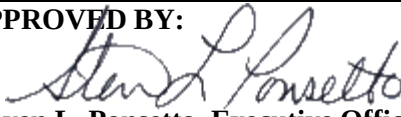


 ☒ General Order ☐ Division Order ☐ Bureau Order ☐ Special Order Order No.: 11-147 ☒ Procedure ☐ Plan ☐ Rule	Iowa Department of Public Safety	
	TITLE/SUBJECT: DPS Critical Incident Stress Management Program	IDENTIFIER: 27-01.05
	TO: All DPS Personnel	CC:
	RELATED DIRECTIVES/FORMS: DPS Form 150 , <i>Critical Incident Stress Management Team Application</i> ; DPS Form 151 , <i>Request for CISM Dispatch</i> , DPS Form 152 , <i>CISM Debriefing Team Report</i> .	
	APPLICABLE CALEA STANDARD(S): 1.3.8, 22.2.4.	
	EFFECTIVE DATE: 12-23-2011	REVISION #: NEW
INSTRUCTIONS:		
APPROVED BY:  Steven L. Ponsetto, Executive Officer to the Commissioner		DATE: December 23, 2011

I. Purpose

It is the purpose of the Critical Incident Stress Management Program (CISM) to provide employees with mental health support associated with their involvement in certain highly traumatic events and to provide support and education about critical incident stress management.

II. Background

CISM concerns the support of personnel within the organization. It is designed to maintain the health and productivity of our employees, help prevent traumatic stress effects from becoming disabling, mitigate stress effects from critical incidents, restore personnel to normal functions, speed recovery from stress, and to enhance the overall environment in which each employee works.

III. Definitions

- A. *CISM Program Coordinator* - One or more members of the CISM Program who are designated to perform the administrative duties of the program, coordinate the training, and select personnel applying to the program. These people are appointed by the Commissioner of the Department of Public Safety or designee. Upon notification or request, they are responsible for assigning CISM Teams, or CISM Personnel, to conduct Individual Interventions, Defusings, CISM Debriefings, or Demobilizations.
- B. *Critical Incident* - Any event that is extraordinary and produces significant reactions in departmental personnel.
- C. *Critical Incident Stress Debriefing* - a CISM strategy utilizing a structured, small group crisis intervention process usually provided within 24-72 hours after a traumatic event.
- D. *Critical Incident Stress Defusing* - a structured small group process usually provided 3 or 4 hours post incident. Defusings should last 30-45 minutes.

- E. *Critical Incident Stress Management (CISM)* - CISM represents an integrated, comprehensive multi-component crisis intervention program to support personnel involved in a critical incident.
- F. *Demobilization* - CISM strategy used during mass disasters, by providing quick informational and rest sessions to operational units at major critical incidents.
- G. *Individual Intervention* - CISM strategy provided between an affected person and a member of the CISM team designed to return the individual to function, mitigate symptoms of stressful events and/or to make referrals as needed.

IV. Duties and Responsibilities

- A. The DPS CISM Program shall consist of an ad hoc team of employees trained in stress-related intervention, and mental health professionals oriented to the workings of a law enforcement agency. The team roster is available in PowerDMS as DocID [27-01.05 Attachment 1](#), *CISM Personnel Contact Roster*, and will be maintained and updated by the CISM Program Coordinator.
- B. CISM trained team members are authorized to conduct Individual Interventions, Defusings, CISM Debriefings, and Demobilizations.
- C. Individual Intervention is an individual meeting with the CISM Team member and public safety personnel. This meeting may take place during the affected individual's shift, or at any other time or place. The meeting is usually initiated by the affected person. However, it may come as a suggestion from a co-worker or supervisor, or CISM personnel may initiate the session after learning about an incident.
- D. CISM Defusing is a mini-debriefing for a small working group that should be conducted at their post or office shortly after the incident, usually within 3-4 hours – generally lasts 30-45 minutes. Purpose is to offer support, information, allow initial ventilation and to establish the need for a formal debriefing. Defusings may come as a suggestion from a co-worker or supervisor, or CISM personnel may initiate the session after learning about an incident.
- E. CISM Debriefing is a formal debriefing process that serves to mitigate the stress impact resulting from exposure to a critical incident through the use of cross-trained mental health professionals and peer support personnel. The debriefing has proven to be the most beneficial and accepted method of intervention. A CISM Debriefing, or depending on the situation severity an Individual Intervention, is mandatory for any DPS employees involved in an officer involved shooting (on or off duty) or duty-related death of any departmental personnel (on or off duty), or mass casualty incident, and/or any other incident deemed appropriate by the Commissioner of the Department of Public Safety or designee, Divisional Director, or Command Staff personnel. A CISM Debriefing is not a critique and judgment calls will not be made. The use of rank or authority is not appropriate.
- F. As soon as reasonably feasible, CISM personnel will respond to conduct demobilizations of responding emergency personnel. CISM services will be available to all personnel in order to conduct brief information sessions, assessing the well-being of emergency personnel, mitigating the impact of the event through individual interventions, supplying stress management information, and providing an opportunity for personnel to rest before returning to duty.

