS consists of a Critical Incident Stress Lead (CISL), Critical Incident Stress Management (CISM) members and Critical Incident Clinician (CICL). The CISL will assess the need for and reporting time necessary for the clinician and may or may not have Critical Incident Stress Chaplain(s) (CISC) or Critical Incident Stress K9(s) (CISK) as part of the team. This team may consist of qualified personnel from other agencies. CIPS is based on the idea of people helping people, (firefighters helping firefighters) and built on trust, respect, and mutual understanding. CIPS personnel assist individuals by way of listening and discussing personal reactions and concerns after a critical incident. CIPS then refers individuals to the appropriate level of continuing care. A clinician shall be part of those discussions as an initial higher level of care on or after the incident. CIPS is not psychotherapy or counseling, but stabilization. CIPS is not a tool to critique or investigate a traumatic event.

MODULAR DEVELOPMENT

Initial Response Organization:

The Incident Commander(s) (IC) manages all initial response resources as well as all Command and General Staff Responsibilities. A possibility, concern, specific event, or policy may indicate the need for a Critical Incident Peer Support (CIPS) Team notification or activation based on incident circumstances. Critical Incident Stress Lead (CISL) or a Critical Incident Stress Management (CISM) designee shall contact the IC to determine the needs, at a minimum, and what type of activation is warranted. A CIPS team follow up may be warranted and/or Critical Incident Clinician (referral as needed).

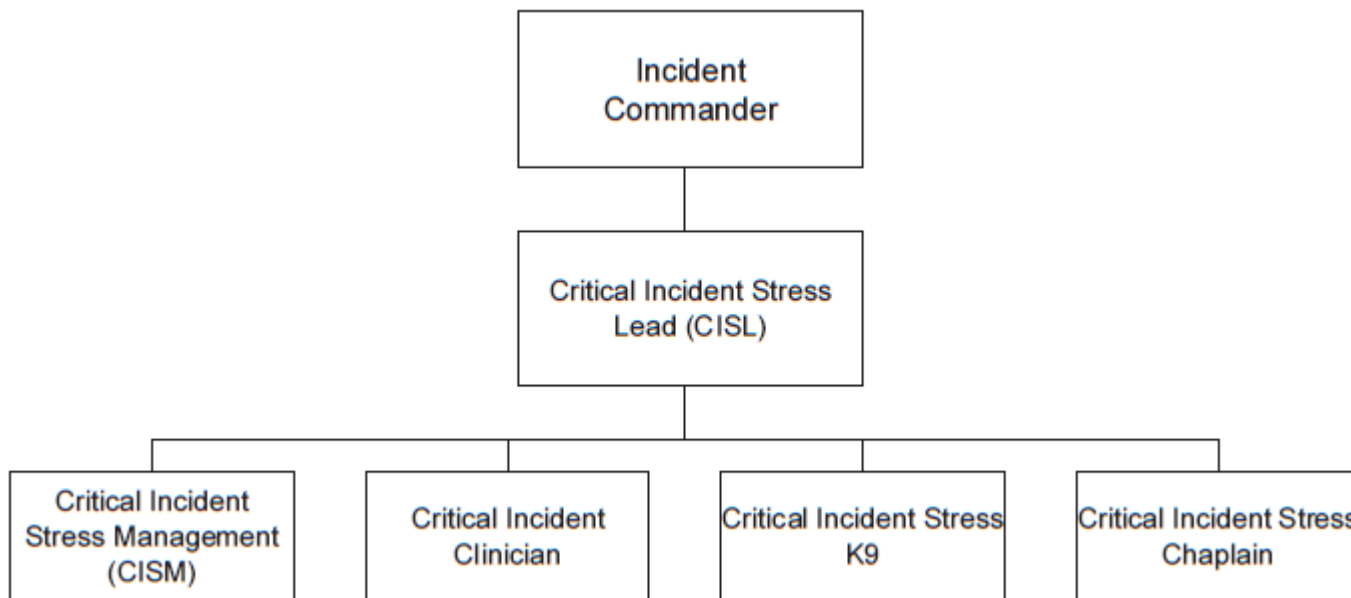
Initial Response Organization Chart



Reinforced Response Organization:

In addition to the initial response, the responsible agencies have met and established a Unified Command. They have established a Critical Incident Peer Support Team with a Critical-Incident Peer Support Lead (CISL) to manage all behavioral health activities based on the incident and future needs. The (CISL) reports directly to the Incident Commander/Command Staff as a Command Advisor. Critical Incident Stress Management (CISM) positions are filled based on incident needs and future needs. Activation for a Critical Incident Clinician is based on the incident and future requirements, if not part of the CIPS team. CIPS Team and/or clinician follow up after the incident may be required based on the needs of individuals due to the incident complexity.

