

DEPARTMENT OF REHABILITATION
AND CORRECTION

SUBJECT: Critical Incident Stress Management	PAGE <u>1</u> OF <u>7</u>
	NUMBER: 37-EAP-02
RULE/CODE REFERENCE: ORC 2317.02 (K) (1)	SUPERSEDES: 37-EAP-02 dated 03/19/14
RELATED ACA STANDARDS: 4-4373; 4-APPFS-3G-04	EFFECTIVE DATE: May 27, 2015
	APPROVED: 

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Ohio Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

PURPOSE

The purpose of this policy is to establish a formal Critical Incident Stress Management Program for an organized response to address critical incident and event stress experienced by employees of the Department of Rehabilitation and Correction.

II. APPLICABILITY

This policy applies to all employees of the Department of Rehabilitation and Correction.

III. DEFINITIONS

Assessment - An informal crisis evaluation used to help gauge the risk and overall severity of apparent stress symptoms. This assessment is not a substitute for an assessment by a psychiatrist or psychologist.

Critical Incident or Event – A situation which disrupts the routine operations or services of an institution creating a state of disorder, a threat to security and/or an inability to maintain orderly control of inmates or is unusual and traumatic which may cause intense stress reactions.

Critical Incident Stress Debriefing Team (CISD) - A formally organized group of trained employees who provide critical incident stress debriefing functions.

Critical Incident Stress Management (CISM) - CISM is an integrated comprehensive, multi-component program for crisis response which spans the spectrum from pre-crisis preparation through post-crisis intervention and follow-up.

Critical Incident Stress Management (CISM) Team – One of four (4) regional teams comprised of a Critical Incident Stress Debriefing Team and Peer Support Units.

CISM Program Administrator – The employee appointed by the Managing Director of Operations to provide oversight of the Department’s Critical Incident Stress Management Program.

Military Peer Support Unit – A branch of the CISM Program comprised of peer support members with military deployment experience and/or extensive deployment knowledge.

Peer Support Unit - A branch of the CISM Team that is comprised of trained peer support members who provide support to staff when they are faced with difficult and/or stressful situations.

Regional Critical Incident Stress Management (CISM) Team Leader – A CISM team member who is appointed by the CISM Program Administrator who is responsible for developing and maintaining the functions of the Regional CISM Team.

Peer Support Unit Coordinator – A person designated to coordinate peer support functions. This position shall be filled by a CISM member. If a facility does not have a CISM member, the position shall then be filled by a peer support member.

IV. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction to have a planned process and response for intervention, support, information, referral and follow-up services for employees who are negatively impacted by a critical incident or event.

V. PROCEDURES

The Critical Incident Stress Management Program is an integrated comprehensive, multi-component program for crisis response which spans the spectrum from pre-crisis intervention through post crisis preparation and follow-up. The program is designed to mitigate the adverse impact of work and personal stress and to assist employees and their families when faced with difficult situations. The Managing Director of Operations will appoint a CISM Program Administrator who will provide oversight of the CISM Program. A CISM Advisory Committee shall be established by the CISM Program Administrator. The CISM Advisory Committee shall consist of CISM program mental health professionals and experienced CISM members who will offer expertise and guidance regarding the CISM program operational protocols and policies.

The CISM Program is comprised of four (4) Regional Critical Incident Stress Management Teams that provide peer support services and critical incident stress debriefings and a Military Peer Support Unit that provides support services to employees that has served in the armed forces. All services and support provided in the capacity of the CISM Program shall be confidential communications as permitted by the ORC 2317.02, Privileged Communications.

A. Regional Critical Incident Stress Management Teams

The CISM Program shall maintain four (4) Regional Critical Incident Stress Management Teams that shall be identified as the Northeast Regional CISM Team, Northwest Regional CISM Team, Southeast Regional CISM Team and the Southwest Regional CISM Team. Each team shall be comprised of a Regional CISM Team Leader, a Critical Incident Stress Debriefing (CISD) Team and Peer Support members from each facility within the region.

