

# **CRITICAL INCIDENT STRESS MANAGEMENT (CISM)/PEER SUPPORT TEAM**

## **1043.1 PURPOSE AND SCOPE**

It is the policy of the Peoria Police Department to provide support for Peoria Police Department employees involved in highly stressful situations encountered in the course of their duties. This will be accomplished through the use of a Critical Incident Stress Management (CISM) and Peer Support Team. The CISM/Peer Support Team may be comprised of sworn and civilian Peoria Police Department employees, appropriate mental health professionals and other police agency CISM/Peer Support Team members who are selected on the basis of their knowledge, skill, experience, and abilities in dealing with this type of situation.

## **1043.2 DEFINITION**

A critical incident is any situation faced by emergency service personnel that might result in unusually strong emotional reactions which have the potential to interfere with their ability to function during or after the incident.

## **1043.3 COMPOSITION OF THE CISM/PEER SUPPORT TEAM**

Employees interested in becoming members of the CISM/Peer Support Team must submit a memorandum of interest to be considered. All CISM/Peer Support Team members are selected by the Chief of Police. The CISM/Peer Support Team may be composed of the following team members:

A CISM/Peer Support Team Leader who has successfully completed, at a minimum, the advanced course in CISM. Team members, both sworn and civilian, who have successfully completed at least the basic course in CISM. A mental health professional who has experience in emergency response situations. CISM/Peer Support Team Members from other agencies will also be made available at the Team Leader's request, based on the needs of the employee(s) involved in the critical incident. The Peoria Police Department Chaplain(s).

Team Member Identification: to identify their role in a given situation and differentiate that role from others they may have in the Department (e.g. supervisor), when responding to a CISM callout or when participating in a CISM debriefing, team members shall display their Department issued CISM team identification badge.

## **1043.4 RESPONSIBILITIES OF THE CISM/PEER SUPPORT TEAM**

The CISM/Peer Support Team will respond upon request of a Section Lieutenant/Manager, Duty Commander, or the Team Leader to any incident where an employee(s) has/have been subjected to significantly abnormal stress either during or after a police incident. The following situations shall trigger an automatic activation of the CISM team, and the Section Lieutenant/Manager, Duty Commander, or the Team Leader shall activate the CISM/Peer Support Team when any of these occurs:

# Peoria Police Department

## Policy Manual

### CRITICAL INCIDENT STRESS MANAGEMENT (CISM)/PEER SUPPORT TEAM

Serious injury or death of a co-worker whether during an incident, en-route to or leaving a scene, or during a training exercise. Officer involved shootings. Mass casualty incidents. Suicide or other unexpected death of a co-worker. Violent death or serious injury to a child.

The CISM/Peer Support Team members may also be activated by a lieutenant/manager, with the approval of the Chief of Police, for other stressful situations. Stressful situations may include prolonged or tactical operations, or the serious injury/death of a family member, etc. The

CISM/Peer Support Team may also be called upon by other departments to provide service/support as needed.

Activation of all or a portion of the CISM/Peer Support Team may be made depending upon the type and scope of the incident and the number of employees involved.

When a request is made for a call-out of the CISM/Peer Support Team, the team leader will be contacted and advised of the nature of the incident.

The team leader will determine the number of members required and contact them accordingly and, if necessary, consult the team's Clinical Director.

The CISM/Peer Support Team will delay any contacts except as directed or permitted by the supervisor in charge. However, a CISM/Peer Support Team member may be present, if requested, to give emotional support.

The CISM/Peer Support Team will be appropriately compensated when formally activated to assist with an official department need for support or debriefing.

Family Assistance: The Peoria Police Department Chaplains, the employees' association, and any other resources available will be utilized to work out arrangements for family assistance in crisis situations.

#### **1043.5 DEBRIEFING NEEDS**

At the conclusion of a critical incident, the appropriate lieutenant/manager, or the CISM/Peer Support Team Leader, may determine that a debriefing is recommended for employees who were directly or indirectly involved in the critical incident. Debriefings are normally voluntary; however, participation can be mandatory at the discretion of the CISM/Peer Support Team Leader. In either event, employees attending will be appropriately compensated. Debriefings will normally be held within three (3) days of the critical incident. Although other incidents may result in a debriefing at the request of the appropriate lieutenant/manager or the CISM/Peer Support Team Leader, the appropriate lieutenant/manager shall notify the CISM/Peer Support Team Leader, who shall schedule a debriefing for the following types of incidents:

Serious injury or death of a co-worker whether during an incident, enroute to or leaving a scene, or during a training exercise. Officer involved shootings. Mass casualty incidents. Suicide or other unexpected death of a co-worker. Violent death or serious injury to a child.

#### **1043.6 DIFFUSING AND PEER SUPPORT NEEDS**

Diffusing and Peer Support Needs: The CISM/Peer Support Team can also provide diffusing and peer support contacts that involve informal one-on-one interaction between a team member and an employee to provide support, education, and referral services. An employee who desires to speak to a team member in regard to a diffusing or peer support situation may communicate directly with a team member, without the knowledge

# Peoria Police Department

## Policy Manual

### CRITICAL INCIDENT STRESS MANAGEMENT (CISM)/PEER SUPPORT TEAM

or approval of supervisory personnel. The CISM team roster is on the Peoria Police Department I:\ drive in the CISM folder.

The content of the contact and the fact that the contact was made shall remain confidential, subject to the provisions of this policy. These contacts are short term in nature and are designed to address the immediate needs of the employee. Depending upon the nature of the employee's needs, a professional referral for counseling may be recommended. Informal one-on-one peer counseling/support will not be compensated on duty as compensation would prompt the generation of a report and other related documentation that may breach the confidentiality of the counseling. Where appropriate, a CISM team member will contact family members of involved Peoria Police Department employees to offer various levels of support. Confidentiality shall be maintained by CISM/Peer Support Team members on the information received from the individual employee.

Confidentiality shall be extended to employees during contacts by a CISM/Peer Support Team member(s) for violations of Peoria Police Department policy not amounting to a violation of the law enforced by the Peoria Police Department, and where there is no immediate threat to the employee or others. Policy violations amounting to a violation of the law or, in cases involving immediate threats to others, will be documented by the CISM/Peer Support Team members and submitted to the Chief of Police for review and/or appropriate action. Compromising a confidence will be considered a violation of Peoria Police Department policy. Members of the CISM/Peer Support Team who violate the confidentiality of an employee contact will be subject to disciplinary action and removal from the team. Accusations of a breach of confidentiality by a CISM/Peer Support Member will be made in writing and submitted directly to the Chief of Police for review and/or appropriate action.

When appropriate, an employee being treated for an on-duty injury should inform the attending physician that a modified-duty assignment may be available at the Department. Modified-duty may be available for employees whose injuries prevent resumption of regular duties. An injured employee or employee who has suffered a work-related illness shall report as soon as possible to his/her immediate supervisor the medical findings concerning the injury and the extent and duration of any work restrictions if they are known. In addition, such employees are required to promptly submit all medical releases, whether partial or full releases, to their supervisor.

#### **1043.7 CISM/PEER SUPPORT OPERATIONS ANNUAL REVIEW**

The CISM/Peer Support Team Leader will conduct an annual review (due in October) of CISM/Peer Support related operations.

Based on this review, the program will be maintained, altered, or discontinued, and procedures for handling CISM/Peer Support matters may be revised.