**Section 300 – Employee Health & Safety**

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| Health and Wellness Promotion – 300.00 | | | |
| S.O.P # 300.03 | **Critical Incident Stress Management** | | Page: 1 of 3 |
| EFFECTIVE: 10/14/2019 | | Authorized: Board of Directors | |
| REVISED: | |  | |

**300.03.01 Purpose**

The purpose of this SOP is to inform uniformed and non-uniformed personnel about the Critical Incident Stress Management (CISM) process, policies and procedures for the District.

**300.03.02 Definition of Terms**

1. **Defusing**: A defusing is a brief process, focusing on education and information. A defusing should be performed immediately after a critical incident with the purpose of offering education, information, support and assess to a formal debriefing. Defusing should last only 15 to 30 minutes.
2. **Debriefing**: A debriefing is a formal, formatted, specific and confidential process performed by the MCISM Team after a critical incident with the purpose of aiding a group a responders in the healing process or to prevent post-traumatic stress. Optimally debriefings are to take place forty eight (48) to seventy two (72) hours after the incident. The debriefing process allows the providers to express what they did, what they saw, and how they felt. This is done in a group forum to allow the discussion to take place free among the providers. The MCISM team members facilitate this discussion and provide positive feedback when appropriate.
3. **Public Safety Personnel/Responder**: Personnel involved in the prevention of and protection from events that could endanger the safety of the general public from significant danger, injury or harm. These persons include but are not limited to peace officers, firefighters, EMS providers and public safety dispatchers.
4. **Singular Provider Event**: A defusing or debriefing for a single affected provider who requires the services of trained mental health professionals.

**300.03.03 General**

1. The Critical Incident Stress Management program is provided by the Central Oregon Chaplaincy. One of those Chaplains is assigned to this District; however, multiple Chaplains may be used in a debriefing.
2. There are strong indications that more than 86% of emergency services personnel experience some emotional cognitive or physical reaction after responding to certain calls. These calls have the potential to create a state of psychological distress which will cause the provider to become concerned about his or her health. It is extremely important that when providers are having unusual or intense reactions to a certain call or an accumulation of calls, that the MCISM team be notified. The major stressors of emergency workers may include but are not limited to:
   1. Death or serious injury of a fellow colleague
   2. Suicide of a fellow coworker
   3. Multiple casualty incidents
   4. Death or serious injury to children
   5. Familiarity with the victims
   6. Prolonged rescue work
   7. Exposure to dismemberment

**300.03.04 Policy for Requesting a CISM Team**

1. Any public safety personnel/responder, directly or indirectly involved with an incident may activate the CISM team if they feel it is necessary and/or beneficial to the mental health and well-being of personnel involved. The team may be activated at any time during or after the incident.
2. Request for a CISM team activation shall be done by contacting the District’s assigned Chaplain or through Dispatch.
3. Exceptional cases may exist where an individual provider may contact the Chaplain directly for a private session. In this situation the CISM activation is characterized as a singular provider event and not a CISM Team activation.

**300.03.05 Indications for Possible Intervention from the CISM Team**

1. Feelings of anger
2. Embarrassment
3. Anxiety
4. Frustration
5. Blaming of one self
6. Unable to get good rest, and/or sleep
7. Guilt
8. Nightmares
9. Depression

**300.03.06 Contradictions**

1. The MCISM coordinators and their team members should not force this concept on the providers who are not reacting in an unusual manner.
2. Providers that do not exhibit any usual reactions.
3. Only in very rare situations will debriefings be made mandatory and only in consultations with the MCISM Coordinator.

**300.03.07 Confidentially**

1. All debriefing sessions are held in the strictest confidence.
2. All participants must agree to keep the names of persons participating in the session and the content of the session confidential.
3. Press and media personnel are never permitted to attend a CISM session.
4. Personnel not directly involved in the incident are not permitted to attend a CISM session.