

GREATER LOWELL EMERGENCY SERVICES CRITICAL INCIDENT STRESS MANAGEMENT

Directors

Chief Michael Curran (Ret.)
Chelmsford Fire Department

Lt. Tom Greenhalgh (Ret.)
Billerica Police Department

Clinical Director



Dr. Hayden Duggan
On Site Academy
Gardner, Massachusetts

CISM Team Members

The team is comprised of CISM trained professionals within the Greater Lowell/Merrimack Valley area.

Team members come from a variety of backgrounds including:

- Clergy
- Civilian Search & Rescue
- Emergency Dispatchers
- Emergency Medical Services
- Emergency Management
- Firefighters
- Hospital Personnel
- Mental Health
- Police Officers
- School Personnel



Member

Greater Lowell
Emergency Services
CISM Team
C/O Chelmsford Fire Department
PO Box 274
North Chelmsford, MA. 01863
Phone: (833) 444-CISM
Pager: (800) 614-CISM

GREATER LOWELL EMERGENCY SERVICES CRITICAL INCIDENT STRESS MANAGEMENT



"Taking care of the Caretaker"

Affiliated with:

Massachusetts State
Peer Support Network

On Site Academy

The International
Critical Incident Stress Foundation

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www.GLCISM.org

What is a Critical Incident?

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

Greater Lowell Emergency Services Critical Incident Stress Management

A multi-dimensional stress management service for emergency personnel

Team members provide services in the Greater Lowell / Merrimack Valley Area.

Team members have been requested, responded to, and continue to respond to incidents across Massachusetts and Nationally when needed.

Confidentiality

CISM interventions are kept confidential between team members and the participants

It is normal for what may be a critical incident for one person to have no obvious affect on another



What is Critical Incident Stress Management?

A comprehensive program designed to help lessen the impact of major events on emergency service personnel. Some of the components include:

- Prevention and educational programs
- On scene support
- Defusing and Debriefing services
- Crisis Management Briefings
- Referral services for families and loved ones
- Organizational consultations
- Follow-up Referrals



Services Provided

The team is available to respond 24 hours per day, 7 days per week. When you call for assistance from the team, a member will ask you a short series of questions about your incident. Based on this conversation, an intervention plan will be developed to ensure that the best possible response is provided.

Very often a single intervention is all that is required to help you get over the “hurdle”. Should additional services be needed, the team will assist you in getting the help that you need.

Who are Emergency Services Personnel?

- Police
- Firefighters
- EMTs
- Paramedics
- Clergy
- Emergency Dispatchers
- Emergency Management
- Hospital based personnel
- School Health Nurses
- Civilian Search & Rescue
- Civilian Medical Corps



Who Provides CISM Services?

CISM services are provided by a well trained staff drawn from emergency response personnel dedicated to assisting their fellow workers. The CISM team offers leadership and education to their peers.

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