

	Standard Operating Procedure (SOP)	
	Critical Incident Stress Management Request SOP 2023-004	
	Original Date	Revision Date
	2023-10-26	2025-07-01

SOP

Critical incident Stress Management requests shall be managed by a single point of contact.

Reason(s) for SOP

To clearly identify to members the process to request a CISM intervention.

Definitions

Critical Incident Stress Management – CISM

CISM - is a system of interventions designed to reduce the negative psychological impact that exposure to a traumatic event may have had on a person. Its purpose is to support a persons return to their daily routine more quickly and with less likelihood of experiencing PTSD (post-traumatic stress disorder).

988 - a toll-free crisis helpline that is available by voice or text anywhere in Canada 24/7.

Single Point of Contact – A dispatcher is the assigned single point of contact for all CISM requests. An alternate dispatcher will manage any requests in the absence of the primary dispatcher.

Guidelines

- Any member of RCMSAR may make a request for a CISM intervention.
- Where one or more members are involved, normally station leadership will request an intervention on behalf of their members.

****Note A tasking that involves a fatality, recovery or other traumatic event will automatically trigger a CISM intervention.***

- A CISM request is not restricted to RCMSAR activities/incidents. It may include an event or incident in a member's personal life.

Note: A member who is in crisis (suicidal thoughts or mental health distress) and requires immediate assistance should call or text 988 or go to the nearest hospital emergency department.

- All requests for a CISM intervention must be requested by calling 1-888-958-3027 or by e-mail at cism.request@rcmsar.com

Process

- An intervention is requested by an individual member or station leadership.
- The dispatcher receives the request.
- The dispatcher contacts the CISM peer support personnel (PSP's) via Connect Rocket as to their availability.
- Based on availability, proximity, experience, particulars of the call etc. the dispatcher will assign the required PSPs to conduct the intervention.
- The dispatcher will provide the assigned PSP(s) with the nature of the request and the coordinates of the person requesting the intervention.
- Assigned PSP(s) conduct the intervention.
- Following an intervention, the PSP(s) will close the file with the dispatcher.

Note:

Unlike RCMSAR taskings and the need to respond in real time, a CISM intervention is normally two (2) to seven (7) days following a request.

Bill Riggs

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