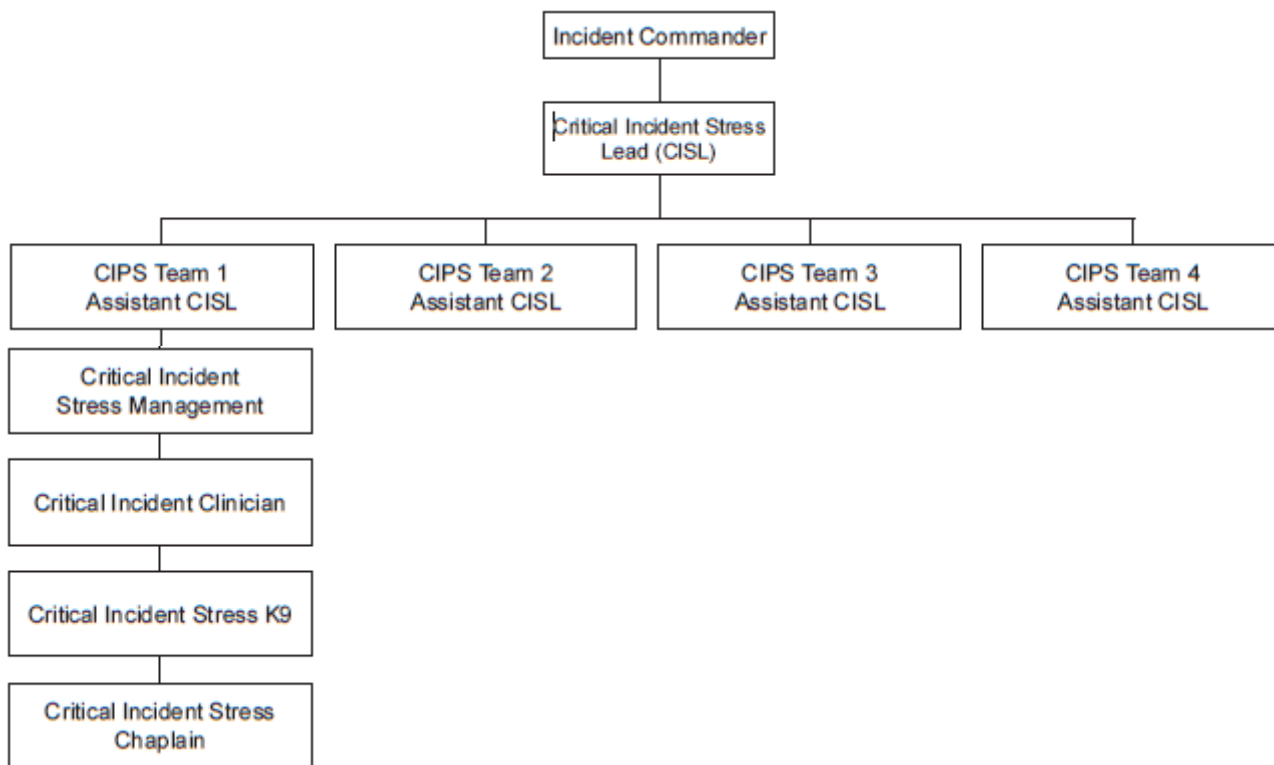
Reinforced Response Organizational Chart



Multi-Division / Multi-Branch Response Organization:

The Incident Commander(s) (IC) have activated multiple branches. The incident has a Critical Incident Stress Lead (CISL) managing multiple CIPS Teams. The (CISL) reports directly to the Incident Commander/Command Staff as a Command Advisor. Each CIPS Team has an Assistant CISL position for that individual CIPS Team. Critical Incident Stress Management (CISM) positions are filled to meet the needs and duration of the incident. Multiple Critical Incident Clinician(s) are utilized based on incident complexity and duration. Critical Incident Stress Chaplain(s) and Critical Incident Stress K9(s) are utilized based on incident needs and complexity.

Multi-Division / Multi-Branch Organizational Chart



POSITION CHECKLISTS

CRITICAL INCIDENT PEER SUPPORT TEAM (CIPS)

Critical Incident Peer Support Team (CIPS) is a group of qualified persons assembled to assist first responders after a critical incident. The CIPS Critical Incident Stress Lead (CISL) reports to the Incident Commander/Command Staff as a Command Advisor. The CIPS team is organized to meet the specific needs of the incident. A CIPS team consists of a Critical Incident Stress Lead (CISL), Critical Incident Stress Management (CISM) members, Critical Incident Clinician(s), Critical Incident Stress Chaplain(s), and Critical Incident Stress Canine (K9) team(s). A CIPS Team can expand and contract, as necessary, depending on the incident dynamics. A CIPS Team must have at the minimum, a qualified CISL and a qualified CISM. The Clinician position shall be filled if any form of debriefings is utilized, and if a clinician determines a higher level of care is warranted. Chaplains are utilized if a faith-based response is requested. Some chaplain roles are also CISM qualified members. Critical Incident Stress K9 resource(s) are a valuable tool if utilized, based on incident current and/or future needs.

- a. Review Chapter 1 *Common Responsibilities*.
- b. The Incident Commander recognizes the need or potential need for a CIPS team notification or activation based on:
 - Type of call.
 - The potential impact on first responders (current and future impact potential).
Significant event.
 - Any other circumstance the Incident Commander deems necessary to warrant the need for a CIPS team.
- c. As a Command Advisor reports directly to the Incident Commander/Command Staff on the behavioral health expectations/needs of an incident. This shall be performed by the CIPS Critical Incident Stress Lead (CISL).
- d. Locate or designate an area away from the incident that can be utilized for incident personnel. Basic comfort needs should be met initially. Food, water, a place to decompress, etc. Utilization of a space that allows individuals to speak privately with CIPS members if needed. Examples: Fire Stations, Police Substations, Schools. This location should be away from the scene so that individuals can let their guard down and feel secure if needed.
- e. Team members, once requested, shall communicate with the CISL on their mobilization time frames. Logistical considerations should be considered based on the team members' response times.
- f. Ensure that both the incident and team objectives are identified and understood.
- g. CIPS members work together as a team to meet the Incident Commander and team expectations set forth.
- h. Ensure effective communications between individuals seeking help and CIPS Team members.

