

## Exceptional Volunteers Needed:

The Glendale Fire Department's Crisis Response Team is made up of dedicated volunteers that provide support 24- hours a day, 7- days a week. Trained team members respond to calls to assist family, victims, and witnesses during their time of need. Firefighters and police officers are relieved by Crisis Response Team members so that they may return to service, knowing the customers needs are met.

The Crisis Response Team deploys a two-member team that has been trained to respond to a variety of emergencies and traumatic situations. One team member serves as the Emergency Medical Technician (EMT) while the other team member serves as the Crisis Response Team (CTM). Crisis Response Team members are compassionate about what they do and find the volunteer position a rewarding way to make a difference in the community.

The Glendale Fire Department is seeking quality volunteers to become Crisis Response Team members.



**For more information  
please visit our website:**

[www.glendaleaz.com/crisisresponse](http://www.glendaleaz.com/crisisresponse)

Phone: 623.930.4400 | Fax: 623.847.5313

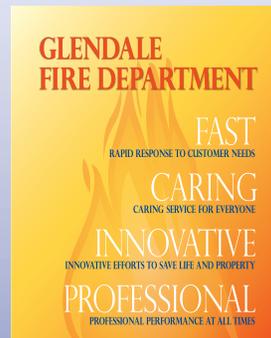
Email: [mhanks@GlendaleAZ.com](mailto:mhanks@GlendaleAZ.com)

5800 W. Glenn Dr., #350  
Glendale, Arizona 85301-3218

# Crisis Response Team



## Glendale Fire Department's Volunteer Crisis Response Team



*Fast • Caring • Innovative • Professional*

## How to Become Involved

The Crisis Response Team is made up of dedicated volunteers trained in responding to traumatic incidents.

### Requirements:

- Arizona driver's license.
- Must be 21 years of age.
- Must be able to volunteer 24+ hours per month.
- Must have high-school diploma or GED.

### Application Process:

- Complete an application by going to:  
[www.glendaleaz.com/crisisresponse](http://www.glendaleaz.com/crisisresponse)  
or call (623) 930-4400.
- Complete and pass a scheduled interview.
- Complete a background & fingerprint check.
- Complete 100 hours of crisis intervention training.

### Training May include:

- Crisis Intervention
- CPR
- CCC
- EVADE (driver training)
- Monthly Crisis Intervention Meetings
- Continued Education Classes

## The Role of the Crisis Team Member (CTM)

- Provide immediate crisis intervention.
- Provide support, information and referrals to customers in a crisis, or during a traumatic event.
- Bridge the communication between customers, fire and police departments.
- Work in partnership with the Emergency Medical Technician (EMT).
- Maintain professional, accurate records of all incidents.

## The Role of the Emergency Medical Technician (EMT)

- Maintain EMT certification.
- Provide basic EMT assistance.
- Operate Crisis Response vehicle.
- Work as partner with Crisis Team Member (CTM).
- Maintain equipment and supplies in a ready state.

## The Role of the Intern

The Crisis Response Team offers undergraduate, graduate and post-graduate supervision for:

- Clinical & Group Experience
- Crisis Intervention Techniques
- Work in partnership with Fire Fighters, Hospital Personnel, Emergency Room Staff, Law Enforcement Officers, and other Community Agencies.

## Types of calls:

- Assault
- Death
- Drowning
- Homicide
- Pediatric Fatality
- Working Fire
- Domestic Violence
- Sexual Assault
- Mental Health Issues
- Child/Elder Abuse/Neglect
- Evacuation
- Barricades
- Bomb Threats

## Participating Universities

- Arizona State University (Downtown Phoenix)
- Grand Canyon University
- Midwestern University
- Northern Arizona University

## Services Provided by the Crisis Response Team

The Crisis Response Team is utilized 24- hours a day, 7- days a week. Team members respond to a variety of calls including:

**Fire:** After the fire is out and firefighters leave the scene for the next emergency call, fire victims often feel helpless. The Crisis Response Team provides immediate guidance regarding where to go, what to do, and what happens next during those first hours after the fire.

**Domestic Violence:** Safety is of utmost importance since abusers may become more dangerous when they feel they are losing control. The Crisis Response Team provides support to the victim, resources regarding a safe place to stay, and helps create a safety plan that will work in various situations.

**Death:** Whether a death is anticipated, or it comes unexpectedly, the event of death is always sudden. Reactions to death may cover a wide and confusing range of emotions. The Crisis Response Team provides support and resources to family members and friends during these difficult times.

**Community Care:** The Crisis Response Team members are frequently called upon to relieve firefighters from a non-medical distress call. The firefighters are able to go back into service and respond to the next critical call, while the Crisis Response Team members provide support to the customer.



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