**EMERALD COAST CRISIS STRESS TEAM (ECCST)**

**COMMUNICATION PROTOCOL**

Effective communication is critical to the success of any First Response Team. The ECCST will maintain the following communication protocol for all missions, unless otherwise specified by the director staff.

1. Each team member will have a list of phone numbers for all ECCST team members. Deployed groups will have one member identified as the Team Leader and one member as the Clinical Team Leader. At times, this may be the same person, depending on experience and credentials. It is important that team leads provide a mission report at the end of each day or after the assignment has concluded and members are at home base.
2. Primary mode of communication will be cell phones. Text should be attempted, and accountability as a text is accepted. Cell phone calls should be limited to important calls to determine information, such as, assistance in finding a point of contact on location, or, help in finding the venue. All members will be in an evaluation setting, cell phone disruptions should be held to a minimum.
3. Secondary mode of communication will be E-mail. If for some reason text message is limited at your location, E-mail can be used. However, this is less than desirable and efficient. Text messages should be attempted while in exterior mode, only because some hardened facilities may delay the signal.
4. Mission staff will be accountable to their team leaders to, Director Dr. Frank Goldstein or Deputy Director Retha Jensen. Worst case, if either of those two cannot be reached, contact Ann Hill, Executive Director of the Emerald Coast Healthcare Coalition (ECHCC).

Dr. Frank Goldstein, phone: 850-499-0296 email: [franklgold@yahoo.com](mailto:franklgold@yahoo.com)

Retha Jensen, phone: 850-428-2439 email: retha.flone@gmail.com

Ann Hill Cell phone: 850-585-1679 email: [ann.echcc@gmail.com](mailto:ann.echcc@gmail.com)

1. Groups will use the chain of command and go through team leads, then Dr. Frank Goldstein, then Retha Jensen and then Ann Hill, if necessary. All communication should be on the highest of professional levels, and is further covered in the team member’s code of conduct.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, agree to abide by the Communication Protocol. I further agree to keep all contact with responders on a professional basis during the mission hours and length of mission, I understand that failure to comply with team policy could result in problems for our team and my termination as a team member.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team Member Date