


Idaho Department of Correction  	<b>Standard          Operating          Procedure</b>	Title: <b>Critical Incident Stress Management Team</b>		Page: 1 of 7
		Control Number: <b>112.01.01.002</b>	Version: <b>2.0</b>	Adopted: 02-02-2015

**Henry Atencio, deputy director, approved this document on 03/02/2015.**

**Open to the public:**  **Yes**

**SCOPE**

This standard operating procedure applies to all staff members working in correctional facilities (correctional facilities includes prisons and community reentry centers, issues specific to either a prison or CRC will be cited as such), and district probation and parole offices.

<b>Revision Summary</b>
<p><b>Revision date (03/02/2015) version 2.0: Removed language regarding special approval for unscheduled absence issues.</b></p> <p>Previous revisions dated: 2/17/2015</p> <p>Previous revisions dated: <i>Critical Incident Response</i>, 507.04.01.000 07/10/2002 and <i>Critical Incident Stress Debriefing</i>, 507.02.01.001.06 12/13/2002.</p>

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**BOARD OF CORRECTION IDAPA RULE NUMBER**

None

**POLICY CONTROL NUMBER 112**

Emergency Response and Specialty Teams

**PURPOSE**

This standard operating procedure establishes processes to assist employees who have been involved in a crisis, traumatic event, or tragedy by providing information, education, and, when applicable, referral to an employee assistant program (EAP). Appropriate interventions can help employees affected by such an event.

This standard operating procedure establishes procedures for the selection of critical incident stress management team members (CISMT), their training, and the implementation and use of the critical incident management process.

**RESPONSIBILITY**

The chiefs of the division of prisons and the division of probation and parole are responsible to implement this standard operating procedure.

**STANDARD PROCEDURES**

**1. CISMT Mission Statement**

To minimize the potentially harmful stress-related symptoms associated with critical incidents, affecting first responders and the community, through education and timely confidential crisis intervention that is empathic and respectful toward all involved.

**2. Critical Incident Stress Debriefing Requirements**

The prisons division emergency coordinator (emergency coordinator) maintains a critical incident stress-debriefing (CISD) manual and ensures that it is available to applicable department leadership and CISMT members.

The CISMT uses International Critical Incident Stress Foundation (ICISF) approved guidelines and processes. CISMT uses two levels of intervention, defusing and debriefing, based on the number of people involved and the type of event. Based on training and experience, CISM team leaders, in consultation with facility or district and department leadership, determine the level of intervention for each incident.

A critical incident stress defusing/debriefing is required for all employees involved in a critical incident or traumatic event, and for any employee referred by a supervisor or manager. However, if an employee declines to participate in a defusing/debriefing, the CISMT leader is required to advise the applicable facility head or manager. The facility head or manager is responsible follow up with the employee and evaluate if further intervention or other action is needed.

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The department does not use a critical incident stress defusing/debriefing as an operational critique or for departmental disciplinary or investigative procedures. However, the IDOC may determine that the event warrants a serious incident review (SIR), internal review, or other investigation. In addition, the IDOC does not withhold information that constitutes criminal evidence from law enforcement investigators or criminal proceedings.

Although CISD provides a confidential stress-debriefing process, the department recognizes that on occasion complete confidentiality cannot be maintained. If an individual poses a risk to himself or others or maybe unable to safely perform the duties of the job, or if the information is considered evidence of a crime, the CISMT is responsible for sharing information with administrative staff, individual-assigned counselors, law enforcement, or doctors when it is appropriate and necessary to do so.

It is not the role of the CISMT to provide continuing counseling services. When appropriate, CISMT members should refer staff to the EAP.

CISMT members have no authority to approve time off to an employee. An employee's leave must be approved in accordance with *Paid Leaves*, SOP 206.07.01.001.

If a member of a CISMT believes an employee may have difficulty in the performance of his job duties because of a critical incident, the team member must notify the CISM team leader who notifies the facility head. The facility head contacts human resources staff.

### 3. Regional Critical Incident Stress Management Teams

The department maintains a CISMT in each of the regions identified:

- Northern Region: ICI-O, NICI, and probation and parole districts 1 and 2
- Southern Region: Nampa CRC, East Boise CRC, Treasure Valley CRC, SBWCC, IMSI, ISCI, ISCC, SICI, and probation and parole districts 3 and 4 and central office
- Eastern Region: IFCRC, PWCC, SAWC, and probation and parole districts 5, 6, and 7

Regional CISMTs consist of the following number of IDOC staff

- Southern Idaho region: 22
- Northern Idaho region: 12
- Eastern Idaho region: 15

### 4. CISMT Membership Criteria, Recruitment, and Selection

The emergency coordinator oversees all the CISMTs in accordance with this standard operating procedure.

