



Approved:  
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Subject:

# 848. Traumatic Response Support Team (TRUST)

Effective:  
June 11, 2018

Revised:  
January 8, 2025

CALEA Standards: 22.1.4, 22.1.7

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## 848.1: PURPOSE AND SCOPE

The Albany Police Department (APD) is sensitive to the stress that exists in police work as well as everyday life. The Traumatic Response Support Team offers support for members, and their families, who are involved in highly stressful situations encountered during their duties, or are experiencing personal issues such as divorce, family matters, illness, injury, death, or other stressful situations.

## 848.2: DEFINITIONS

**Traumatic Response Support Team (TRUST):** A team composed of department members and individuals with training to assist others in the identification and resolution of their concerns and offer assistance and appropriate resources during times of personal and professional crisis, which may adversely affect an individual's personal or professional wellbeing or job performance.

**Critical Incident Stress Management (CISM):** Crisis intervention used to provide on-scene support, debriefings, and follow-up support after an incident where an individual is subjected to significant abnormal stress.

**TRUST Administrator:** The Administrator is appointed by the Chief of Police to oversee the TRUST Team. The individual should be at minimum a Police Captain or equivalent.

**TRUST Coordinator:** The coordinator is appointed by the TRUST Administrator to coordinate the TRUST Team's functions. The individual should be at minimum a Police Sergeant or equivalent.

**Chaplain:** An individual recognized by APD to provide chaplain support to department members as a member of the TRUST Team. Chaplains shall be CISM trained and certified.

**Mental Health Clinician:** A licensed psychotherapist, psychologist, or counselor contracted by APD to provide debriefings and clinical support when needed. The individual should be trained in CISM and familiar with law enforcement.

## 848.3: GOALS

The primary goal of the TRUST Team is to support department employee's health and job satisfaction.

Additional specific goals include:

- a. Lessen the impact on department members exposed to a critical incident.
- b. Accelerate recovery from events before harmful stress reactions have a chance to damage performance, careers, health, and families.
- c. Develop awareness among employees of the signs and symptoms of stress; as well as what can occur if it is left untreated.
- d. Provide information on stress and stress management.
- e. Provide a referral source for professional assistance or employee assistance program, if necessary or requested.

#### 848.4: FUNCTION

The TRUST Team has three primary functions:

- a. To provide CISM in response to critical incidents.
  - 1) On-Scene – Team members respond to the scene and speak one-on-one with involved individuals.
  - 2) Debriefing – The TRUST Administrator or Coordinator, with guidance from a Mental Health Clinician, coordinates debriefing within ten days of an event, or soonest reasonable time based on attorney input (Labor/Criminal/Prosecutor), with all involved department members invited to attend.
  - 3) Follow-ups – Team members, as assigned, contact involved individuals three to five days after debriefing and offer continuous support as needed.
- b. To offer one-on-one support to department members.
  - 1) Support for any job-related concerns.
  - 2) Support for personal issues such as: divorce, family matters, illness, injury, death, or other stressful situations.
- c. To assist families in line of duty deaths.
  - 1) If a department member, sworn or civilian, dies in the line of duty, the TRUST Team assists the member's family with funeral arrangements, processing paperwork, and any other functions as needed by the family.
  - 2) This is a life-long responsibility and will only be assigned to a TRUST Team member once in their career.

**848.5: TEAM MEMBERS**

- a. The TRUST Team consists of the following:
  - 1) TRUST Administrator: Police Captain who oversees the team at the discretion of the Chief of Police.
  - 2) TRUST Coordinator: Police Sergeant or Lieutenant, or equivalent civilian position, who facilitates operational needs of the team.
  - 3) Chaplain: Provides spiritual support as needed.
  - 4) Mental Health Clinician: Contracted as needed by APD to provide debriefings and clinical support.
  - 5) TRUST Team Member: Sworn and civilian department members who have been selected to be part of the TRUST Team.
- b. TRUST Team Eligibility: All non-probationary department members with a minimum of three years' experience in a law enforcement or CISM related field, sworn and civilian, are eligible to serve on the TRUST Team. Desirable traits for team members are as follows:
  - 1) Nonjudgmental
  - 2) Good listening skills
  - 3) Compassionate
  - 4) Empathetic
  - 5) Approachable
  - 6) Open
  - 7) Trusted
- c. Selection Process: Openings are announced in memo form through the TRUST Administrator. The selection process may use any of the following:
  - 1) Memo of interest
  - 2) Interview
  - 3) Supervisor review
  - 4) Peer review
  - 5) Supplemental application
  - 6) Written test
- d. Training: All team members are required to attend a Basic CISM Course and TRUST Team in-service training.
- e. Participation: All team members are required to participate in team functions, including call outs, training, and meetings.
  - 1) Any member unavailable to participate can be excused from any of the above functions with timely contact and approval from the TRUST Administrator or Coordinator.

- 2) Members should not participate in a call out or one-on-one support if they are serving as an employee representative during an internal investigation. The TRUST Administrator or Coordinator can limit engagement based on need and time management.
- 3) Participation is considered on duty time. If off duty, time is compensated per the current bargaining agreement. The TRUST Administrator or Coordinator should be notified as soon as practical for off duty participation.

#### 848.6: CONFIDENTIALITY

- a. Peer Support Counseling Sessions and all TRUST Team contacts are confidential. In accordance with [ORS 181A.835](#), the following exceptions apply:
  - 1) Any threat of suicide or homicide made by a participant, or any information conveyed relating to a threat of suicide or homicide.
  - 2) Any information relating to abuse of children or elderly, or other information that is required to be reported by law.
  - 3) Any admission of criminal conduct.
- b. [TRUST Team Confidentiality Memorandum of Understanding](#): All team members shall sign a Memorandum of Understanding regarding team participation and confidentiality. If confidentiality is violated, the team member is subject to disciplinary action and removal from the team.
- c. Nothing in this section limits the discovery or introduction in evidence of knowledge acquired by any public safety personnel or emergency services personnel from observation made during the course of employment, or material or information acquired during the course of employment, that is otherwise subject to discovery or introduction in evidence. ([ORS 181A.835\(7\)](#))
- d. TRUST Team contacts that are not specified as a Peer Support Counseling Session can be admissible in criminal court.
- e. All TRUST Team members agree to abide by the [TRUST Team Statement](#).

#### 848.7: ACCESS AND ACTIVATION

Department members seeking assistance from a TRUST Team member may do so at any time. Team members' names and contact numbers are posted within the department. The contact can be for themselves or concerning another department member they feel may need assistance.

If a critical incident occurs, the on-duty supervisor should contact an on-duty TRUST Team Member, or the TRUST Administrator or Coordinator, to determine if a team call out is needed. The TRUST Administrator will evaluate and coordinate any response.

Members shall not serve as an employee representative if the member is involved or connected to the incident and/or investigation.

#### **848.8: MUTUAL AGENCY ASSISTANCE**

With the approval of the Police Chief, or TRUST Administrator, the APD TRUST Team may respond to assist other agencies during critical incidents if requested by that agency. This response will be coordinated by the TRUST Coordinator.

If APD is involved in a critical incident that is beyond its capabilities or resources, the Chief of Police, the TRUST Administrator, or the TRUST Coordinator may request assistance from other agencies and their respective peer support groups.