

# **CRASH OF CONTINENTAL FLIGHT # 3407**

## **EMERGENCY MENTAL HEALTH RESPONSE**



Continental Bombardier CRJ-900 Aircraft

# EMH DIVISION OF RESPONSIBILITIES



FEMA

Responder  
Knowledge  
Base



- WNYSRP: First Responders
- ARC DMH: Family members/significant others of those killed & residents of the crash site
- MMRS/SMART EMH: All other on/off site responders & general community



Specialized Medical Assistance Response Team - SMART  
Erie County Public Health Emergency Response

# ON SCENE ISSUES

- Physical dangers/safety hazards
  - Fire (aircraft fuel & gas line)
  - Wreckage (aircraft & house)
  - Cribbing/shoring/heavy equipment
- Weather conditions
  - Extreme cold
  - Warming efforts required prior to extrication of remains



# ON SCENE ISSUES, Con't.

- Security
  - Media
  - Other
- Snow fence installed
- Lights installed
- Multiple agencies
- Dose exposure



# MMRS/SMART EMH

- Participation in IC meetings
- Ongoing presence at EOC's & HOC
- Deployment to 9 locations
- 1:1's, groups & Crisis Management Briefing
- Utilization of canine teams & clergy/chaplaincy
- Consultation



# MMRS/SMART EMH, Con't.

- Identifying and meeting needs
- Communication with WNYSRP & ARC DMH
- Pre/during/post incident education
- 43 volunteers
- 332 units of PFA (267 to responders)
- Significant follow-up (183)



# MMRS/SMART EMH LOCATIONS

- EOC
- HOC
- COC
- ME's Office
- Site Respite Center
- Clarence HS
- 211 Call Center
- Coffee Shop
- FAC



# SHORT TERM IMPACT

- Most responders never received pre-incident education on CIS
- Imprints of horror
- Fear of “losing it”
- Personal effects
- Grief/personal connection





# LONG TERM IMPACT

- 183 follow-up contacts
- Multiple questions regarding symptoms
- Need to talk, talk, talk
- Anniversary reactions
- Referral for further assessment



# AREAS FOR IMPROVEMENT

- Scheduling
- EMH not initially represented at command meetings
- Resource enhancement
- Policy development



# WHAT WORKED WELL

- Previous deployment experience/planning
- Early inclusion of MMRS/SMART EMH
- Authority relationships
- Comprehensive coverage
- Assessment, referral, & follow-up services



# QUESTIONS



# FOR MORE INFORMATION

Bonita S. Frazer, MS, CTS, FAAETS  
Mental Health Emergency Planning  
Coordinator



Cell: 716-818-7245

Email: [bonitafrazer@yahoo.com](mailto:bonitafrazer@yahoo.com)



3407