

COORDINATOR DIRECTIONS

1. MRCC will send a page to coordinators. Coordinator who is "first up" (on call) on the schedule calls MRCC to get department contact info. MRCC pages out a "cancel" to all the other coordinators.
2. Other coordinators: If you do not receive a "cancel" page within 10 minutes, please call MRCC at 612-347-5710 to pick up the request.
3. Contact the person/department requesting CISM service to determine the nature of the incident, get details of the service needed, and schedule a day and time for service.
4. Complete the Event Form on the CISM website. Complete to "Protocol" template and email this to the primary contact in pdf format. Also email this pdf to the on-call MHP for their information.
5. Page out **ALL** team members. Include type of service (e.g.: Debriefing) and give location (e.g.: Eagan P.D.). It is recommended that you give a time limit for member to call in, e.g.: 3 hours.
6. The Coordinator will put together the responding team by consulting with the on-call MHP. The Coordinator should confirm the selection with the MHP to ensure the needs of the client and the Team are met. It is extremely important that the responding team members know as many of the details (no names) of the incident so they can be completely prepared. Provide the responding Team members complete information about the incident by e-mail:
 - Describe the nature of the incident (e.g.: officer shooting, fatal accident, etc). Provide enough information so that each responding team member can prepare for the session. No names should be mentioned other than the Primary Contact at the agency and no tactical information about the event.
 - Identify the Mental Health Professional and list the names of all members responding
 - Type of intervention expected
 - Date, time, location, directions to the location
 - Remind all to arrive at least 30 minutes prior to the beginning of the event and to meet with the Mental Health Professional before and after the event
 - Once the team is confirmed, call the requesting person to advise him/her that the team has been assembled and will respond on the date & time requested
7. Give the Mental Health Person responding the contact name and phone number and remind him/her to contact the person prior to the event.
8. If you have any questions or concerns regarding the response, contact the on-call Mental Health Professional immediately.
9. **It is very important that the Coordinator contact each responding member personally to confirm that he/she will attend the event.**