

ILLINOIS STATE POLICE DIRECTIVE

PER-064, CRITICAL INCIDENT STRESS MANAGEMENT

RESCINDS: PER-064, 2011-035, revised 05-16-2011.	REVISED: 05-23-2014 2014-047
RELATED DOCUMENTS: OPS-002, OPS-046, PER-024, PER-025.	RELATED CALEA STANDARDS: 1.3.8, 22.2.3, 22.2.4, 22.2.6

I. POLICY

The Illinois State Police (ISP) will provide critical incident stress management to minimize the damaging effects caused by stressful events, assisting emergency services personnel in their ability to cope effectively with their reactions to these events.

Historically, critical incident stress management was a system designed primarily for sworn and telecommunicator personnel because of the specific psychological debriefing model used. However, a debriefing/defusing will be provided to any code personnel directly involved in a work-related critical incident, and will be conducted separately from emergency services personnel.

II. DEFINITIONS

II.A. Critical incident (sworn personnel/telecommunicator) - any work-related event with sufficient impact to produce significant physical, cognitive, emotional and/or behavioral reactions in emergency services personnel at the time of the incident or later having the potential to overwhelm the person's normal coping skills. These situations include, but are not limited to:

- II.A.1. Line-of-duty death
- II.A.2. Serious line-of-duty injury
- II.A.3. Assault and/or battery/sexual assault
- II.A.4. Suicide
- II.A.5. Officer involved shootings/victim of shooting
- II.A.6. Disarming/siege/hostage
- II.A.7. Disappearance/kidnapping
- II.A.8. Multi-casualty incident/disaster
- II.A.9. Traumatic event involving children
- II.A.10. Knowing the victim of an incident
- II.A.11. Natural disasters such as floods, earthquakes, and tornadoes
- II.A.12. Violent or aggressive attack from the public

II.B. Critical incident (code personnel) - any work-related event with sufficient impact to produce significant physical, cognitive, emotional and/or behavioral reactions in personnel at the time of the incident or later having the potential to overwhelm the persons normal coping skills. These situations include, but are not limited to:

- II.B.1. Events normally viewed as traumatic events
- II.B.2. Suicide
- II.B.3. Natural disasters such as floods, earthquakes, and tornadoes
- II.B.4. Being a victim/witness of a violent crime

- II.B.5. Witnessing a sudden death, e.g., heart attack, traffic crash, etc.
- II.C. Critical incident administrative leave - an approved service-connected leave of absence without loss of pay and benefits granted to an employee directly involved in a critical incident when the individual's work unit supervisor determines it is in the best interest of the employee and the Department. This definition applies to code personnel as well as sworn personnel.
- II.D. Critical Incident Stress Management (CISM) - programs and strategies designed to reduce the effects of stress in emergency services personnel (i.e., police, fire, emergency medical services (EMS), telecommunicators, etc.) and to assist them in managing and recovering from significant stress in their work.

The three main strategies are:
 - II.D.1. Demobilization - a brief intervention immediately after a disaster or major incident that provides a transition period from the major incident back to the normal work routine.
 - II.D.1.a. Demobilization is reserved for large-scale events that are on-going (usually more than eight hours).
 - II.D.1.b. Demobilization usually lasts approximately 30 minutes.
 - II.D.2. Defusing - a small group process that is led by specially trained mental health professionals and peer support personnel and instituted after any traumatic event powerful enough to overwhelm the coping mechanisms of the personnel exposed to it.
 - II.D.2.a. A defusing is usually held within one to four hours after the event and lasts 30 to 45 minutes.
 - II.D.2.b. Defusings must be held within 12 hours of the event.
 - II.D.2.c. If a defusing is not held within 12 hours, a formal debriefing should be considered.
 - II.D.3. Critical Incident Stress Debriefing - a group meeting or discussion led by specially trained mental health professionals and peer support personnel (usually held 24-72 hours after an incident) employing both crisis intervention and educational processes. The meeting is targeted toward mitigating or resolving the psychological distress associated with a critical incident or traumatic event and accelerating the recovery of directly involved personnel.
- II.E. CISM Coordinator – an ISP Academy, Division of Administration (DOA), staff member who serves as the manager of the CISM Program including deployment of CISM teams, arranging team meetings, and maintaining related records.
- II.F. CISM Team - a statewide network of volunteer emergency services personnel specially trained in CISM methodology to provide support and assistance to emergency services personnel involved in a critical incident.
- II.G. Mental health professional - a CISM trained, master's degree level mental health professional i.e., psychologist or psychiatrist.
- II.H. On-scene support services - support services provided at the scene of a traumatic incident.

