
Crisis Support Services

317.1 PURPOSE AND SCOPE

This policy establishes the guidelines for Marysville Police Department Crisis Support Services (CSS) to provide counseling or emotional support to members of the Department, their families and members of the public (RCW 41.22.030; RCW 41.22.040).

317.2 POLICY

The Marysville Police Department shall ensure that department CSS members are properly appointed, trained and supervised to carry out their responsibilities without financial compensation.

317.3 ELIGIBILITY

Requirements for participation as a CSS member for the Department may include, but are not limited to:

- (a) Being above reproach, temperate, prudent, respectable, hospitable, able to teach, be free from addiction to alcohol or other drugs, and excessive debt.
- (b) Managing their households, families and personal affairs well.
- (c) Having a good reputation in the community.
- (d) Successful completion of an appropriate-level background investigation.
- (e) A minimum total of five years successful experience in pastoral, counseling, or crisis support positions.
- (f) Possession of a valid driver license.

The Chief of Police may apply exceptions for eligibility based on organizational needs and the qualifications of the individual.

317.4 RECRUITMENT, SELECTION AND APPOINTMENT

The Marysville Police Department shall endeavor to recruit and appoint only those applicants who meet the high ethical, moral and professional standards set forth by this department.

All applicants shall be required to meet and pass the same pre-employment procedures as department personnel before appointment.

317.4.1 RECRUITMENT

CSS members should be recruited on a continuous and ongoing basis consistent with department policy on equal opportunity and nondiscriminatory employment. A primary qualification for participation in the application process should be an interest in and an ability to assist the Department in serving the public. CSS candidates are encouraged to participate in ride-a-longs with department members before and during the selection process.

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317.4.2 SELECTION AND APPOINTMENT

CSS candidates shall successfully complete the following process prior to appointment as a member:

- (a) Submit the appropriate written application.
- (b) Include a recommendation from employers or volunteer programs.
- (c) Interview with the Chief of Police and the CSS coordinator.
- (d) Successfully complete an appropriate-level background investigation.
- (e) Complete an appropriate probationary period as designated by the Chief of Police.

CSS members are volunteers and serve at the discretion of the Chief of Police. CSS members shall have no property interest in continued appointment. However, if a member is removed for alleged misconduct, the member will be afforded an opportunity solely to clear his/her name through a liberty interest hearing, which shall be limited to a single appearance before the Chief of Police or the authorized designee.

317.5 IDENTIFICATION AND UNIFORMS

As representatives of the Department, CSS members are responsible for presenting a professional image to the community. Members shall dress appropriately for the conditions and performance of their duties. Uniforms and necessary safety equipment will be provided for each member. Identification symbols worn by members shall be different and distinct from those worn by officers through the inclusion of "Crisis Support Services" on the uniform and not reflect any religious affiliation.

CSS members will be issued Marysville Police Department identification cards, which must be carried at all times while on-duty. The identification cards will be the standard Marysville Police Department identification cards, with the exception that "Crisis Support Services" will be indicated on the cards. Members shall be required to return any issued uniforms or department property at the termination of service.

CSS members shall conform to all uniform regulations and appearance standards of this department.

317.6 CRISIS SUPPORT SERVICES COORDINATOR

The Chief of Police shall delegate certain responsibilities to a Crisis Support Services (CSS) coordinator. The CSS coordinator shall be appointed by and directly responsible to the Assistant Chief or the authorized designee.

The CSS coordinator shall serve as the liaison between the members and the Chief of Police. The function of the CSS coordinator is to provide a central coordinating point for effective member management within the Department, and to direct and assist efforts to jointly provide more productive crisis support services. Under the general direction of the Chief of Police or the authorized designee, members shall report to the CSS coordinator and/or Shift Sergeant.

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The CSS coordinator may appoint a senior member or other designee to assist in the coordination of member activities.

The responsibilities of the CSS coordinator or the authorized designee include, but are not limited to:

- (a) Recruiting, selecting and training qualified members.
- (b) Conducting member meetings.
- (c) Establishing and maintaining a member call-out roster.
- (d) Maintaining records for each member.
- (e) Tracking and evaluating the contribution of members.
- (f) Maintaining a record of member schedules and work hours.
- (g) Completing and disseminating, as appropriate, all necessary paperwork and information.
- (h) Planning periodic recognition events.
- (i) Maintaining liaison with other agency crisis support coordinators.

An evaluation of the overall use of members will be conducted on an annual basis by the CSS coordinator.

317.7 DUTIES AND RESPONSIBILITIES

CSS members assist the Department, its members and the community, as needed. Assignments of CSS members will usually be to assist the Operations Division. CSS members may be assigned to other areas within the Department as needed. CSS members should be placed only in assignments or programs that are consistent with their knowledge, skills, abilities and the needs of the Department.

All CSS members will be assigned to duties by the coordinator or the authorized designee.

CSS members may not proselytize or attempt to recruit members of the Department or the public into a religious affiliation while representing themselves as members with this department. If there is any question as to the receiving person's intent, CSS members should verify that the person is desirous of spiritual counseling or guidance before engaging in such discussion.

