

ANNE ARUNDEL COUNTY POLICE DEPARTMENT
Standard Operating Procedures

ISSUING COMMAND: Community Relations		SOP# 17-01
ISSUE DATE: 04-01-2017		REVISION DATE:
SUBJECT: Peer Support		
SUB-TOPIC:		

Peer Support Team Critical Incident Response

Scope: The purpose of this procedure is to identify critical incidents within the department and to outline a protocol on how individuals will respond to a critical incident.

Policy and Procedure:

1. A *critical incident* refers to a pivotal, often stressful event which has the potential to overwhelm one's usual coping mechanisms resulting in psychological distress and an impairment of normal individual, as well as collective, adaptive functioning.
2. The Peer Support Coordinator is responsible for assembling and managing the Peer Support Team within the Anne Arundel County Police Department. The Coordinator is the main point of contact in all critical incidents and responsible for mobilizing the team during a crisis.
3. Due to the nature of critical incident response and per guidelines from the International Critical Incident Stress Foundation, Inc. (ICISF), Anne Arundel County Police Department Peer Support Team will partner with Anne Arundel County Crisis Response System Director and/or a Mental Health Clinician designated by the Director for expert assistance on assisting in a crisis situations.
4. Members of the AACO Police Department Peer Support Team who have training in Critical Incident Stress Management (CISM) are tasked with critical incident response within the department. Any other response will be at the discretion of the Peer Support Coordinator and/or Director of Anne Arundel County Crisis Response System (CRS).
5. *Discovery* - Information about a critical incident that impacts sworn officers and civilians within the department will arrive to the Peer Support Team to include but not limited to:
 - a. *Command Briefs*
 - b. *The Daily Reports*
 - c. *Supervision and/or employee referral*
 - d. *Communication all calls*
 - e. *and contact with civilian and sworn members of the department.*
6. Once a critical incident has been identified, the Peer Support Coordinator will develop a *Strategic Crisis Action Plan*. A *Strategic Crisis Action Plan* identifies the target group of people who might need assistance, the type of CISM

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intervention needed, a time table for response, what themes may arise during the incident, and the team that should be mobilized for the target group.

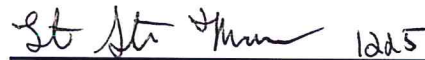
7. The Peer Support Team Coordinator is responsible for selection of team members for a critical incident based on training, skills, experience and availability.
 8. In an on-going critical incident, the Peer Support Team Coordinator may send an "all call page" to Peer Support Team members to determine availability. Members of the Peer Support Team are asked to respond promptly with their availability as critical incidents are often time sensitive.
 9. Members of the Peer Support Team will **not** self-deploy to a critical incident. All interventions are coordinated through the Peer Support Team Coordinator utilizing the *Strategic Crisis Action Plan*.
 10. Members of the Peer Support Team will then respond to the individual or groups and perform the appropriate CISM intervention per the *Strategic Crisis Action Plan*. The *CISM SAFER Revised* should be used when assisting individuals in crisis.
 11. Confidentiality is **essential** when responding to a critical incident and is required as with any other Peer Support contact.
 12. Confidentiality is limited. Should any of the below situations occur, the Peer Support Coordinator and Director of Anne Arundel County Crisis Response System should be notified **immediately**:
 - a. Information indicating imminent harm to the individual or others
 - b. Information that may prevent serious crimes
 - c. Situations requiring mandated reporting by law (i.e. child abuse or neglect, etc.)
 - d. Information that is shared between peer support providers enabling other team members to garner assistance and education. However, these discussions are to be general in nature and not to include identifying information. They will not be disclosed outside of the team and in a setting that ensures privacy.
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13. In some instances, a Peer Support Team member assisting an individual will notify another member of the Peer Support Team to act as a "secondary member" for the intervention with the approval of the individual receiving assistance in case of greater need or if the primary team member becomes unavailable.
 14. In any critical incident involving conflict between two or more employees, the Peer Support Coordinator will ensure separate Peer Support Team members for each employee.
 15. Peer Support Team members are to consult with the Director of CRS or the Mental Health Clinician designated to work with the team. It is strongly advised

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that the Peer Support Team members consult with the Director or Mental Health Clinician after three (3) **significant** interventions if not sooner to determine appropriate direction as well as guidance and necessary referrals to appropriate resources.

16. For statistical purposes, the Peer Support Coordinator should be notified of contact by Peer Support Team with someone in the department but respect confidentiality but not providing identifying information.

ISSUING AUTHORITY:

 1225

Lieutenant Steven Thomas
Peer Support Coordinator