III. RESPONSIBILITIES

CONFIDENTIALITY: All information shared during a debriefing/defusing/demobilization, except that involving danger to the employee or others, is **CONFIDENTIAL**.

- III.A. The CISM Coordinator, ISP Academy:
 - III.A.1. Is responsible for coordinating crisis intervention for critical incidents.
 - III.A.2. Will ensure the sharing of any information will not jeopardize an on-going criminal or internal investigation.

- III.B. The mental health professional:
 - III.B.1. Leads the debriefing team assigned to provide a formal debriefing.
 - III.B.2. May provide brief consultation to individuals who have been identified as needing additional support services.
 - III.B.3. Provides advice and backup to CISM team members.
- III.C. The Commander/Bureau Chief/Lab Director will:
 - III.C.1. Require involved personnel to attend the session (after coordination with the CISM coordinator).
 - III.C.1.a. Assure personnel no one has to speak if they so choose.
 - III.C.1.b. Inform personnel no one will take notes and the information is strictly confidential.
 - III.C.2. Schedule the session for a time and location not interfering or impeding a criminal or internal investigation.
 - III.C.3. Coordinate the session through the ISP Academy.
 - III.C.4. Ensure that physical and logistical requirements have been finalized.
 - III.C.5. Make CISM team members aware of all information relative to the incident, including, but not limited to:
 - III.C.5.a. Pictures
 - III.C.5.b. Diagrams
 - III.C.5.c. Incident reports
 - III.C.5.d. Audio/radio/video tapes
 - III.C.5.e. Newspaper articles

IV. PROCEDURES

- IV.A. Sworn Employees and Telecommunicators
 - IV.A.1. The ISP will remove sworn employees whose actions or use of force results in a death or serious physical injury to another from any operational assignment pending completion of administrative review of the incident.
 - IV.A.2. At the discretion of the employee's work unit commander, employees may be placed on administrative leave or assigned to administrative support duties, based on the best interests of the employee and the Department.
 - IV.A.2.a. Any employee directly involved in a use of force incident resulting in a death or serious injury will be permitted to take up to five consecutive calendar days leave (code 513) following the critical incident. Those consecutive calendar days shall include both previously scheduled work days and any previously scheduled time off of any nature.
 - IV.A.2.a.1) This leave is optional.
 - IV.A.2.a.2) The employee may take any part (or all) of five days.
 - IV.A.2.b. The employee's Colonel may extend administrative leave for emotional trauma, reinstate to administrative support duties, or reinstate to full time duty status based on the previous circumstances listed in paragraphs II.A. and II.B.
 - IV.A.2.b.1) The employee's Colonel determines the length of extended administrative leave up to, but not greater than, 30 calendar days.

IV.A.2.b.2) The employee's work unit commander will monitor the administrative leave time.

IV.A.2.c. Pending administrative review, mandatory administrative leave may be recommended through the chain-of-command to the appropriate Colonel or designee following the incident and subsequent debriefing for the benefit of the employee.

IV.A.2.d. Any employee feeling the need to take additional time beyond that granted by the Colonel will require the Director's approval through the Medical Review Board (see ISP directive PER-038, "The Medical Review Board and Medical Duty").

IV.A.3. Employees specifically notified to attend demobilization/defusing/debriefing session(s) must attend the session(s) although active participation by the employee is not required.

IV.A.4. While on leave, the employee will remain available to return to duty, prepare reports, or assist in the investigation.