- i. Provide active listening skills to individuals and maintain a safe environment for those being assisted.
- j. Develop an action plan for those who require one for their care.
- k. Discuss and assist individuals with the implementation of action plans as needed.
- l. Maintain individual and group confidentiality unless it is in violation of any mandated law (Child Abuse, Adult Abuse, Immediate danger to self or others).
- m. Maintain transparency with individuals and groups seeking behavioral health assistance during the incident.
- n. Establish a system to provide confidential follow up with individuals for any future behavioral health needs.
- o. Lead and participate in the following:
 - Assist with or lead a defusing.
 - Critical Management Briefing. Assist with or lead a Critical Management briefing.
 - Assist with or lead a debriefing.
 - Any other task that requires behavioral health assistance, either assisting or leading.
- p. Team members will be able to recognize risk factors, stressors, and be able to engage individuals with possible suicide ideations in a safe manner for all involved.
- q. Organize and support assigned resources including clinician(s), chaplain(s), K9 team(s).
- r. Provide situational and safety awareness as a team.
- s. Coordinate activities with team members as needed, reviewing assignments with additional CIPS Teams for coordination of efforts and any additional needs required.
- t. Provide daily generic contact information to the lead at the end of each day and any additional needs that may be required.
- u. Maintain radio communications with Division/Group Supervisors when in the field, traveling in and out of divisions.
- v. Provide point of contact information and be familiar with media policy as well as team lead or incident direction.
- w. Utilize proper demobilization procedures for team members.
- x. Maintain all qualifications and certifications as required for the position.
- y. Follow all required policies and directives as applicable.
- z. Follow all state and federal behavioral health laws as applicable.
- aa. Maintain Unit/Activity Log (ICS Form 214).

CRITICAL INCIDENT STRESS LEAD (CISL)

Critical Incident Stress Lead (CISL) reports directly to the Incident Commander/Command Staff as a Command Advisor. The CISL is the lead for the Critical Incident Peer Support Team (CIPS). The CISL is responsible for the implementation of all information in the Incident Action Plan dealing with behavioral health. The CISL is responsible for the assignment of resources within the CIPS Team, reporting on the progress of CIPS operations and the status of resources within the team.

The CISL directs the overall operations of the Critical Incident Peer Support Team.

- a. Review Chapter 1 *Common Responsibilities*.
- b. Communicate directly to the Incident Commander/ Command Staff as a Command Advisor on the incident's behavioral health expectations/needs.
- c. Order required personnel for the incident based on current and anticipated needs.
- d. Identify personnel and specialty types needed for the incident. Determine follow up needs after the operational phase of the incident.
- e. Utilize Critical Incident Clinician(s) as required for higher behavioral health care stabilization.
- f. Establish a work location that has adequate space for the team and a space to ensure confidentiality.
- g. Ensure that both the incident and team objectives are identified and understood.
- h. Utilize ICS-215 for daily team growth during the incident.
- i. Utilize standard best practices care for the incident needs.
- j. Provide active listening skills to individuals and maintain a safe environment to those being assisted.
- k. Maintain individual and group confidentiality unless it is in violation of any mandated law (child abuse, adult abuse, immediate danger to self or others).
- l. Maintain transparency with individuals and groups seeking behavioral health assistance during the incidents.
- m. Establish a system to provide confidential follow up with individuals for any future behavioral health needs.
- n. Lead and participate in the following:
 - Assist with or lead a defusing.
 - Assist with or lead a critical management briefing.
 - Assist with or lead a debriefing.
 - Any other task that requires behavioral health assistance, either assisting or leading.
- o. Recognize risk factors, stressors, and be able to engage individuals with possible suicide ideations in a safe manner for all involved.
- p. Supervise CIPS Team(s) throughout the incident duration.
- q. Ensure an individual's confidentiality is adhered to during the incident and follow up care is rendered as needed.
- r. Ensure proper span of control.
- s. Ensure the CIPS team works in pairs and has at least one member qualified as a CISM.
- t. Ensure the development and implementation of the Behavioral Health page(s) for the Incident Action Plan.
- u. Attend meetings and briefings as required. Anticipate speaking at morning Operational Briefings.
- v. Prepare a daily report of general contacts made and a brief overview of incident needs. Reports are general in nature and do not include names. Determine whom the daily report should go to and any specifics requested.

