


**Department of Public Safety
Police Division
Policies and Procedures**

<u>Title</u> Employee Wellness and Critical Incident Stress Management	<u>SOP Number</u> 3.1.400
Approval Signature 	
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Employee Wellness and Critical Incident Stress Management

I. Purpose:

Law enforcement agencies have an obligation to ensure the mental and physical health and safety of their agency personnel. Officer wellness is not only an individual issue, it's also an agency and a public issue because the negative consequences of poor mental and physical health can impact officer performance and affect community relationships. Law enforcement agencies are uniquely situated to address issues of officer stress and trauma, reduce the stigma of seeking help, and create an environment of support. Agencies have a duty to be aware of, and provide resources relating to officers' mental and physical health.

This policy provides guidance on how the University of Cincinnati Police Division (UCPD) will utilize Critical Incident Stress Management (CISM) and Peer Counselors to help manage and minimize the negative physical, cognitive, emotional, and behavioral reactions that can occur after a critical incident or prolonged stress.

II. Policy:

It is the policy of the UCPD to provide all personnel with access to mental health services to help preempt and resolve emotional difficulties, and to take necessary measures to ensure their wellness and safety. It is also the policy of this agency to take immediate action after traumatic incidents to safeguard the continued mental and physical wellness of all involved personnel.

III. Definitions:

Affected Employees – Any employee when it can be determined that they have been adversely affected by a situation or incident(s) whether on or off-duty.

Be Well UC – The University of Cincinnati's official employee wellness program with a mission to educate, support and empower faculty and staff to make healthy lifestyle choices while building a culture of well-being for our university and community. The program provides a variety of resources to support the well-being of our employees, including educational sessions and events, health coaching, challenges, incentives an online portal, and more.

Critical Incident – For the purpose of this policy, a critical incident includes, but is not limited to:

- Any officer related shooting involving a member of the police division (except for the killing of an animal) whether or not officers return fire,
- Any hostage situation,
- A serious physical assault upon an officer,
- A natural disaster,
- Any incident involving multiple fatalities,
- Any sudden or violent death of a member of the police division or a member of their family,
- The suicide of any member of the police division or family member,

Employee Wellness and Critical Incident Stress Management

- Any other time deemed necessary by any member or the police division (ex: an incident involving the death of a child, several incidents within a short period of time which may overwhelm employees, etc.)

Employee Assistance Program (EAP) – A benefit available to benefit-eligible employees, and their family members, to confidential professional support available 24 hours a day, 365 days a year. All Impact counselors are qualified masters/doctoral level professionals.

Mental Health Services – Services provided by an agency-employed and/or agency-contracted qualified mental health professional.

Peer – A person trained as a Peer Counsellor that has received Critical Incident Stress Management (CISM) training as prescribed by the state.

Peer Support – A program designed to provide one-on-one emotional, social, or practical support and referrals to additional professional services, when needed. The program comprises specifically trained sworn or civilian colleagues, referred to as peer support persons, who are not counselors or therapists.

Peer Support Team Members – A formal group of individuals consisting of agency members who have undergone training in peer support methods.

Qualified Mental Health Professional (QMHP) – An individual who is licensed as a mental health professional and has an in-depth understanding of trauma-related disorders and the law enforcement culture.

Traumatic Incident – An incident that may overwhelm an individual's normal coping mechanisms and cause extreme psychological distress.

IV. Procedure:

- A. The UCPD will utilize multiple resources to help manage general employee mental health and wellness and encourage staff to access the following programs:
 1. Be Well UC to aid with the physical, mental, and financial wellness.
 2. Employee Assistance Plan (EAP) to provide up to 5 face to face counseling session for free per problem occurrence.
 - a. The EAP program is available to all members of the employee household including children who live away from home, parents, and in-laws.
- B. The Public Safety Support Services Bureau Commander or designee will evaluate additional wellness opportunities beyond BE Well UC and the EAP to provide additional support tailored to Public Safety.
- C. The UCPD will also utilize the [Critical Incident Stress Management \(CISM\) team](#) to provide CIMS/Peer Support as a resource to assist the well-being of the UCPD.

Employee Wellness and Critical Incident Stress Management

- D. Affected Employees may participate in wellness services while on duty with supervisory approval.
- E. The CISM Team
 - 1. The CISM team will generally be made of a maximum number of 12 members consisting of a minimum of the Team Coordinator, 1 Supervisor and at least 5 sworn and 5 non-sworn personnel.
 - 2. The Team Coordinator will be responsible for the deployment of the appropriate Critical Incident Stress Management (CISM) team members by using briefing information to determine strategy and assignment(s). Based on the needs of the response, members may be assigned to work in a large group, as single representatives, or in small teams.
 - 3. The Critical Incident Stress Management Team is a voluntary assignment.
 - 4. Selecting CISM Team Members
 - a. Anyone who expresses interest in the assignment by submitting an Internal Correspondence Memo, Form 5, will be considered until the team reaches the maximum number of 12 members.
 - b. Minimum qualifications include a satisfactory performance evaluation and completion of initial probationary period or a minimum of 12 months service with UCPD.
 - c. The Team Coordinator will conduct the minimum qualification review.
 - d. The Team Coordinator and two other members of the CISM Team will interview all future CISM members before they are added to the team.
 - 5. CISM Training
 - a. Peer training includes an initial 3-day certification through International Critical Incident Stress Foundation (ICISF) recognized by the state and
 - b. Annual refresher determined by the CISM coordinator.
 - 6. CISM Team Call Out Procedures
 - a. Request for activation of the Critical Incident Stress Management Team will be directed to the Team Coordinator.
 - b. The Team Coordinator will communicate through the chain of command to the Police Chief for all CISM team activations.
 - c. This team's response will generally be limited to supporting UC Public Safety and surrounding regional fire and police agencies in the tristate area. However, the team may be activated and respond to a national incident on a case-by-case basis if approved by the Director of Public Safety.
 - 7. CISM Overtime
 - a. All overtime must be approved by the Peer Support Coordinator or Support Services Bureau Commander prior to call out.
- F. Annual Review
 - 1. This policy shall be reviewed annually by the Support Services Bureau Commander or designee to assess effectiveness of the wellness and CISM program.

Employee Wellness and Critical Incident Stress Management

2. The CISM Team Coordinator shall complete an annual review of the CISM team which will document all call outs, training, and team efficiency recommendations.
3. Necessary adjustments will be made as recommended by the Support Services Bureau Commander.

References

UCPD Policy 3.2.400 Overtime Use, Management and Control.