



**DEPARTMENT OF CORRECTIONS
Human Resources**



Title:	Emergency Staff Services and Critical Incident Trauma Management	DOC Policy: 20.5.2
Supersedes:	7/15/98	
Applicability:	All employees	
Directives Cross-Reference:	ACA Standards 3-4069	

I. PURPOSE

To provide timely, comprehensive, and confidential assistance to Department of Corrections employees and their families.

II. DEFINITIONS

- A. Crisis Event: An event in the life of an employee or his/her immediate family. Crisis events may include, but are not limited to, moderate injury/accident; medical emergency; assault; molestation; escape/ attempted escape; use of force/extraction; provocation (sit down); fire; HazMat response; suicide attempt; minor disturbance; serious injury off the job; terminal illness/coworker; or psychotic offender.
- B. Critical Incident: Any situation which may cause participants and/or witnesses to experience unusually strong physical, psychological or emotional responses which have the potential to impair ability to function, either at the time of the incident or later. Critical incidents may include, but are not limited to, death, serious injury or accident; discharge of firearm/shooting; hostage taking; major disturbance/riot; inmate provocation; escape; attempted suicide; sexual assault/rape; natural disasters; blood/body fluid exposure; outside assault; epidemic/poisoning; use of serious/deadly force.
- C. Critical Incident Stress Debriefings: Specially structured group meetings involving individuals directly involved in a critical incident, and peer supporters trained and certified in Critical Incident Stress Debriefing. These debriefings are concerned with the physical, emotional, psychological reactions of individuals and the ability for those involved to process the event, not the effectiveness of the systems response to the incident; and they shall occur prior to critique of the incident.
- D. Critical Incident Stress Team Leader: A motivated peer professional who has demonstrated excellent organizational skills, and who can work with the emergency staff services coordinator to help ensure on-going team training, quality assurance, and that the critical incident trauma response team is debriefed.
- E. Critical Incident Trauma: Any physical, psychological and/or emotional reaction to a critical or crisis incident that hampers one's ability to function.
- F. Critique of Incidents: A report that will identify causes, assess the effectiveness

of the system and make recommendations for improvements in emergency response systems.

- G. Defusing: An informal meeting between a peer and the affected employee(s) within hours of a critical incident. The purpose of defusing is to immediately or within 48 hours assess the affected employee(s), provide tips on managing critical incident trauma, and allow them to talk about the incident.
- H. Demobilization: Relieving affected employees of duty either temporarily or completely.
- I. Emergency Staff Services Coordinator: An employee designated by the functional unit manager to facilitate emergency staff services within the assigned functional unit.
- J. Mental Health Professional: A licensed clinical social worker, licensed psychologist or other licensed professional counselor who is trained in the critical incident trauma debriefing model, and who has an understanding of and experience with both the role of a corrections employee and the department.
- K. Peer Supporter: An employee trained to provide peer support in the form of one-on-one discussions and defusing. Peer supporters may conduct critical incident stress debriefings if certified.

III. POLICY

It is the policy of the Department of Corrections that all employees exposed to critical incidents or crisis events be offered assistance through the Emergency Staff Services (ESS) program. The ESS program provides for staff welfare during and after major emergencies and is to assist employees with their ability to process and cope with the affects of crisis, critical incidents or catastrophe.

Services available to staff may include, but are not limited to, support for staff victims and first responders; support for staff families; critical incident trauma response; ongoing staff-victimization and emergency staff services training.

- A. Peer Supporter Services:
 - 1. Any employee in the workplace may utilize the services of this program.
 - 2. Emergency response during working hours requires the approval of the emergency staff services coordinator.
 - 3. All communication between a peer supporter and a peer in a peer support counseling session is confidential, except for those matters which involve a life threatening or dangerous violation of the law. (Reference ORS 181.860)
 - 4. An employee's decision to seek peer support services shall be voluntary, except for mandatory critical incident debriefings.
 - 5. Peer supporter's names and business numbers are available on posted

lists at each unit of assignment.

- B. The on-site emergency staff services coordinator shall:
1. Provide consultation and assistance in the development of critical incident stress operations;
 2. Assist in determining critical incident stress team training needs and coordinate lesson plan development and training modules;
 3. Assist in critical incident stress team selection;
 4. Be trained to participate in defusing and critical incident stress debriefings;
 5. Maintain a list of mental health referral resources;
 6. Assist in quality assurance and other documentation useful for critical trauma response research and program evaluation; and
 7. Assure integrity of patient confidentiality regarding ESS program.
- C. In the event of a crisis event or critical incident, the functional unit manager, commander, or designee shall:
1. Notify the ESS coordinator;
 2. Relieve the affected employee(s) from assigned duties and away from the scene of the incident as soon as possible;
 3. Assign peer support for the affected employee(s);
 4. Identify all affected employees for mandatory defusing/ debriefing; and
 5. Determine the level of services to be activated. The following intervention techniques may be employed, all or in part:
 - a. One-on-one peer support
 - b. Demobilization
 - c. Defusing
 - d. Critical incident stress debriefing
 6. Obtain a critical incident stress debriefing packet (includes instruction sheet, request for team activation, notification of mandatory defusing/debriefing, participant attendance form, defusing/debriefing team report, and participant evaluation form).
 7. Identify a defusing/debriefing site which is free from interference and is accessible to amenities, and post a "Private Debriefing - Do Not Enter"

notice.

8. Notify the department's mental health professional.

D. Each functional unit manager shall designate an emergency staff services coordinator who shall work closely with the functional unit emergency preparedness coordinator. The following duties are the responsibility of the emergency staff services coordinator.

1. Provide advice and counsel to the commander and assist emergency staff services.
2. Assist in the curriculum development and coordination of inservice training.
3. Maintain peer support recall list of staff trained for critical incident stress debriefing. This list shall include designated mental health professional.
4. Provide information to the emergency preparedness coordinator for inclusion in the emergency preparedness plan manual such as: telephone communications; child care providers; lodging accommodations; laundry services; restaurants; and other information as needed.
5. Designate an area for family/staff briefings.
6. In the event that the ESS coordinator is unavailable, designate an alternate coordinator.
7. In the event of an emergency, establish contact with the command center for briefing, implement the emergency post order for ESS coordinator, and arrange for logistical support for families of staff victims/first responders, as follows:
 - a. Activate emergency log;
 - b. Identify and assign staff to serve as family liaison;
 - c. Ensure family briefing area is supplied with amenities;
 - d. Identify staff involvement;
 - e. Notify families of staff involved;
 - f. Assign staff to assist with transportation, lodging, child care, and any other special services coordination;
 - g. Assign staff to redirect media inquiries to the public information officer; and
 - h. Activate critical incident stress team members.

- E. In the event of a crisis event or critical incident, the on-site supervisor or commander shall:
 - 1. Remove the involved employee(s) if possible from the area in which the event occurred and assign replacement staff as necessary.
 - 2. Notify the ESS coordinator.
 - 3. Initiate the emergency response plan.

- F. In the event of a crisis event or critical incident, on-site employees shall:
 - 1. Ensure involved employees attend critical incident stress debriefing and/or defusing session with the critical incident stress team leader and peer supporters; and
 - 2. Participate in the critical incident stress debriefing and/or defusing with the mental health professional.

IV. IMPLEMENTATION

This policy will be adopted immediately without further modification.