Each team must have one mental health professional. If for any reason this team member is not available for a debriefing, the department may use a mental health professional from another CISMT or a mental health professional from the community.

#### ***CISMT Membership Criteria***

To be considered for CISMT membership, all applicants must meet the following criteria:

- Temporary employees and employees on entrance probation are not eligible for CISMT membership
- No disciplinary action (see *Corrective and Disciplinary Action*, SOP 205.07.01.001) pending or within the last 12 months

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- Most recent performance review (see *Performance Management*, SOP 222.07.01.001,) most recent employee performance review must be achieves performance standards(APS) or higher

**CISMT Participation Requirements**

CISMT members must provide their work phone numbers, personal phone numbers, and personal email addresses (if available) to the regional team leader when requested, or at a minimum once a quarter, and notify the regional team leader if a change occurs.

CISMT members must participate in all CISM callouts to respond to a debriefing or defusing. Exceptions to mandatory participation include pre-planned personal leave, scheduled or unscheduled sick leave, and a personal or work emergency. If a CISMT member is not able to participate in a callout, he must provide the regional team leader with one of these reasons. Failure to participate in callouts as requested without an approved reason is grounds for removal from the team.

After the initial selection, each year before the last quarterly training, all CISMT members must obtain signed approval from their immediate supervisor and facility head or manager supporting continued CISMT participation. The written approval is forwarded to the regional CISMT leader.

To meet the minimum requirements of the ICISF model, individuals from the community may be added as adjunct members for community call-outs.

**Process Steps: Recruitment and Selection**

The following steps are used to recruit and select CISMT members.

Functional Roles and Responsibilities	Step	Tasks
<b>Emergency Coordinator</b>	<b>1</b>	Notify the affected facilities and the probation and parole divisions that CISMT members are needed.
	<b>2</b>	Provide the affected facilities and the probation and parole divisions with an announcement that contains the following: <ul style="list-style-type: none"> <li>• Deadline for application submission</li> <li>• CISMT membership criteria</li> </ul>
<b>Facility Heads and District Managers</b>	<b>3</b>	Within three business days: <ul style="list-style-type: none"> <li>• Post the announcement (email, physically post, photocopies, etc.).</li> <li>• Inform those interested staff members to complete a Specialty Team Application.</li> </ul>
	<b>4</b>	<ul style="list-style-type: none"> <li>• Collect and review the applications.</li> <li>• Forward the applications approved for the selection process to the applicable regional CISMT leader.</li> </ul>
<b>Regional CISMT Leader</b>	<b>5</b>	In conjunction with the emergency coordinator: <ul style="list-style-type: none"> <li>• Develop interview questions.</li> <li>• Select an interview panel.</li> <li>• Arrange interviews with applicants.</li> </ul>
<b>Interview Panel</b>	<b>6</b>	Conduct the interviews and submit recommendations to

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Functional Roles and Responsibilities	Step	Tasks
		the applicable division deputy chief or designee.
<b>Prisons Division Deputy Chief (or Designee)</b>	<b>7</b>	<ul style="list-style-type: none"> <li>Review the recommendations.</li> <li>Select CISMT members.</li> <li>Forward the applications to the emergency coordinator.</li> </ul>
<b>Emergency Coordinator</b>	<b>8</b>	<ul style="list-style-type: none"> <li>Make photocopies or scanned PDFs and forward them to the applicable regional CISMT leader.</li> <li>File the applications that have the original signatures in the Prisons Division administration area.</li> </ul>
<b>Regional CISMT Leader</b>	<b>9</b>	<ul style="list-style-type: none"> <li>Notify the applicants of their selection or non-selection.</li> <li>File the photocopy of the application in the applicant's CISMT file and maintain it at the facility.</li> </ul>

## 5. CISMT Leadership Responsibilities

Applicable regional CISMT leaders are responsible for:

- Ensuring that CISMT members are trained and capable of carrying out assigned tasks with minimal supervision
- Ensuring the CISMT remains in a high state of morale and operational readiness
- Directing all activities of the CISMT in both training and actual operations
- Coordinating with the emergency coordinator on issues concerning training and CISMT development
- Notifying the emergency coordinator of any activations
- Sending an updated list of CISMT members to the affected facility heads and/or district managers when a change in CISMT membership occurs
- Maintain a CISMT file for each team member
- Coordinating instructions to CISMT members responding to a callout
- Coordinating CISMT activities in accordance with the incident commander's (or the agency administrator's) instructions when the CISMT is activated (see section 7);
- Maintaining a log of all defusings and debriefings conducted within the region
- Submitting logs quarterly to the emergency coordinator
- Monitoring performance of all assigned CISMT members during CISMT activities

