

	STANDARD OPERATING PROCEDURE <small>State Form 39870 (R/S-06)</small>	<small>Reference Number</small> ENF-035
	<small>Subject</small> Critical Incident Stress Management Teams, Use of	
	<small>Special Instructions</small> Replaces ENF-080 dated January 1, 2012	<small>Effective Date</small> March 1, 2015

I. PURPOSE

Establish guidelines for an administrative process designed to assist personnel following their involvement in a critical incident.

II. POLICY

Employees involved in any critical incident shall be offered the services of the Department’s Critical Incident Stress Management Teams (CISM) to help mitigate the effects of such incidents to which Department personnel may be exposed in the course of their duties.

III. DEFINITIONS

A. **CRITICAL INCIDENT** – Any extraordinary occurrence or traumatic event that causes trauma and/or stress for employees while performing their official duties. This shall include, but not be limited to, police action shootings; multiple death situations; line of duty deaths or suicide of a fellow employee.

B. **SERIOUS BODILY INJURY** – Physical injury that creates a substantial risk of death or causes serious permanent disfigurement, unconsciousness, extreme pain and/or permanent or protracted loss or impairment of the functioning of a bodily member or organ.

IV. PROCEDURES

A. Determination of the appropriate duty status shall be based on the totality of the circumstances and appropriate rules, regulations and SOPs. Items of concern should include:

1. The involved employee’s observable pre-/post-incident mental and physical state;
2. The desire for assistance of the involved employee; and
3. Recommendations from commanders.

B. Commanders shall immediately notify the Superintendent, through channels, if a critical incident occurs, the status of the situation and what actions have been taken.

C. Following any critical incident the involved employee’s commander shall be offered Critical Incident Services; including the use of CISM and may utilize said services whether on administrative leave or active-duty status. The employee shall be provided:

1. The Department Chaplain shall serve as the CISM Team Coordinator and shall include emotional and spiritual support to the employee’s family, if so requested;

2. Legal counsel by a Department legal advisor, if appropriate, as it pertains to Department business; and

3. Access to other select Department employees who have also been involved in similar critical incidents, if deemed appropriate.

D. When determined by the Superintendent, an employee involved in a critical incident may be required to visit a Department approved psychologist or psychiatrist.

V. ACTIVATION OF CISM MEMBERS

An area commander may activate a CISM team upon the request of a district commander, the CISM team commander, assistant team commander or a regional team leader.

1. CISM members may, but shall not be required to, respond to incidents in their home district.

2. Upon activation, the district duty officer shall notify the appropriate team of the situation, location and staging area (if applicable).

3. The regional CISM team leader or their designee shall contact the responding team members and advise them of the location and time to assemble.

4. Any member of a CISM team may request, from the area commander, additional assistance from other CISM teams in a major disaster.

5. The regional team leader or their designee shall serve as the officer-in-charge (OIC).

6. The OIC shall be the point of contact for command personnel.

7. Upon completion of the detail the OIC shall forward a memo to the applicable commanders outlining the required information as listed in the Reporting Procedures of the CISM Operational Manual.

VI. SELECTION PROCESS FOR CISM (Vacancies)

When a CISM vacancy exists, the CISM Coordinator, with the approval of the Assistant Chief of Staff (AC/S) Operations, shall notify all division, section, zone, area and district commanders of the vacancy, by email, a minimum of five (5) days prior to the closing date. Interested personnel shall submit a [Specialty Team Application \(ISP Stock #5P1303\)](#), through channels, to the Ac/S Operations.

1. Desirable characteristics for a successful CISM member are:

a. Respect and trust of other troopers;

b. Good people skills;

c. Emotional maturity;

- d. Sound judgment and decision making;
- e. A non-judgmental attitude toward people;
- f. Willingness to work as a team member; and
- g. Physical and emotional energy required for the work.

2. All applicants must:

- a. Meet the standards, as defined in [SOC-004 Assignment – Membership to Specialty Teams](#); and
- b. Shall undergo a structured selection process including a psychological interview provided by a Department approved psychologist or psychiatrist trained in Critical Incident Stress Management.

3. After completion of the psychological interviews the CISM Coordinator shall make a recommendation to the AC/S Operations who shall then make the final selection and notify the selected person, in writing, through channels.

VII. TRAINING

A. Department CISM personnel shall be properly trained and utilized in accordance with the standards outlined in the Department's CISM Operational/Training Manual.

B. This procedure is to be used in conjunction with all other relevant Department regulations, rules, policies and procedures.