- w. Prepare an after-action summary of all contacts and general actions on the incident and consider additional needs that may arise after the incident.
- x. Prepare evaluations for CIPS members, as needed.
- y. Act as team lead for media relations, as needed. Ensure incident and agency policies are adhered to and team members are aware of policies, procedures, and directions.
- z. Provide a CIPS team debriefing as required due to incident complexity and/or duration. Utilize clinician(s) as needed.
- aa. Utilize proper demobilization procedures for team members when transitioning from the incident.
- bb. Maintain all qualifications and certifications as required for the position.
- cc. Follow all required policies and directives as applicable.
- dd. Follow all state and federal behavioral health laws, as applicable.
- ee. Maintain Unit/Activity Log (ICS Form 214) or other non- confidential documentation, as required.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

Critical Incident Stress Management (CISM) members report to the Critical Incident Stress Lead (CISL). CISM members are part of the Critical Incident Peer Support Team (CIPS). The CISM members are responsible for the operational aspects of the CIPS team on the incident. This position should work in pairs with another CISM, Critical Incident Clinician, Chaplain, K9 team, or a CISL. At least one member of a two-person team shall be qualified. CISM should never be used as a replacement for a professional behavioral health clinician. The primary focus is based on listening, assessing, stabilization of individual(s), and referrals to clinicians.

- a. Review Chapter 1 *Common Responsibilities*.
- b. Work as a member of the Critical Incident Peer Support Team (CIPS).
- c. Provide active listening skills to individuals and maintain a safe environment as needed to those being helped.
- d. Utilize Critical Incident Clinician as required for higher behavioral health care stabilization.
- e. Effectively communicate with individuals seeking help and with fellow team members.
- f. Develop an action plan for those who require one for their care.
- g. Discuss and assist with the implementation of action plans as needed.
- h. Maintain individual and group confidentiality unless it is in violation of any mandated law (child abuse, adult abuse, immediate danger to self or others).
- i. Maintain transparency with individuals and groups seeking behavioral health assistance during the incident.
- j. Develop a plan to provide confidential follow up with individuals for any future behavioral health needs.
- k. Participate in the following:
 - Assist with or lead a defusing.
 - Assist with or lead a critical management briefing. Assist with or lead a Debriefing.

- Any other task that requires behavioral health assistance, either assisting or leading.
- l. Recognize risk factors, stressors, and be able to engage individuals with possible suicide ideations in a safe manner for all involved.
- m. Organize and support assigned resources.
- n. Work as a team member in pairs. One member must be CISM qualified.
- o. Provide situational awareness and safety as a team for non-fire personnel.
- p. Coordinate activities with adjacent team members, as needed. Review assignments with the additional team for coordination of efforts and any additional needs required.
- q. Communicate with the Critical Incident Stress Lead (CISL) or designee while in the field or after completing a task. Provide daily generic contact information to the lead at the end of each day and any additional needs that may be required.
- r. Maintain radio communications with Division/Group Supervisors when in the field, traveling in an out of divisions.
- s. Provide point of contact information for any media related questions and be familiar with media policy as well as team lead or incident direction.
- t. Act in a professional manner as an Agency Representative.
- u. Utilize proper demobilization procedures for team members when transitioning from the incident.
- v. Maintain all qualifications and certifications as required for the position.
- w. Follow all required policies and directives, as applicable.
- x. Follow all state and federal behavioral health laws, as applicable.
- y. Maintain Unit/Activity Log (ICS Form 214) or other non-confidential documentation as required.

CRITICAL INCIDENT CLINICIAN (CICL)

Critical Incident Clinician is a licensed Mental Health Professional that is culturally competent to the fire service and first responder culture. The clinician works as a member of the Critical Incident Peer Support (CIPS) team and under the supervision of the Critical Incident Stress Lead (CISL). The clinician is the higher level of care on the incident for the CIPS team. The clinician is utilized on the incident to provide stabilization of individuals. Future long-term care assistance and referrals for individuals may also be provided.

Clinician(s) shall be utilized in any briefings and should be considered for any other formal group discussions, as needed. Clinician(s) should be available to assist in individual one on one sessions, as needed. A secure, confidential location shall be made available on established incidents for clinician utilization to conduct one on one stabilization of individuals, as needed. Clinician(s) not assigned to a CIPS team must have a payment mechanism in place either through established contracts, agreements, policies, or vendor lists.

- a. Review Chapter 1 *Common Responsibilities*.
- b. Work as a member of the Critical Incident Peer Support (CIPS) Team.
- c. Report to the CISL or in absence of CISL may report to Command Staff as a Command Advisor.
- d. Effectively communicate with individuals seeking help and with fellow team members.
- e. Develop an action plan for those who require one for their immediate and follow up care.
- f. Discuss and assist with the implementation of action plans, as needed.
- g. Maintain individual and group confidentiality unless it is in violation of any mandated law (child abuse, adult abuse, immediate danger to self, or others).
- h. Maintain transparency with individuals and groups seeking behavioral health assistance during the incident.
- i. Develop a plan to provide confidential follow up with individuals for any future behavioral health needs.
- j. Lead and/or participate in the following:
 - Defusing, crisis management briefings, debriefings.
 - Understand the ICS model and the chain of command
 - Be prepared to speak at morning briefings regarding mental health issues.
 - Aid in providing educational information to be added to the IAP.
- k. Work as a team member in pairs. One member must be CISM qualified.
- l. Work with team members if the clinician is a member of a non-life safety position while maintaining situational awareness. Proper safety gear must be obtained for field operations.
- m. Communicate with the Critical Incident Stress Lead (CISL) or designee while in the field or after completing a task. Provide daily generic contact information to the lead at the end of each day and any additional needs that may be required.
- n. Maintain communications with/accountability to CISL and local supervision when in the field, i.e., traveling in an out of divisions.
- o. Provide point of contact information for any media related questions and be familiar with media policy as well as team lead or incident direction.
- p. Act in a professional manner as an Agency Representative.
- q. Utilize proper demobilization procedures when transitioning from the incident.
- r. Maintain all qualifications and certifications as required for the position.
- s. Follow all required policies and directives as applicable.
- t. Follow all state and federal behavioral health laws, as applicable.
- u. Maintain Unit/Activity Log (ICS Form 214) or other non-confidential documentation as required.