## 6. Training

CISMT members are responsible to obtain permission from their immediate supervisor and notify their scheduling sergeant (if applicable) in advance of CISMT training. If travel is needed, CISMT members are responsible for arranging travel in accordance with *Official Travel by Department of Correction Employees*, Policy 121. Team members are responsible for managing their schedules in a manner that ensures the highest likelihood of attendance.

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***Attendance and Participation***

CISMT members must attend a minimum of 24 hours of training annually. Typically, eight hours of training is provided quarterly. In addition, members can attend local training provided other agencies when applicable.

CISMT members must attend and participate in all aspects of the training or practice, unless the regional CISMT leader approves the absence prior to the event. If a CISMT member consistently fails to participate in training/practice, his regional CISMT leader and emergency coordinator may conduct a status review and consult as needed with the facility head or manager.

New CISMT members must do the following:

- Attend a mandatory 16 hour initial training session
- Demonstrate an understanding of the CISM debriefing process and the parameters of the team member support role
- Receive certification in the Dr. Jeffrey T. Mitchell Model approved by the ICISF

**7. Critical Incident Stress Management Referral Process**

When a critical incident, traumatic event, or tragedy occurs, the following steps describe how to activate and use the CISMT:

<b>Functional Roles and Responsibilities</b>	<b>Step</b>	<b>Tasks</b>
<b>District Manager or Facility Head and CISMT Member</b>	<b>1</b>	<p>Within 24 hours of the conclusion of the event, assess the need and level of response for CISM, complete a list of all staff involved or affected by the event, and forward the information to a CISM team member or regional team leader. The CSIM team member or regional team leader makes the final determination for level of intervention.</p> <ul style="list-style-type: none"> <li>• Notify the chief of the affected division of the level of response</li> <li>• If a CIS defusing is the appropriate response, continue to step 2</li> <li>• If a CIS debriefing is appropriate, skip to step 3</li> </ul>
<b>CISMT Member</b>	<b>2</b>	<ul style="list-style-type: none"> <li>• Conduct a defusing with all affected and/or referred staff and</li> <li>• Provide the regional CISMT leader with date, time, and number of individuals involved (the process ends here), unless you determine that a debriefing is required (continue to step 3).</li> </ul>
<b>CISMT Regional Team Leader</b>	<b>3</b>	Within 48 hours (unless the applicable division chief approves an extension), mobilize CISMT members; and conduct a debriefing with all affected and/or referred staff.
	<b>4</b>	Notify the chief of affected division at the conclusion of the defusing or debriefing.

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## 8. Non-IDOC Requests

Department CISMT members do not provide services to outside agencies without approval from the chief or designee of the affected division. If the applicable division chief is unavailable, approval may also be obtained by contacting the deputy director or central office administrative duty officer.

## 9. CISMT Retention

Applying for and continued participation on the CISMT is voluntary

CISMT members serve at the discretion of the regional CISMT leader. The regional CISMT leaders retain the responsibility to remove personnel from active membership, upon approval of the emergency coordinator, in consultation with the facility head or manager, for performance issues or inappropriate conduct.

## DEFINITIONS

**Critical Incident Stress Debriefing:** A seven-phase process that occurs two to 14 days after a critical incident, usually lasting between 1.5 to 3 hours, designed to mitigate acute symptoms, assess the need for follow-up, and provide a sense of post-crisis psychological closure if possible.

**Critical Incident Stress Defusing:** A three-phase process that occurs within hours of a critical incident, usually lasting 45 minutes to one hour, designed for assessment, triaging, and acute symptom mitigation.

**Critical Incident Stress Management (CISM):** The process by which a variety of planning and educational support activities is utilized as interventions to reduce serious and/or long-term stress reactions to a critical incident.

**Critical Incident Stress Management Team (CISMT):** A specialty team of approved individuals selected by the IDOC to assist staff and others involved or affected by a critical incident or traumatic event.

**Employee Assistance Program (EAP):** A benefit provided to state employees to provide counseling services at no cost to deal with any issues that may be affecting their performance on the job.

## REFERENCES

[Specialty Teams Application](#)

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