



AB53

**CRITICAL INCIDENT STRESS
MANAGEMENT TEAM**

AB53

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POLICY

1. The Delta Police Department (“Department”) recognizes that Department employees may experience Critical Incident stress during the course of their employment. These stressors have the potential to overwhelm an employee’s usual coping mechanisms and ability to function in the workplace.
2. The Department is committed to providing a Critical Incident Stress Management Team (“CISM Team”) in order to provide employee(s) with the ability to cope with Critical Incident stress.
3. The CISM Team will comprise of volunteer Department employees, who are selected, trained and utilized in accordance with Department standards.
4. The CISM Team will be administered under the Administration Division, reporting to the Inspector of Human Resources, and will function in conjunction with the Employee and Family Assistance Program.
5. Department volunteers will be included in this policy and for the purposes of this policy are to be considered to be included in the term “employee”.

REASON FOR POLICY

6. To provide employees with education, training and services that mitigates the stress of being involved in a Critical Incident.

CISM Team Goal

7. The goal of the CISM Team is to provide support to staff and volunteers in order to mitigate the impact and accelerate the recovery of those experiencing Critical Incident stress.



CISM Team Mandate

8. The primary responsibility of the CISM Team is to provide peer support to employees involved in Critical Incidents. Specific functions include:
 - a) Facilitating the defusing process in the “Critical Incident Stress Management” model (“CISM model”) in which peer support is provided to staff exposed to potentially traumatic incidents.
 - b) Co-ordinating the debriefing process in the CISM model in which peer support is provided to members under the guidance and leadership of a Psychologist.
 - c) Providing one-to-one peer support for employees who have experienced potentially traumatic events or who are subjects of cumulative stress.
 - d) Providing education and training relating to CISM theory and practices to employees and outside agencies.
 - e) Facilitating referrals for employees to the Employee and Family Assistance Program, WorkSafe BC, health care professionals and other resources as appropriate.

Definitions

Critical Incident

9. Any event where:
 - Serious injury or death of an employee in the course of employment;
 - Serious injury or death of a child resulting from violent means;
 - Hostage taking where the hostage is injured or killed;
 - Member in the line of duty discharges their service weapon;
 - Serious injury or death resulting from direct or indirect police action;
 - Cataclysmic event which results in multiple fatalities;
 - Event involving a relative or other victim known to the member;
 - Event with extraordinary media interest; or
 - Any other incident that is charged with profound emotion to the point that the incident could reasonably be classified or where the Duty Officer believes it should be classified as a Critical Incident.



PROCEDURES

CISM Team

10. The CISM Team will be the responsibility of the Inspector of Human Resources who will ensure that the Team is appropriately funded, staffed, trained and administered for their function.

CISM Team Selection, Training and Equipment

11. CISM positions are volunteer positions which will be filled by Department staff who:
 - a) Have adequate operational experience;
 - b) Are nominated by their peers;
 - c) Meet the Department competencies with emphasis on:
 - Communication and Inter-personal Skills;
 - Respectful of confidential requirements;
 - Peer credibility; and
 - d) Will submit to the requirements of a Psychological examination as required, for the purposes of determining their state of mental well-being.
12. The Inspector of Human Resources shall select a CISM Team Coordinator who will be responsible for the CISM Team selection process. Staff selected for the CISM Team will be approved by the Inspector of Human Resources.
13. CISM Team members will receive basic training in Critical Incident theory and practice as well as ongoing refresher and advanced training as required. The CISM Coordinator will forward documentation of completed training by CISM members to their personnel file.
14. The CISM Coordinator will ensure that Team members are provided with the necessary equipment to be effective in their role. The Coordinator will make an annual budget submission to the Inspector of Human Resources and will be responsible for administering the budget throughout the year.



15. All CISM Team members will attend interviews with a Psychologist as required.

Duty Reports, Confidentiality, Forms and Limitations

16. The Department recognizes the importance of the CISM Team. The success of the Team is based on professionalism and confidentiality. No employee involved in a Critical Incident as a CISM member will be required to submit a Duty Report.
17. CISM Team members will be required to submit the designated form to the CISM Team Coordinator after responding to a Critical Incident and upon completion of a Critical Incident Stress debriefing conducted by a psychologist. The Coordinator will ensure the Form is copied to the Inspector of Human Resources and to the personnel file of the employee(s) requiring assistance.
18. The CISM Team Coordinator will maintain a log of all CISM operations.
19. CISM Team members will maintain confidentiality throughout their contact with involved employee(s) and will use the designated form for tracking their involvement with that employee.
20. CISM Team members will be required to report any disclosures to the Inspector of Human Resources regarding statutory offences, substance abuse, threats or danger to anyone or any other disclosure the CISM member believes should be disclosed.

