



EM62

**CRITICAL INCIDENT
STRESS MANAGEMENT**

EM62

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POLICY

1. The Delta Police Department (Department) recognizes that Department employees may experience Critical Incident stress during the course of their employment. These stressors have the potential to overwhelm an employee’s usual coping mechanisms and ability to function in the workplace.
2. The Department is committed to providing a Critical Incident Stress Management Team (CISM Team) in order to provide employee(s) with the ability to cope with Critical Incident stress.
3. The CISM Team will comprise of volunteer Department employees, who are selected, trained and utilized in accordance with Department standards.
4. The CISM Team will be administered under the Administration Division, reporting to the Inspector i/c Human Resources, and will function in conjunction with the Employee and Families Assistance Program.
5. Department volunteers will be included in this policy and for the purposes of this policy are to be considered to be included in the term “employee.”

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Critical Incident Stress Management Team

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REASON FOR POLICY

6. To provide employees with education, training and services that mitigates the stress of being involved in a Critical Incident.

RELATED POLICIES

EM10 – Employee Records
EM60 – Accommodation
EM61 – Employee & Family Assistance Program
EM70 – Attendance Management & Support
EM71 – Medical Examinations
IR61 – Critical Incidents

DEFINITIONS

7. For the purposes of this Policy, the following definition will apply:

Critical Incident: any event where:

- a) Serious injury or death of an employee in the course of employment;
- b) Serious injury or death of a child;
- c) Hostage taking where the hostage is injured or killed;
- d) Member in the line of duty discharges their service weapon;
- e) Serious injury or death resulting from direct or indirect police action;
- f) Cataclysmic event which results in multiple fatalities;
- g) Event involving a relative or other victim known to the member;
- h) Event with extraordinary media interest; or
- i) Any other incident that is charged with profound emotion to the point that the incident could reasonably be classified or where the Duty Officer believes it should be classified as a Critical Incident.

PROCEDURES

General

8. The Inspector i/c Human Resources shall:
 - a) ensure the Team is appropriately funded, staffed, trained and administered for their function;
 - b) select the CISM Team Coordinator; and



- c) approve CISM Team members (volunteer positions filled by Department staff), based on the following criteria:
 - i) operational experience,
 - ii) peer nominations,
 - iii) communication and inter-personal skills, and
 - iv) commitment to confidentiality requirements.
9. CISM Team members will receive basic training in Critical Incident theory and practice, and receive refresher and advanced training and attend interviews with a psychologist, as required.
10. The CISM Team, in accordance with the CISM model, is responsible for:
 - a) facilitating the defusing process, where peer support is provided to staff exposed to potentially traumatic incidents;
 - b) co-ordinating the debriefing process, where peer support is provided to members under the guidance and leadership of a Psychologist;
 - c) providing one-to-one peer support for employees who have experienced potentially traumatic events or who are subjects of cumulative stress;
 - d) providing education and training relating to CISM theory and practices to employees and outside agencies; and
 - e) facilitating referrals for employees to the Employee and Family Assistance Program, WorkSafe BC, health care professionals and other resources, as appropriate.
11. The CISM Coordinator shall:
 - a) ensure documentation of completed training by CISM members is attached to their personnel file;
 - b) ensure that Team members are provided with the necessary equipment to be effective in their role;



- c) make an annual budget submission to the Inspector, Human Resources and be responsible for administering the budget throughout the year; and
 - d) maintain a log of all CISM operations.
12. In the event a transport is required, the transporting member shall:
- a) not discuss details of the incident with the involved employee(s) as the transporting member could become a compellable witness in any *Police Act*, criminal or civil process;
 - b) upon reaching the designated location, remain with the involved employee(s) until relieved by the CISM Team; and
 - c) notify the Duty Officer of the location of the involved employee(s).

Duty Reports, Confidentiality, Forms & Limitations

13. No employee involved in a Critical Incident as a CISM member will be required to submit a Duty Report.
14. CISM Team members are required to:
- a) submit the designated form to the CISM Team Coordinator after responding to a Critical Incident, and upon completion of a Critical Incident Stress debriefing conducted by a psychologist;
 - b) maintain confidentiality throughout their contact with involved employee(s) and will use the designated form for tracking their involvement with that employee; and
 - c) report any disclosures to the Inspector i/c Human Resources regarding statutory offences, substance abuse, threats or danger to anyone or any other disclosure the CISM member believes should be disclosed.
15. The Coordinator shall ensure the Form is copied to the Inspector i/c Human Resources and to the personnel file of the employee(s) requiring assistance.