V. Qualifications and Selection

- A. When a team vacancy occurs, all DPS Sworn and Civilian Personnel are eligible to apply and a notice will be sent to all personnel. Applications will be submitted on [DPS Form 150, Critical Incident Stress Management Team Application](#), and forwarded to the employee's Division Director and CISM Program Coordinator. Interested employees will be interviewed and selected by the Program Coordinator based on criteria posted in the announcement.
- B. Serving on the CISM Team is a voluntary assignment. DPS employees may be removed from the Team by the Commissioner of the Department of Public Safety or designee, their Division Director, or CISM Program Coordinator if their duties, assignments, or any other reason creates an inability to function with the CISM Team.

VI. Training

- A. CISM Team members must meet the standards of the International Critical Incident Stress Foundation (ICISF) and attend basic CISM training prior to their utilization.
- B. Team members must maintain a minimum of 4 hours of yearly training to remain qualified for the assignment. It is the responsibility of the Program Coordinator to assure all team members meet training standards.
- C. The training of CISM Team members will be an on-going process. Each member of the CISM program will be trained to recognize certain signs and symptoms associated with stress and where to refer personnel for appropriate assistance.

VII. Confidentiality

- A. Confidentiality shall be required of all CISM Team members while acting in that capacity. Debriefings, defusing, and individual interventions, including topics discussed and personnel involved, shall be maintained in the strictest of confidence unless compelled to do so by law or court order.
- B. There shall be no media, note taking, recorders, video equipment, or uninvolved personnel allowed during Individual Interventions, Defusings, CISM Debriefings, or Demobilizations.
- C. The department will not seek any information from the CISM personnel or CISM team about any services they provide.
- D. CISM Team members who violate confidentiality will immediately be dismissed from the CISM Team and may be subject to additional disciplinary action.
- E. Exceptions to Confidentiality: The following are not considered confidential and CISM Team members must report these circumstances to the Program Coordinator and appropriate Division Director:
 - * Threats of suicide or homicide
 - * Admission or threats of unlawful conduct
 - * Admission of Child Abuse

VIII. Requests for CISM Services

- A. Any member of the Department of Public Safety can request CISM services through the chain of command or directly from any CISM personnel. The requests can be made formally by completing a *Request for CISM Dispatch* ([DPS Form 151](#)) which would be forward to the Program Coordinator via the Divisional Director or his designee, or the request can be made verbally through the chain of command.
- B. If a request for DPS CISM services is made from outside the Department, [DPS Form 151](#) must be completed and submitted to the Divisional Director of the Division receiving the request. If the request for DPS CISM services is approved, the request will be forward to the CISM Program Coordinator for assignment. If the request is declined, the request shall be forwarded to the CISM Coordinator for record keeping.
- C. Upon completion of the CISM assignment, the assigned CISM personnel will complete a *CISM Debriefing Team Report* ([DPS Form 152](#)) indicating the time, date, and location the assignment was completed to the Program Coordinator within 48 hours of the session. An informational copy of the completed DPS Form 152 shall be provided to the Commissioner's Office.

IX. Annual Review

In January the CISM Program Coordinator will conduct a review of the prior calendar year's activities and prepare an annual narrative report in the form of a memorandum. This report will be forwarded through their chain of command to the Commissioner's Office. The program coordinator should evaluate training, callouts, whether there should be an increase, decrease or continuation of staffing level, and any other information deemed relevant and make appropriate recommendations. These reviews shall also take into consideration whether policies, procedures and practices employed in these areas are working and whether any adjustments are needed.