



Glendale Fire Department

FAST, CARING, INNOVATIVE & PROFESSIONAL

SITE: Glendale Fire Department, Crisis Response Program

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SITE DESCRIPTION AND CLIENT POPULATION: The Glendale Fire Department's Crisis Response Program is a dedicated team that provides support 24-hours a day, 7-days a week. These units are based in a Glendale Fire Station and the Midwestern University Medic Dorm. The Crisis Response Units respond to a wide variety of calls, including assaults, drowning, homicides, residential fires, domestic abuse, suicides, mental illness, pediatric emergencies, and unexpected deaths of family or friends as well as many others. This internship will allow interns to see first hand how social work is needed and how they can truly make a difference in someone's life. The client population the units serve is as diverse as the calls themselves.

REQUIREMENTS OF THE SITE: The Crisis Response Program requires a 24-hour per week commitment for one academic year (9 months). The 24 hour shift may be done for one full day or two full 12 hour shifts, with one of them being a PM shift. The shifts start at 7:30 AM and end at 7:30 PM if completing a 12 hour shift, or 7:30 AM the following day. During the shifts, the crews "live" at the station during their shift and are responsible for their station chores as well as their regular CR duties. Interns are expected to respond to calls they are dispatched to and also conduct "follow-up" calls from Fire Crews and CR staff. Interns are required to complete an interview with the final decision being made by Sara Steffen and/or Karla Houston. Glendale Fire Department prefers mature interns who fit the mission statement, "Fast, Caring, Innovative, and Professional." Uniform attire is required; navy blue pants (no jeans), black boots and black belt. The uniform shirt will be provided by Glendale Fire Department.

SITE TRAINING: Orientation and training programs must be completed before an intern can work on the vans with a partner. Both, the orientation and trainings include topics such as on-scene safety, critical incident stress management, infectious control, fire department etiquette, SOPs for calls, and driver's training. This training is approximately 100 hours when it's completed. After all the training is completed, the intern will be given their uniform shirt. A coordinator is always available by phone 24 hours a day to assist the intern once they are on their own on the CR unit. Interns will have monthly meetings to review their progress and address concerns about themselves and the citizens they are assisting. One on one supervision will take place during shifts.

DIRECT CLIENT CONTACT: Interns that are accepted by the GFD will be part of a unique department and will have the opportunity to provide support to those experiencing a crisis. Accepted interns will provide citizens with wide variety of services; from referrals to those needing counseling or being that care shoulder and ear for someone to lean against in their time of need. Some interns will be assigned to follow-up with citizens that need a little extra care. This internship is unlike any other, and interns will have the ability to make an ever lasting impact with those citizens they assist during the worst time of their lives.