

## **MEMORANDUM**

**To:** Members of the City Commission  
**From:** Lisa Agnor, City Manager  
**Date:** January 20, 2017  
**Subject:** Report Regarding Mental Health Services Available to City Emergency Personnel

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Please find attached information from Human Resources, the Police Department, and the Fire Department regarding mental health services available to City emergency personnel.



**Human Resources Division**  
401 S Alamo  
Marshall, TX 75670

(903) 935-4426 Office  
(903) 935-4454 Job line  
(903) 935-4429 Fax  
[www.marshalltexas.net](http://www.marshalltexas.net)

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Date: January 20, 2017  
To: Lisa Agnor, City Manager  
From: Cherilyn Johnston, HR Manager/Civil Service Director  
Re: Report on mental health services available to City emergency personnel. (Commissioner Mitchell)

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Mental health services are available to all City employees through the following avenues:

- The City's Workers' Compensation Carrier, Texas Municipal League Intergovernmental Risk Pool, covers mental health services necessary if the issue is job related;
- The City's health insurance provider, Blue Cross/Blue Shield of Texas, covers both inpatient and outpatient mental health services that are not job related.



# Marshall Police Department

P.O. Box 698 • Marshall, Texas 75671 • (903) 935-4540 • (903) 935-4520

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*Jesus E. Campa*  
Chief of Police

January 20, 2017

To City Manager Lisa Agner  
From: Captain John S Best

The following information is in response to the request regarding mental health services available to the employees of the Marshall Police Department. Whenever a highly traumatic event occurs in the presence of an employee of the department or during the assigned shift of an employee the following protocol is initiated through written policy in the Marshall Police Department Policy and Procedures Manual;

## **Post-Incident Procedures**

1. Involved personnel shall be observed and counseled to determine if the employee is demonstrating any symptom of Post Traumatic Stress.
2. If the incident is not an Officer Involved shooting, while being counseled within the department, the employee is advised of the different professional counseling opportunities available to the employee.
3. If the incident is an Officer Involved shooting, all officers directly involved in the shooting incident shall be required to contact an agency designated specialist for counseling and evaluation as soon as practical after the incident. Involved support personnel should also be encouraged to contact such specialist after a shooting incident. After the counseling session, the specialist shall advise the agency:
  - a. Whether it would be in the officers' best interest to be placed on administrative leave or light duty, and for how long:
  - b. Where the officers were relieved of their duty weapons after an incident, at what point they should be returned:
  - c. What will be the best continued course of counseling. The agency strongly encourages the families of the involved officers to take advantage of available counseling services.
4. Officers directly involved in the shooting incident shall be placed on a minimum of two days administrative paid leave.

***“Putting Our Community First “***

### **Daily Stress Recognition**

1. As post-traumatic stress disorders may not arise immediately, or the officers may attempt to hide the problem, each supervisor is responsible for monitoring the behavior of unit members for symptoms of the disorder.
2. If a supervisor believes that stress may be disrupting the officer's job performance or other life skills, the Chief of Police should be informed immediately. The Chief of Police may inject the officer into a Behavioral Cause investigation or refer the officer into counseling.

When an employee of the Marshall Police Department either requests counseling due to a traumatic event or is referred to counseling by the department, an appointment is made with the agency designated psychology firm. If it is determined that further counseling is needed, the employee will be afforded the opportunity to attend the counseling of their choice.



**City of Marshall**  
**Fire Department**  
**P.O. Box 698**  
**Marshall, Texas 75671**  
**903-935-4580 / FAX 903-935-3568**



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REGINALD K. COOPER, EFO FIRE CHIEF

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## MEMORANDUM

**To:** Lisa Agnor, City Manager

**From:** Reggie Cooper, Fire Chief

**Date:** January 20, 2017

**Subject:** Report on Mental Health Services Available to City Emergency Personnel

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Please see the attached information regarding mental health services available to Fire Department personnel.

A handwritten signature in blue ink, appearing to be "Reggie Cooper", written over a large blue oval scribble.

# Standard Operating Guideline

## Coping with Critical Incident Stress

### Scope:

All Marshall Fire Department Employees

### Purpose:

The stress to firefighters that is created by exposure to traumatic events is very real. These kind of experiences happen with unfortunate regularity because they are an essential part of what the fire service does. Occupational stress experienced by Fire/EMS can lead to a condition known as Post Traumatic Stress Disorder (PTSD).

It is important that firefighters be prepared to deal with the impact of these exposures and that the Marshall Fire Department provide access to resources that can make a difference.

The actions recommended in this guideline reflect best practices based on current research, and should fit easily into fire department operations. (*Reference: 1. The National Fallen Firefighters Foundation's FLSI #13 / 2. Texas Dept. of State Health Services – Texas P.R.I.D.E. Crisis Counseling Program*)

### General Guideline:

***Determination of a potentially traumatic event (PTE):*** A trauma for one responder may be a routine event for another. Reaction to a trauma is subjective, driven by an individual's experience, sensibilities and personal situation. After exposure to a PTE, members should be asked if they require assistance. If so what type? If not, expression of support may be all that is required.

### Timeline:

1. Post Action (within a few hours) of event
  - \*Supervisor should do the following:***
    - a. CISM Defusing – informal review of the incident.
  - \*ask members if any of them need further assistance, if so continue to next step.***

2. Formal Debriefing - within 72 hrs of traumatic event- activate CISM of East Texas Team.  
Critical Incident Stress Management of East Texas  
903-372-4204      903-539-3112
  
3. Following the formal debriefing and future, should the firefighter require further crisis counseling, contact will be made with Texas Department of State Health Services.  
Texas P.R.I.D.E. Crisis Counseling Program 512-206-5555.

**Suggested Coping Recommendations:**

1. Within 24-48 hrs. plan periods of strenuous exercise alternated with relaxation.
2. Eat healthy foods – no junk.
3. Structure your time – keep busy.
4. Release anger safely.
5. Avoid numbing the pain with drugs or alcohol.
6. Talk, talk, talk – to co-workers, your family or support group.
7. Keep a journal – write if you cannot sleep.
8. Maintain your normal routine as much as possible.

**IF SYMPTOMS PERSIST SEEK HELP !**

**Possible Reactions Produced –**

1. Eating changes
2. Sleeping disturbances
3. Oversensitivity
4. Brief Flashbacks
5. Startle Reactions
6. Decreased concentration
7. Anger
8. Guilt
9. Depression
10. Isolation
11. Fatigue

*\*Current recommendations are, if you are suffering 6 or more of the above reactions you should seek professional counseling. FLSI#13.*