



Critical Incident Stress Management

Cattaraugus County Office of Emergency Services is the lead agency for the CISM Team.

Cattaraugus County has a Critical Incident Stress Management (CISM) Team available to serve groups and individuals, upon their request, exposed to critical incidents and related stress.

ABOUT THE TEAM

- **Non-profit team of volunteers**
- **All services provided at no cost**
- Goals of the CISM Team:
 - Mitigate the impact of traumatic stress
 - Accelerate recovery
 - Provide education about stress and specific coping techniques
- Members are CISM trained and experienced firefighters, EMS personnel, clergy, and mental health professionals

REQUEST HELP

- **All fire departments and independent EMS agencies are encouraged to request the CISM Team for help.**
- Examples of incidents the CISM Team can help with:
 - Fatalities
 - Serious injuries
 - Pediatric calls
 - Calls with multiple patients
 - Cumulative stress from response

REQUESTING THE TEAM

- **Monday—Friday, 8 a.m. to 4 p.m.**
 - **Cattaraugus County Office of Emergency Service (716) 938-2213**
- **Off-hours (24/7)**
 - **Chris Baker at (716) 498-0697**
- Request for team activation must come from the Fire Chief
 - Requests from independent EMS agencies must come from the EMS agency Administrator
- CISM debriefing should occur approximately 48 hours after the incident.
 - Request the team as soon as you determine a need for assistance.
- When making a request, please be prepared to give us the following information:
 - Date, Time and General Information about the Incident
 - Number of Departments and Responders involved

Critical Incident Stress

Critical Incident Stress is the aftershock of dealing with an emotional, traumatic, or life threatening event. It is the **NORMAL** response of the body and mind to overwhelming stress.

1. Acute stress reaction which may happen while you are involved with the situation.
2. Delayed stress reaction where the stress responses occur hours, days, or weeks afterward.

Symptoms of Acute Stress may include:

Panic, Hyperventilation, Numbness, Chest Pain, Nausea, Vomiting, Elevated blood pressure and pulse, Inability to function, Headache, Anxiety, Palpitations

Symptoms of Delayed Stress may include:

Anxiety, Depression, Sensitivity to odors, Inability to control emotions, Irritability, Crying spells, Increased/ decreased appetite, Weight loss/ gain, Headaches, Flashbacks, Nightmares, Insomnia, Poor concentration, Severe fatigue, Increased alcohol/ drug consumption, Guilt, Obsessive thoughts of the incident, Loss of sense of humor, Increased use of morbid humor