CRITICAL INCIDENT STRESS CHAPLAIN (CISC)

Critical Incident Stress Chaplains are non-denominational Chaplains who provide faith-based care when required or requested to assist individuals on the incident. The chaplain works as a member of the Critical Incident Peer Support (CIPS) Team and under the supervision of the Critical Incident Stress Lead (CISL). Chaplain(s) may also have Critical Incident Stress Management (CISM) qualifications and may be utilized in dual roles as required.

- a. Review Chapter 1 *Common Responsibilities*.
- b. Work as a member of the Critical Incident Peer Support (CIPS) Team.
- c. Effectively communicate with individuals seeking help and with team members.
- d. Develop an action plan for those who require one for their care.
- e. Discuss and assist with the implementation of individual action plans, as needed
- f. Maintain individual and group confidentiality unless it is in violation of any mandated law (child abuse, adult abuse, immediate danger to self, or others).
- g. Maintain transparency with individuals and/or groups seeking behavioral health assistance during the incident.
- h. Provide confidential follow up with individuals for any future behavioral health needs.
- i. Provide faith-based care to individuals, as requested. All faiths shall be recognized for an individual's needs.
- j. Participate in the following:
 - Assist or lead a defusing, if qualified.
 - Assist or lead a critical management briefing, if qualified.
 - Assist or lead a debriefing, if qualified.
 - Any other task that requires behavioral health assistance, either assisting or leading.
- k. Recognize risk factors, stressors, being able to engage individuals with possible suicide ideations in a safe manner for all involved, if qualified.
- l. Work with team members if the chaplain is a member of a non-life safety position while maintaining situational awareness. Proper safety gear must be obtained for field operations.
- m. Coordinate activities with adjacent team members, as needed. Review assignments with additional teams for coordination of efforts and any additional needs required.
- n. Work as a team member in pairs. One member must be CISM qualified.
- o. Communicate with the Critical Incident Stress Lead (CISL) or designee while in the field or after completing a task. Provide daily generic contact information to the lead at the end of each day and any additional needs that may be required.
- p. Maintain radio communications with Division/Group Supervisors when in the field, i.e., traveling in an out of divisions.
- q. Provide point of contact information for any media related questions and be familiar with media policy as well as team lead or incident direction.
- r. Act in a professional manner as an Agency Representative.
- s. Utilize proper demobilization procedures when transitioning from the incident.
- t. Maintain all qualifications and certifications as required for the position.
- u. Follow all required policies and directives as applicable.
- v. Follow all state and federal behavioral health laws as applicable.
- w. Maintain Unit/Activity Log (ICS Form 214) or other non-confidential documentation as required.

CRITICAL INCIDENT STRESS K9 (CISK)

Critical Incident Stress K9 and handlers should be trained to respond to intense and emotional situations. Teams should hold a Therapy Dog (complex rating) and/or Animal-Assisted Crisis Response (AACR) certification(s) and be considered certified as a crisis response canine. The canine team works as a member of the Critical Incident Peer Support (CIPS) team and under the supervision of the Critical Incident Stress Lead (CISL). Crisis K9(s) not assigned to a CIPS team must have a request in place either through established contracts, agreements, policies, or vendor lists. It is recommended that the crisis K9 handler be trained as a CISM. Crisis Response K9 non-profit organizations have been utilized on large scale incidents with a high level of success. Utilization of the current national crisis response canine certification process shall be considered as acceptable training and standard until additional training or standards are recognized and/or required.

- a. Review Chapter 1 *Common Responsibilities*.
- b. Works as a member of the Critical Incident Peer Support
- c. Effectively communicate with individuals seeking help and with team members.
- d. Maintain individual and group confidentiality unless it is in violation of any mandated law (child abuse, adult abuse, immediate danger to self, or others).
- e. Maintain transparency with individuals and/or groups seeking behavioral health assistance during the incident and with follow up.
- f. Provide confidential follow up with individuals for any future behavioral health needs.
- g. Crisis K9 teams must be able to tolerate and cope with stress and changing environments.
- h. Crisis K9 handlers must be able to recognize stress in their dogs through awareness and implementation of skills for preventing and managing the stress.
- i. Handlers must recognize the dog's behavior encompassing an understanding of canine body language.
- j. Crisis K9 teams provide all the necessary equipment required for the incident and must be proficient in usage.
- k. Handlers will respect individuals' personal space unless requested by the individual or approached by the individual.
- l. Handlers will recognize and respect the individual's wishes if they decline the canine services.
- m. Handlers are the advocate for their dog and will always put that into consideration on incidents. If a situation is questionable, the handler will make notification to the CISL or designee and disengage as required.
- n. Participate in the following:
 - Assist with a defusing, if qualified.
 - Assist with a critical management briefing, if qualified.
 - Any other task that requires behavioral health assistance either assisting or leading.