IV.A.5. Determination of appropriate duty status

The employee's Colonel will determine the appropriate duty status based upon the recommendation of the employee's chain-of-command and taking into account the circumstances, including:

IV.A.5.a. The employee's observable post-traumatic mental and physical state

IV.A.5.b. The desire of the involved employee(s)

IV.A.5.c. Recommendations from the employee's work unit commander, mental health professional, or Division Colonel

IV.B. CISM Activation (all personnel)

IV.B.1. When a critical incident, as defined in paragraphs II.A. or II.B., occurs, the work unit commander will immediately contact the CISM Coordinator (telephone 630/485-9900 or 217-652-1931) to determine which personnel/services are required.

IV.B.1.a. Defusings/debriefings for code personnel (except telecommunicators) will be coordinated through the ISP Academy.

IV.B.1.b. The Employee Assistance Program (EAP) Coordinator will handle non-work-related incidents.

IV.B.2. Any employee, through the proper chain-of-command, may request a demobilization/defusing/debriefing whenever a traumatic incident occurs that is not covered by the definition in paragraphs II.A. or II.B.

IV.B.3. The CISM Coordinator will:

IV.B.3.a. Immediately contact the original caller to assess the need for:

IV.B.3.a.1) On scene support services

IV.B.3.a.2) Demobilization

IV.B.3.a.3) Defusing

IV.B.3.a.4) Debriefing

IV.B.3.a.5) Individual consultation

IV.B.3.b. Make the appropriate team assignments.

IV.B.3.c. Notify the appropriate command staff of the activation.

IV.B.4. Mental health professionals, chaplains, and peer support advisors are assigned according to the need identified by the original caller and program coordinator.

IV.C. Demobilization/defusing

- IV.C.1. Upon request, the CISM coordinator, or designee, will respond to the affected employee's location. In complex cases, response will be supplemented with other CISM peer support personnel.
- IV.C.2. CISM personnel will inform on-scene ISP supervisors of their arrival.
- IV.C.3. Contact will be made with the affected personnel to:
 - IV.C.3.a. Assess the emotional needs
 - IV.C.3.b. Support self-esteem and self-reliance
 - IV.C.3.c. Offer team services as appropriate
 - IV.C.3.d. Activate their social support network
- IV.C.4. The demobilization/defusing will be confidential. The only information released will pertain to notifying the employee's chain-of-command regarding:
 - IV.C.4.a. Returning to duty
 - IV.C.4.b. Initiating a request for administrative leave, as appropriate
- IV.C.5. CISM will remain available to the employee and/or family members for follow-up services during the readjustment period.

IV.D. Follow-up Services

- IV.D.1. Follow-up services will be provided to:
 - IV.D.1.a. Participants of the debriefing - immediately after the debriefing is complete.
 - IV.D.1.b. Ensure all personnel who need or want additional support are given support from the team or community-based professional resources.
- IV.D.2. Follow-up services include but are not limited to:
 - IV.D.2.a. District or work location visit
 - IV.D.2.b. Telephone call
 - IV.D.2.c. Chaplain visit
 - IV.D.2.d. Individual consultation
 - IV.D.2.e. Referral for therapy
 - IV.D.2.f. Additional meeting with group
 - IV.D.2.g. Family session
- IV.D.3. Follow-up service may be initiated by:
 - IV.D.3.a. A participant in the form of a telephone call or personal appearance
 - IV.D.3.b. A request by a work unit commander that a team member check on a participant
 - IV.D.3.c. A team member
 - IV.D.3.d. The program coordinator for the purpose of quality assurance
- IV.D.4. A team member will maintain continued contact with the coordinator.

IV.E. General Provisions

- IV.E.1. CISM team members will not interfere with any on-going criminal or internal investigations.
- IV.E.2. In the case of an extended incident, the work unit commander, or designee, will initially contact the CISM Coordinator. The CISM Coordinator will contact the on-scene Commander periodically to determine which personnel and/or services are currently required.

- IV.E.3. These procedures do not interfere with or prevent in any way the voluntary use of or referral to any of the other human services programs.
- IV.E.4. These procedures are to be used in conjunction with all relevant department policy and procedures.
- IV.E.5. Timekeeping codes used will be in accordance with ISP directives PER-024, "Status Codes," PER-025, "Timekeeping," and any other timekeeping regulations.

| Indicates new or revised items.

-End of Directive-