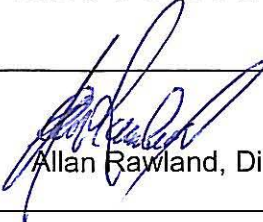


**The County of San Bernardino  
Department of Behavioral Health**

**Local Community Crisis Incident Response Procedure**

**Effective** 12/02/09  
**Approved** 12/02/09

  
 Allan Rawland, Director

**Purpose** The purpose of this procedure is to inform Department of Behavioral Health (DBH) staff of the proper protocol when responding to a local community crisis incident to mitigate the adverse effects of crisis-related trauma.

**Procedure** The local community may contact the DBH Director, the Access Unit or the Community Crisis Response Team (CCRT) when there is a community crisis situation. Upon receipt of official notification of an actual or potential crisis situation, this procedure will be followed:

Role	Responsibility
Director/Access/CCRT	Notify CCRT Manager of the crisis incident
CCRT Manager	Dispatch Crisis Response Team to crisis incident location
Crisis Response Team	<p>The dispatched Crisis Response Team will:</p> <ul style="list-style-type: none"> <li>• Provide Intervention</li> <li>• Provide on-going assessment</li> <li>• Identify needed assistance</li> </ul> <p>The Crisis Response Team will also communicate findings to the CCRT Manager</p>
CCRT Manager Deputy Director	<p>CCRT Manager notifies Regional Managers of crisis situation and staffing needs.</p> <p>CCRT Manager notifies Deputy Directors (or Assistant Director if Deputies are not available) and Public Information Officer.</p> <p>Deputy Director notifies Director and Assistant Director.</p> <p>The CCRT Manager notifies the Disaster and Safety Coordinator should the CCRT become overwhelmed or can no longer maintain the level of response required by the crisis incident.</p>

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# The County of San Bernardino Department of Behavioral Health

## Local Community Crisis Incident Response Procedure, Continued

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### Procedure (continued)

<b>Role</b>	<b>Responsibility</b>
Regional Managers	Alert and conduct survey of staff to identify appropriately trained staff meeting the established standards for responding to crisis incidents.  Dispatch identified staff to the crisis incident location, based on needs.
Disaster & Safety Coordinator	Assists with the crisis incident when requested by the CCRT Manager.

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### After Action Review/Report

The department should conduct an after action review of CCRT's response activities as soon as possible after the crisis incident, to identify both successful operational procedures and identify and implement needed improvements.

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