- Crisis K9 teams may assist in the above examples if qualified to do so as a CISM.
- o. Recognize risk factors, stressors, and be able to engage individuals with possible suicide ideations in a safe manner for all involved.
- p. Work with team members if the crisis K9 is a member of a non-life safety position while maintaining situational awareness. Proper safety gear must be obtained for field operations.
- q. Coordinate activities with adjacent team members as needed. Review assignments with additional teams for coordination of efforts and any additional needs required.
- r. Work as a team member in pairs. One member of the pair must be CISM qualified.
- s. Logistical needs for the dogs will be provided by the handler unless a contract, agreement, policy, or procedure is in place.
- t. A proper work/rest cycle will be communicated to the CISL or designee daily during the incident.
- u. Maintain radio communications with Division/Group Supervisors when in the field, i.e., traveling in an out of divisions.
- v. Provide point of contact information for any media related questions and be familiar with media policy as well as team lead or incident direction.
- w. Act in a professional manner as an Agency Representative.
- x. Utilize proper demobilization procedures when transitioning from the incident.
- y. Maintain all qualifications and certifications as required for the position.
- z. Follow all required policies and directives as applicable.
- aa. Follow all state and federal behavioral health laws as applicable.
- ab. Maintain Unit/Activity Log (ICS Form 214), or other non- confidential documentation as required.

APPENDICES

APPENDIX 1

TERMINOLOGY

Animal-assisted crisis response (AACR): Teams are specially trained, evaluated and credentialed dog teams who have at least 12 visits providing animal-assisted therapy in various settings. These caring comfort dogs demonstrate healing qualities to assist responders in facilitating crisis intervention.

Critical Incident: is not defined by the event itself; it is defined by the individuals and/or the organization's reaction to what occurred. A critical incident is any unexpected, traumatic event that affects an individual's feelings of personal safety, their ability to perform daily activities, and their ability to concentrate on their normal job duties. Simply put, a critical incident is a traumatic event (or perceived life-threatening event) that has enough power to overwhelm an individual's or organization's ability to cope.

Examples, but not limited to:

- Line of Duty Death
- Off Duty Death (in some instances)
- The suicide of a co-worker or colleague
- Aviation accident
- Entrapment
- Burn-Over
- Shooting
- Serious accident or injury
- Shelter Deployment
- Exposure to fatalities and injuries
- Disaster recovery work
- A significant event involving children
- Acts of Terrorism
- Threats of Violence and to personal safety
- Events charged with profound emotions

Crisis Intervention: temporary, active, and supportive entry into the life of individuals or groups during a period of extreme distress.

Crisis Management Briefing: is a large, homogeneous group intervention used before, during, and after a crisis to present facts, facilitate a brief, controlled discussion, Q & A, and info on stress survival skills and/or other available support services. May be repeated as situation changes.

Critical Incident Peer Support Team (CIPS): is a team of qualified people that are assembled to assist first responders after a critical incident. The CIPS reports to the Liaison Officer (LOFR) or directly to the Incident Commander at the IC's

discretion. CIPS team is organized to meet the needs of the specific event. A CIPS team will have a qualified Critical Incident Stress Team Lead (CISL).

Critical Incident Stress Chaplain (CISC): is a non-denominational faith-based qualified peer supporter that responds to a critical incident and works within the Critical Incident Peer Support Group. Chaplain members should also have required training in behavioral health. Critical Incident Stress Chaplain members work under the CISL.

Critical Incident Clinician (CICL): is a licensed Mental Health Professional that has been qualified to work as a member of the Critical Incident Peer Support Group. Critical Incident Clinician members work under the CISL. Qualified licensed clinicians are Licensed Marriage and Family Therapists (MFT), Clinical Social Workers (LSW), Licensed Professional Clinical Counselors (LPC), fall under the jurisdiction of the Board of Behavioral Sciences (BBS), Psychologists fall under the authority of the Board of Psychology (BOP). State requirements for a licensed Mental Health Provider are as follows.

- Licensed PhD or PsyD
 - Board of Psychology, www.psychology.ca.gov
 - Must earn Doctorate Degree: PhD or PsyD
 - Successfully Complete Number of Supervision Hours (for specifics refer to psychology.ca.gov)
 - Research Requirement (many programs require completion of a dissertation research in the field.)
 - Pass National Examination
 - Pass State Examination
- OR
- Marriage and Family Therapist (MFT), Licensed Social Worker (LSW) and Licensed Professional Counselor (LPC)
Board of Behavioral Sciences, www.bbs.ca.gov
 - Must earn master's degree
 - Successfully Complete Number of Supervision Hours (for specifics refer to bbs.ca.gov)
 - Pass National Examination
 - Pass State Examination

Critical Incident Stress K9 (CISK): is a canine and handler trained in crisis response work. The dog and handler will be qualified to work as a member of the Critical Incident Peer Support Group. Critical Incident Stress K9 members should also have required training in behavioral health. Dogs and handlers work under the CISL.

Critical Incident Stress Management (CISM): is a qualified peer supporter that responds to a critical incident and works within the Critical Incident Peer Support Team. CISM members work under the CISL.

Critical Incident Stress Team Lead (CISL): is a qualified peer supporter that has extensive training and experience that leads the Critical Incident Peer Support Team (CIPS) and reports to the Liaison or the Incident Commander at the IC's discretion. The lead organizes and directs the CIPS team operations on the incident.