Northwest Region – ToCI, AOCI, MCI, NCCC, ORW, RIC, ManCI, Dayton APA, Lima APA	Northeast Region - LaECI, OSP, TCI, NERC, GCI, LorCI, Akron APA, Cleveland APA
Southeast Region – BeCI, FMC, NCI, SCC-L, SCC-H, PCI, CRC, SOCF, Columbus APA	Southwest Region – RCI, CCI, MaCI, LoCI, WCI, LeCI, DCI, Cincinnati APA

1. The CISM Program Administrator shall appoint the Regional CISM Leader who shall manage all functions of the CISM Team.
2. The Regional CISM Team Leader shall maintain and forward a regional team activation roster to the CISM Program Administrator and Managing Officers within their region.
3. In January of each year, the Regional CISM Team Leader shall develop an annual training schedule and submit it to the Managing Officers within their region and the CISM Program Administrator.
4. All CISM members shall be trained in crisis communications, assessment and referrals through a peer support training course approved by CTA.
5. Should a CISM member be directly affected by the critical incident or event, they shall be eliminated from providing direct services during that specific situation. They may fulfill a support function to the CISM Team.
6. Any CISM member may be contacted by staff for any personal or work-related difficulties they are experiencing.

B. Critical Incident Stress Debriefing Teams

1. Each CISM Team shall maintain a Critical Incident Stress Debriefing (CISD) Team.
2. CISD members are the most skilled and experienced team members and shall be available to provide guidance to any CISM member when requested.
3. The CISD Teams members shall be trained in facilitating Critical Incident Stress Debriefings and will also provide one-on-one interventions, assessments, and information and referral services to employees. Only a trained CISD member is permitted to facilitate a critical incident stress debriefing. The CISD facilitator may use other CISM members to assist with the debriefing.
4. Each CISD team must have at least two mental health professionals for advanced intervention services.

C. Peer Support Unit

1. Each institution, APA Office and the Operations Support Center (OSC) shall maintain a Peer Support Unit as a branch of the Regional CISM Team.

2. A CISD member shall be selected by the Managing Officer to serve as the Peer Support Unit Coordinator for their facility. A peer support member shall be selected for this position in the event there is not a CISD member.
3. The Peer Support Unit Coordinator shall:
 - a. Serve as a liaison between the Managing Officer and Regional CISM Team Leader;
 - b. Update, maintain and distribute team member contact information;
 - c. Distribute and post team member information ;
 - d. Initiate the team membership process.
 - e. Coordinate activations under the direction of the Regional CISM Leader and/or Managing Officer.
4. The Peer Support Unit shall be available to staff to provide crisis intervention and support services, including connecting staff with community resources.
5. Peer support member names shall be made public to all staff.

D. Military Peer Support Unit

1. The CISM Program shall develop and maintain a Military Peer Support Unit.
2. The Military Peer Support members must have a military background and/or knowledge and be familiar with deployment processes and issues.
3. The CISM Program Administrator shall assign Military Peer Support Unit Leaders.
4. In accordance with Department Policy 36-LEV-04, Military Service Leave and Notice Requirements, the Personnel Office shall forward the Military Peer Support Information Sheet (DRC1411) to CISM Program Administrator within twenty-four (24) hours of receipt.
5. The CISM Program Administrator shall assign a Military Peer Support person to work with the employee who is about to be deployed or who is returning to work from a deployment.
6. The unit members shall assist the employee in deployment as follows:
 - a. Assist the employee with preparation and paperwork prior to leaving on a deployment;
 - b. Provide professional and personal support for the employee;
 - c. Work with the returning employee in transitioning back to the workforce;
 - d. Talk with the employee about possible difficulties based upon experience;
 - e. Establish a connection with the employee for future support;
 - f. Provide resource information to the employee.
7. When the completed Military Leave Reinstatement Request Form (DRC1413) is received upon the employees return to work, the Personnel Office shall forward the form to the

Operation Support Center Bureau of Personnel and to the CISM Program Administrator within twenty-four (24) hours of receipt in accordance with 36-LEV-04.