Critical Incidents

16. When a Critical Incident occurs, the Field Supervisor shall notify the Duty NCO or Duty Officer and request that the CISM Team be called out.
17. The Duty NCO or Duty Officer may:
 - a) notify the CISM Team Coordinator of the incident and request the CISM Team members attend a designated location;
 - b) advise the CISM Team Coordinator if the Critical Incident is one which involves a need for investigative scrutiny of the involved employee(s) such as serious injury or death to a person resulting from a members use of force;
 - c) depending on the nature of the incident, instruct a member who has no direct involvement in the incident to transport the involved employee(s) to Headquarters or the Public Safety Building, depending from where the employee(s) are deployed; and
 - d) if appropriate, relieve the involved employee(s) from active duty, pending further consultation with the Inspector i/c Human Resources.
18. The CISM Team Coordinator shall:
 - a) call out the CISM Team, giving preference to on-duty CISM Team members;
 - b) call out off-duty CISM Team members in the event no on-duty CISM Team members are available;
 - c) notify the Inspector i/c Human Resources, or delegate, advising that the CISM Team has been called out, along with a brief synopsis of the incident;
 - d) initiate contact with a psychologist within 72 hours in order to arrange any required debriefing, where debriefings will not be scheduled until all required duty reports and statements have been provided by the involved employee(s);
 - e) complete and submit the required CISM forms; and



- f) notify either Delta Police Association or CUPE of all Critical Incidents involving employees, with the employee's permission, in order that they may provide the employee(s) with access to sponsored assistance programs.
19. CISM Team members, upon receiving notification, shall liaise with either the Duty NCO or Duty Officer, regarding the status and condition of the involved employee(s) and if the employee(s) are subject of investigative scrutiny.

Employees Not Under Investigative Scrutiny

20. CISM Team members shall:
- a) attend the location where involved employee(s) are waiting, relieve the transporting member and coordinate trauma intervention by means of defusing;
 - b) advise the Duty NCO or Duty Officer of any change in the location of the involved employee;
 - c) make a recommendation to the Duty NCO or Duty Officer whether the involved member's spouse or immediate family should be notified;
 - d) advise the CISM Team Coordinator if a Critical Incident Stress Debriefing is required; and
 - e) maintain contact and offer support to involved employee(s) for the period between the Critical Incident and a Debriefing, keeping confidentiality.

Employees Under Investigative Scrutiny

21. CISM Team members involved with employee(s) in a Critical Incident who are under investigative scrutiny will:
- a) ensure the involved employee(s) have spoken with a Delta Police Association or CUPE representative prior to intervention;
 - b) conduct one-on-one trauma intervention so as not to contaminate any required duty reports or statements;
 - c) limit the intervention to Information and Education only, excluding the Exploration phase;



- d) maintain daily contact with the involved employee(s) until a Debriefing is completed;
 - e) coordinate education and care for the involved employee(s) immediate family if required; and
 - f) not discuss the specifics of the employee's involvement in the Critical Incident at any point in the Critical Incident Stress Management process, and any disclosures by the involved employee will be processed in accordance with this Policy.
22. The Inspector i/c Human Resources shall:
- a) determine whether involved employee(s) should remain on duty or be placed on Administrative Leave;
 - b) monitor the follow-up process;
 - c) ensure involved employees receive the appropriate support and resources they require; and
 - d) consider the need for psychological testing by involved employee(s) prior to determining the appropriate return to work date for involved employee(s) placed on Administrative Leave, due to exposure to a Critical Incident.

Critical Incident Response Program

23. The WorkSafeBC Critical Incident Response (CIR) Program is an early intervention/prevention initiative that provides Critical Incident intervention to employees who have experienced a traumatic event in the workplace, in an attempt to reduce distress and to prevent the development of further, more serious difficulties, and may be reached at 1 888 922 3700.
24. When an incident occurs, the Inspector, Human Resources, or delegate, shall initiate the request for services of the CIR Program, where:
- a) the CIR Program will be notified as soon as practicable, to give the CIR Program and employees the opportunity to determine whether a Critical Incident Intervention (CII) is appropriate and/or necessary;
 - b) service will be offered by a qualified provider located in the employee's community, including registered counsellors, social



workers, and psychologists who specialize in the field of Critical Incident stress; and

- c) the program may support a brief course (maximum five hours) of follow-up trauma intervention for employees identified as needing further support following the initial intervention, where the cost of the additional five hours will be covered under the auspices of the program (except in the instance where a WorkSafeBC claim has been filed and accepted).
25. If an employee requires treatment beyond this early intervention, the costs are not covered by this program, and the employee may request assistance by applying for a WorkSafeBC claim or find alternate coverage of costs.

*Revised Dates:
19 September 2008
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