Culturally Competent Clinician: Culture is defined as patterns of human behavior that are part of a racial, ethnic, religious, or social group. Behaviors can include thoughts, language, customs, beliefs, and institutions. For example, first responders would be considered a culture characterized by how they communicate, worldviews, belief system, language, traditions, and values that differ drastically from mainstream population.

Cultural competence is an acknowledgement and incorporation of, on the part of clinicians and healthcare systems, the importance of culture, the assessment of cross-cultural relations, vigilance towards the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services to meet culturally unique needs.

Debriefing: is a proactive intervention involving a group meeting or discussion about a particularly distressing critical incident. Based on core principles of crisis intervention, a Critical Incident Stress Debriefing (CISD) is designed to mitigate the impact of a critical incident and to assist the persons in recovery from the stress associated with the event. The CISD is facilitated by a specially trained team that includes Mental Health Professional(s) and peer support personnel. Ideally, it is conducted between 24 and 72 hours after the incident but may be held later under exceptional circumstances.

Defusing: is an intervention that is a shorter, less formal version of a debriefing. It generally lasts from 30 to 60 minutes but may go longer and is best conducted within one to four hours after a critical incident. It is not usually conducted more than 12 hours after the incident. Like a debriefing, it is a confidential and voluntary opportunity to learn about stress, share reactions to an incident, and vent emotions. The main purpose is to stabilize people affected by the incident so that they can return to their normal routines without unusual stress. Where appropriate, a formal debriefing also is required.

International Association of Fire Fighters (IAFF): The IAFF Foundation's mission is to support members and their families in their time of need, promote fire and burn prevention, advocate for firefighter health and safety, and provide public education on how to prevent and recover from traumatic events.

International Critical Incident Stress Foundation (ICISF): The mission of the International Critical Incident Stress Foundation is to provide leadership, education, training, consultation, and support services in comprehensive crisis intervention and disaster behavioral health services to the emergency response professions, other organizations, and communities worldwide.

K9: The term K9 is the accepted verbiage for a “working” class dog.

Psychological Distress: Unpleasant feelings or emotions that impact your level of functioning like, sadness, anxiety and distractions. Symptoms of mental illness are manifestations of unmanaged psychological distress.

Psychological Trauma: This is a person's emotional response to a critical incident such as suffering life-threatening danger, injury, or abuse, witnessing the death of others, or losing a colleague in the line of duty. Experiencing a traumatic incident does not mean someone is impaired or will develop Post-Traumatic Stress Disorder (PTSD). Such an experience simply means that the event occurred, is now part of a person's sensory memory, and needs to be processed and integrated.

Therapy Dog: A therapy dog is a dog that is trained to provide affection, comfort, and support to people in hospitals, retirement homes, nursing homes, schools, libraries, hospices and/or disaster areas.

APPENDIX 2

POSITION REQUIREMENTS

Critical Incident Stress Lead (CISL)

REQUIRED TRAINING*

1. Introduction to ICS (I-100)
2. Basic ICS (I-200)
3. Intermediate ICS (I-300)
4. Advanced ICS (I-400)
5. NIMS: An Introduction (IS-700)
6. NRF: An Introduction (IS-800)
7. ICISF Advanced Group Crisis (Two Day Course) * **and**
ICISF Suicide Prevention, Intervention and Postvention course
* **and**
IAFF Basic Peer Support Class (Two Day Course) *

REQUIRED EXPERIENCE, CERTIFICATE OR LICENSE

1. Agency Required-Satisfactory performance in Peer Support.
2. Qualified Critical Incident Peer Supporter (CISM).
3. **2 quality assignments shadowing a qualified Critical Incident Stress Lead.

PHYSICAL FITNESS LEVEL

- Light

OTHER POSITION ASSIGNMENTS THAT MAINTAIN CURRENCY

- Critical Incident Peer Support (CISM)

RECOMMENDED TRAINING WHICH SUPPORTS DEVELOPMENT OF KNOWLEDGE

- Any position or discipline training endorsed by IAFF or ICISF.

** Both ICISF and IAFF required training will be completed by 01/01/2024. A moratorium will be in place until 01/01/2024 for individuals with some, but not all the ICISF or IAFF required classes. Individuals shall be allowed to be placed into their ordering systems before all required classes are completed or until required by 01/01/2024.*

*** Quality assignments are those that exercise the full range of responsibilities of the assigned trainee position. The number of assignments can be increased based on the complexity of the assignment.*

Critical Incident Stress Management (CISM)

REQUIRED TRAINING

1. Introduction to ICS (I-100)
2. Basic ICS (I-200)
3. NIMS: An Introduction (IS-700)
4. NRF An Introduction (IS-800)
5. ICISF Assisting Individuals in Crisis (Two-Day Course)
6. ICISF Group Crisis Intervention (Two-Day Course) **or** ICISF Assisting Individuals in Crisis & Group Crisis Intervention (Three-Day Course) **or** IAFF Basic Peer Support Class

REQUIRED EXPERIENCE, CERTIFICATE OR LICENSE

1. Agency Required-Satisfactory performance in Peer Support.
2. Two quality assignments shadowing a qualified CISM*

PHYSICAL FITNESS LEVEL

- Light

RECOMMENDED TRAINING WHICH SUPPORTS DEVELOPMENT OF KNOWLEDGE

1. Intermediate ICS (I-300)
2. Advanced ICS (I-400)
3. ICISF Suicide Prevention, Intervention, and Postvention (Two-Day course)
4. Any position or discipline training endorsed by IAFF or ICISF.