CSS members may not accept gratuities for any service or any subsequent actions or follow-up contacts that were provided while functioning as a member for the Marysville Police Department.

317.7.1 COMPLIANCE

CSS members are required to comply with the Volunteer Program Policy and other applicable policies.

317.7.2 OPERATIONAL GUIDELINES

- (a) CSS members will be scheduled on-call days, along with designated back-up members, providing for CSS coverage 24/7.

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- (b) Generally, each CSS member will serve with Marysville Police Department personnel a minimum of eight hours per month.
- (c) At the end of each watch the CSS member will complete a shift report and submit it to the Chief of Police or the authorized designee.
- (d) CSS members shall be permitted to ride with officers during any shift and observe Marysville Police Department operations, provided the Shift Sergeant has been notified and has approved the activity.
- (e) CSS members shall not be evaluators of members of the Department.
- (f) In responding to incidents, a CSS member shall never function as an officer.
- (g) When responding to in-progress calls for service, CSS members may be required to stand-by in a secure area until the situation has been deemed safe.
- (h) CSS members shall serve only within the jurisdiction of the Marysville Police Department unless otherwise authorized by the Chief of Police or the authorized designee.
- (i) Each CSS member shall have access to current department employee rosters, addresses, telephone numbers, duty assignments and other information that may assist in his/her duties. Such information will be considered confidential and each member will exercise appropriate security measures to prevent distribution of the data.

317.7.3 ASSISTING DEPARTMENT MEMBERS

The responsibilities of a CSS member related to department members include, but are not limited to:

- (a) Assisting in making notification to families of members who have been seriously injured or killed and, after notification, responding to the hospital or home of the member.
- (b) Visiting sick or injured members in the hospital or at home.
- (c) Attending and participating, when requested, in funerals of active or retired members.
- (d) Serving as a resource for members when dealing with the public in incidents, such as accidental deaths, suicides, suicidal subjects, serious collisions, drug and alcohol abuse and other such situations that may arise.
- (e) Providing counseling and support for members and their families.
- (f) Being alert to the needs of members and their families.

317.7.4 ASSISTING THE DEPARTMENT

The responsibilities of a CSS member related to this department include, but are not limited to:

- (a) Assisting members in the diffusion of a conflict or incident, when requested.
- (b) Responding to natural and accidental deaths, suicides and attempted suicides, family disturbances and any other incident that in the judgment of the Shift Sergeant or supervisor aids in accomplishing the mission of the Department.

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- (c) Responding to all major disasters, such as natural disasters, bombings and similar critical incidents.
- (d) Being on-call and, if possible, on-duty during major demonstrations or any public function that requires the presence of a large number of department members.
- (e) Attending department and academy graduations, ceremonies and social events and offering invocations and benedictions, as requested.
- (f) Participating in in-service training classes.
- (g) Willingness to train others to enhance the effectiveness of the Department.

317.7.5 ASSISTING THE COMMUNITY

The duties of a CSS member related to the community include, but are not limited to:

- (a) Fostering familiarity with the role of law enforcement in the community.
- (b) Providing an additional link between the community, other crisis support coordinators and the Department.
- (c) Providing liaison with various civic, business and religious organizations.
- (d) Promptly facilitating requests for representatives or leaders of various denominations.
- (e) Assisting the community in any other function as needed or requested.
- (f) Making referrals in cases where specialized attention is needed or in cases that are beyond the member's ability to assist.

The Marysville Police Department recognizes the long term partnership with the Marysville Fire Department for Crisis Support Services for our community and will work within these policies to support the partnership in providing crisis support to the greater Marysville community.

317.7.6 CSS MEETINGS

All CSS members are required to attend scheduled meetings. Any absences must be satisfactorily explained to the CSS coordinator.

317.8 PRIVILEGED COMMUNICATIONS

No person who provides crisis support services to members of the Department may work or volunteer for the Marysville Police Department in any capacity other than that of a CSS member.

Department CSS members shall be familiar with state evidentiary laws and rules pertaining to the limits of the clergy-penitent, psychotherapist-patient and other potentially applicable privileges and shall inform members when it appears reasonably likely that the member is discussing matters that are not subject to privileged communications. In such cases, the CSS member should consider referring the employee to a non-department counseling resource.

No CSS member shall provide counsel to or receive confidential communications from any Marysville Police Department member concerning an incident personally witnessed by the CSS member or concerning an incident involving the CSS member.

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317.9 TRAINING

The Department will establish a minimum number of training hours and standards for departmentCSS members. The training, as approved by the Office of Professional Standards Commander, may include:

- Stress management
- Death notifications
- Symptoms of post-traumatic stress
- Burnout for members of law enforcement and CSS members
- Legal liability and confidentiality
- Ethics
- Responding to crisis situations
- The law enforcement family
- Substance abuse
- Suicide
- Officer injury or death
- Sensitivity and diversity