8. Upon returning to work from a deployment, the employee shall be connected with a Military Peer Support member.
9. Military Peer Support Unit members may be activated for a CISM response following a critical incident or event.

E. CISM Oversight

1. The Regional CISM Team Leader and Military Peer Support Unit Leaders are under the direction of the CISM Program Administrator.
2. The Peer Support Unit Coordinator is under the direction of the Regional CISM Team Leader.
3. The Peer Support Unit is under the direction of the Peer Support Unit Coordinator.
4. The Military Peer Support Unit members are under the direction of the Military Peer Support Unit Leader.

F. Activation

1. The Managing Officer has the authority to activate members from their Regional CISM Team.
2. The activation of other CISM Teams shall be approved by a Regional Director or designee.
3. The Critical Incident Stress Debriefing Team must be activated in the event of a hostage situation, riot, or the death of an employee on duty.
4. The Managing Officer and/or Regional CISM Leader shall notify the CISM Program Administrator immediately upon the activation of the CISM Team.
5. The CISM Team may be activated for any situation deemed appropriate by the Managing Officer.
6. Activation of a Peer Support Unit does not replace the requirement to activate the CISD in the case of a riot, hostage or death of employee on duty cases.
7. During an activation the CISM Team shall do the following:
 - a. Determine which individuals are in need of intervention services;
 - b. Determine if attendance to intervention services is mandatory or voluntary;
 - c. Be made available to employees not directly affected by a critical incident, but who request CISM services;

- d. Work with management in determining the nature and extent of the intervention services needed as well as the individuals who will be required to attend the intervention(s) and those individuals who request voluntary intervention.
8. The Peer Support Unit Coordinator shall be notified of all staff assaults within 24 hours of the incident. This notification can occur through the email distribution of the incident report. The Peer Support Unit Coordinator will then assign a peer support member to make contact with the employee to determine appropriate services and/or to provide resource information.
9. Following a CISM activation, the Regional CISM Team Leader shall ensure that the CISM Activation Report DRC2609 is completed and forwarded to the Managing Officer where the activation occurred and the CISM Program Administrator. This report shall include:
 - a. Date, time and location of activation;
 - b. Length of activation;
 - c. List of members who were activated;
 - d. Services that were provided;
 - e. Recommendations for follow up services or changes in service delivery.

G. Membership and Training

1. Applicants for the CISM program must:
 - a. Peer Support - Complete the Special Teams Application (DRC2685) and submit it to the Peer Support Unit Coordinator;
 - b. Military Peer Support – Complete the Special Teams Application (DRC2685) and submit it to the CISM Program Administrator;
 - c. CISD Team – Complete the Special Teams application (DRC2685) and submit it to the Peer Support Unit Coordinator;
 - d. Be permanent employees of the Department with at least one year of service;
 - e. Have a good employment record as determined by the Managing Officer;
 - f. Meet training and professional credentials.
2. The Peer Support Unit Coordinator shall review the peer support and CISD applications and make a recommendation for approval or denial to the Managing Officer. Applications that are approved by the Managing Officer will be forwarded to the Regional CISM Leader.
3. The Regional CISM Team Leader shall review the CISD team applications and make a recommendation to the CISM Program Administrator.
4. Applicants that have been approved for participation in the CISM Program must complete the CISM/Peer Support Training offered through the Corrections Training Academy.

5. Applicants that have been approved for the CISM/Military Peer Support Unit must successfully complete the CISM/Military Peer Support Training offered through the Corrections Training Academy.
6. The CISM Program Administrator and Managing Officer have the final authority to approve or deny any applicant. They may place any team member on inactive status or remove any member from the team for any reason, including but not limited to, attendance, safety, security, personnel issues, etc.
7. Each CISM Team and Military Peer Support Unit must attend 8 hours of training once per calendar quarter.

Related Department Forms:

Special Teams Application
CISM Activation Report

DRC2685
DRC2609