Critical Incidents

21. When a Critical Incident occurs, the Field Supervisor shall notify the Duty NCO or Duty Officer and request that the CISM Team be called out.
22. The Duty NCO or Duty Officer may:
 - a) Notify the CISM Team Coordinator of the incident and request the CISM Team members attend a designated location;
 - b) Advise the CISM Team Coordinator if the Critical Incident is one which involves a need for investigative scrutiny of the involved employee(s) such as serious injury or death to a person resulting from a members use of force;



- c) Depending on the nature of the incident, instruct a police member who has no direct involvement in the incident to transport the involved employee(s) to the station from which the employee(s) are deployed;
 - d) Remove the involved employee(s) from active employment duties pending further discussions with the Inspector of Human Resources.
23. In the event a transport is required, the transporting member shall:
- a) **not** discuss details of the incident with the involved employee(s) as the transporting member could become a compellable witness in any *Police Act*, criminal or civil process;
 - b) upon reaching the designated location, remain with the involved employee(s) until relieved by the CISM Team; and
 - c) notify the Duty Officer of the location of the involved employee(s).
24. The CISM Team Coordinator shall:
- a) Call out the CISM Team, giving preference to on-duty CISM Team members;
 - b) Call out off-duty CISM Team members in the event no on-duty CISM Team members are available;
 - c) Notify the Inspector of Human Resources by telephone during business hours, and otherwise by e-mail, advising that the CISM Team has been called out, along with a brief synopsis of the incident;
 - d) Initiate contact with a psychologist within 72 hours in order to arrange any required debriefing. Debriefings will not be scheduled until all required duty reports and statements have been provided by the involved employee(s);
 - e) Complete and submit the required CISM forms;
 - f) Notify either Delta Police Association or CUPE of all Critical Incidents involving employees, with the employee's permission, in order that they may provide the employee(s) with access to sponsored assistance programs.



25. CISM Team members, upon receiving notification, shall liaise with either the Duty NCO or Duty Officer, regarding the status and condition of the involved employee(s) and if the employee(s) are subject of investigative scrutiny.

Employees Not Under Investigative Scrutiny

26. CISM Team members shall:
- a) Attend the location where involved employee(s) are waiting, relieve the transporting member and coordinate trauma intervention by means of defusing;
 - b) Advise the Duty NCO or Duty Officer of any change in the location of the involved employee;
 - c) Make a recommendation to the Duty NCO or Duty Officer whether the involved member's spouse or immediate family should be notified;
 - d) Advise the CISM Team Coordinator if a Critical Incident Stress Debriefing is required; and
 - e) Maintain contact and offer support to involved employee(s) for the period between the Critical Incident and a Debriefing, keeping confidentiality.

Employees Under Investigative Scrutiny

27. CISM Team members involved with employee(s) in a Critical Incident who are under investigative scrutiny will:
- a) Ensure the involved employee(s) have spoken with a Delta Police Association or CUPE representative prior to intervention;
 - b) Conduct one-on-one trauma intervention so as not to contaminate any required duty reports or statements;
 - c) Limit the intervention to Information and Education only, excluding the Exploration phase;
 - d) Maintain daily contact with the involved employee(s) until a Debriefing is completed;



- e) Coordinate education and care for the involved employee(s) immediate family if required; and
- f) Not discuss the specifics of the employee's involvement in the Critical Incident at any point in the Critical Incident Stress Management process. Any disclosures by the involved employee will be processed in accordance with Section 20 of this policy.

28. The Inspector of Human Resources shall:

- a) Determine whether involved employee(s) should remain on duty or be placed on Administrative Leave;
- b) Monitor the follow-up process;
- c) Ensure involved employees receive the appropriate support and resources they require; and
- d) Consider the need for psychological testing by involved employee(s) prior to determining the appropriate return to work date for involved employee(s) placed on Administrative Leave.

WorkSafe BC

Critical Incident Response Program

- 29. The WorkSafeBC Critical Incident Response ("CIR") Program is an early intervention/prevention initiative that provides Critical Incident intervention to workers and employers who have experienced a traumatic event in the workplace. The goal is to reduce the distress experienced by these workers and employers immediately following an event, and to prevent the development of further, more serious difficulties.
- 30. The Inspector of Human Resources or designate will initiate the request for services of the CIR Program. The goal is that when an incident occurs, the CIR Program will be notified as soon as possible to give the CIR Program, the employer, and/or worker, the opportunity to determine whether a Critical Incident Intervention ("CII") is appropriate and/or necessary.



The role of the CIR provider

31. When a request is initiated through this program, service will be offered by a qualified provider located in the employer's/worker's community. Providers are registered counsellors, social workers, and psychologists who specialize in the field of Critical Incident stress. The role of the CIR provider is to offer Critical Incident intervention or stress management services to employers and workers following a traumatic event in the workplace.

32. The CIR program may support a brief course of follow-up trauma intervention for individuals identified as needing further support following the initial intervention. The focus of this brief intervention (a maximum of five hours) is to give the individual the opportunity to further address his/her emotional distress resulting from the traumatic event. The cost of the additional five hours will be covered under the auspices of the CIR Program, except in the instance where a WorkSafeBC claim has been filed and accepted. If an individual requires treatment beyond this early intervention, the costs are not covered by this program. The individual may request assistance by applying for a WorkSafeBC claim or find alternate coverage of costs.

WorkSafe BC CIR Program 1 888 922 3700