** Quality assignments are those that exercise the full range of responsibilities of the assigned trainee position. The number of assignments can be increased based on the complexity of the assignment.*

Critical Incident Clinician (CICL)

****Future Resource Ordering System Addition and Task Book Required***

REQUIRED TRAINING

1. Introduction to ICS(I-100) **
2. Basic ICS (I-200) **
3. NIMS: An Introduction (IS-700) **
4. NRF An Introduction (IS-800) **
5. ICISF Group Crisis Intervention (Two-Day Course) or

ICISF Assisting Individuals in Crisis & Group Crisis Intervention (Three-Day)

REQUIRED EXPERIENCE, CERTIFICATIONS OR LICENSE

1. Documentation of 1 year working directly with Public Safety (within the last three years).
2. Two quality assignments shadowing a qualified Critical Incident Clinician.

PHYSICAL FITNESS LEVEL

- Light

MAINTAIN CURRENCY

1. Respond to at least one incident every three years.
2. Current counseling license.

RECOMMENDED TRAINING WHICH SUPPORTS DEVELOPMENT OF KNOWLEDGE

1. Firefighter Training (S-130)
2. IAFF Peer Support Awareness Online Course
3. IAFF Peer Support Operational (Two Day Course)

Any position or discipline training endorsed by IAFF or ICISF.

ENDORSEMENT BY INCIDENT KIND DISCIPLINE

- Letter of recommendation from public safety agency that you have directly worked within the last three years.

HISTORICAL RECOGNITION

1. Submit a letter from an IC or supervising individual (fire personnel) of an incident you responded to (type 1 or 2).
2. Must be entered into the current resource ordering system as an individual, not group, organization, or association.

**Position will need to be created, added into a Resource Ordering system, and a task book built.*

***All courses required within the past three years.*

****Quality assignments are those that exercise the full range of responsibilities of the assigned trainee position. The number of assignments can be increased based on the complexity of the assignment.*

Critical Incident Stress Chaplain (CISC)

****Future Resource Ordering System Addition and Task Book Required.***

REQUIRED TRAINING

1. Introduction to ICS (I-100)
2. Basic ICS (I-200)
3. NIMS: An Introduction (IS-700)
4. NRF An Introduction (IS-800)
5. Federation of Fire Chaplain Basic Chaplain 40-hour course
6. ICISF Assisting Individuals in Crisis (Two-Day Course)
7. ICISF Group Crisis Intervention (Two-Day Course) **or**
ICISF Assisting Individuals in Crisis & Group Crisis Intervention
(Three-Day Course) **or** IAFF Basic Peer Support Class

REQUIRED EXPERIENCE, CERTIFICATE OR LICENSE

1. Chaplain (Licensed Minister) **or**
Associate Chaplain (Non-Licensed or Lay Minister).
2. Agency Required-Satisfactory performance in Peer Support.
3. Two quality assignments shadowing a qualified Critical Incident Stress Chaplain. **

PHYSICAL FITNESS LEVEL

- Light

**RECOMMENDED TRAINING WHICH SUPPORTS
DEVELOPMENT OF
KNOWLEDGE**

1. ICISF Suicide Prevention, Intervention and Postvention course highly desirable.
2. Any position or discipline training endorsed by IAFF or ICISF.

** Position will need to be created, added into a Resource Ordering system, and a task book built.*

***Quality assignments are those that exercise the full range of responsibilities of the assigned trainee position. The number of assignments can be increased based on the complexity of the task.*

Critical Incident Stress K9 (CISK)

****Future Resource Ordering System Addition and Task Book Required.***

REQUIRED TRAINING

1. Introduction to ICS (I-100)
2. Basic ICS (I-200)
3. NIMS: An Introduction (IS-700)
4. NRF An Introduction (IS-800)
5. Nationally Recognized Facility Dog requirements
6. Emotional First Aid Course
7. Pet First Aid (Basic)
8. ICISF Assisting Individuals in Crisis (Two-Day Course) 9. ICISF Group Crisis Intervention (Two-Day Course) or ICISF Assisting Individuals in Crisis & Group Crisis Intervention (Three-Day Course) or IAFF Basic Peer Support Class

REQUIRED EXPERIENCE, CERTIFICATE OR LICENSE

1. Nationally recognized Therapy Dog (complex rating) **and/or** Animal Assisted Crisis Response (AACR) certification
2. Agency Required-Satisfactory performance in Peer Support.
3. Two quality assignments shadowing a qualified Critical Incident Stress K9 **

PHYSICAL FITNESS LEVEL

- Light

RECOMMENDED TRAINING WHICH SUPPORTS DEVELOPMENT OF KNOWLEDGE

1. ICISF Suicide Prevention, Intervention and Postvention course highly desirable.
2. Any position or discipline training endorsed by IAFF or ICISF

** Position will need to be created, added into a Resource Ordering system, and a task book built.*

*** Quality assignments are those that exercise the full range of responsibilities of the assigned trainee position. The number of assignments can be increased based on the complexity of the task.*