Scope: Renown Regional Medical Center

Purpose:
The purpose of this annex is to describe emergency response provisions for psychological, emotional and spiritual support.

Policy:
This hospital shall provide emotional, psychological, behavioral, spiritual and physical support to patients, families and all company staff through the use of a Family Assistance Center with the support of social services, care coordination, and use of chaplains during a tragedy.¹

Procedure:

Situations and Assumptions:
A. A critical incident is any significant event that has the power to cause overwhelming emotional stress within the average individual.
B. People who talk about their experiences following a disaster or traumatic event return to normal functioning sooner.

Concept of Operations:
I. Activation
   A. Upon notification of an emergency event, the HICS Operations section chief will determine the need to establish set up of the Family Assistance Center, located at Sierra Ground Floor (Education and Simulation Center across from Cath Lab) supported by a Psychological Support Unit Leader with the assistance of Behavioral Health and Social Services Department Representatives.
   B. The Psychological Support Unit Leader will assign staff to support the Critical Incident Stress Management Program.
II. Location
   A. Designate a secluded debriefing area within a family assistance center where individual and group interventions can take place especially sensitive issues.
   B. Establish and deploy teams composed of staff, clergy, and other mental health professionals to support the psychosocial needs of staff.
   C. See HICS Job Action Sheet for additional activities.

¹ Operation Broken Wing May 2011, Reno Air Race Crash September 2011
**Administration:**

The administration and implementation of this annex and training on its procedures is the responsibility of the Manager of the Renown Regional Medical Center Social Services Department and Emergency Plan Manager. Effectiveness of this plan shall be evaluated through implementation during exercises and actual emergencies. Staff knowledge and response shall be critiqued during exercises and reported during any debriefing events.

**REFERENCES:**

Emergency Management, Hospital Accreditation Standards, The Joint Commission 2011

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**APPROVAL:**

____________________________________  DATE________________________

Emergency Management Director