

SPRINGFIELD POLICE DEPARTMENT

Standard Operating Guideline

Effective Date: 02/22/2019	Supersedes Policy Dated: 03/29/2016	Rescinds:	SOG Number: 204.8
Accreditation Index: 22.1.5 ¹			
Part Title: Personnel		Chapter Title: Compensation, Benefits, & Working Conditions	
Chief of Police:			

Critical Incident Response Team

I Policy

It is the policy of this department to provide every employee and their family with the needed emotional and psychological support associated with their involvement in a critical incident.

This directive establishes and provides guidance for deployment of the Springfield Police Department Critical Incident Response Team. The goal of the Critical Incident Response Team is to mitigate the impact on victims/personnel and to accelerate the recovery process of those experiencing stress reactions to abnormal traumatic events. The Critical Incident Response Team coordinates crisis intervention services and provides SPD employees the opportunity to receive tangible crisis intervention services and stress management education following critical incidents.

The Program Coordinator will develop and manage a Critical Incident Response Team of peer volunteers, who are specially trained and certified in Critical Incident Stress Management, to be available for immediate deployment in response to critical incidents.

II Definitions

Critical Incident Response Team (CIRT) – A support group to assist employees who have been involved in a critical incident.

Critical Incident Stress Debriefing (CISD) – A confidential meeting between an employee or employees involved in a critical incident and members of the CIRT to allow them a chance to express their reactions regarding the incident.

¹ Accreditation Index revised, 5th Edition reference removed, per Policy Change Order 19-003

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Critical Incident Stress Management (CISM) – A comprehensive, systematic and multi-component approach to managing traumatic stress within an organization.

Crisis Management Briefing (CMB) – A brief, confidential meeting between the employee and members of the CIRT immediately following a critical incident to prepare the employee for future stress reactions resulting from the incident and to make them aware of appropriate stress management techniques.

Critical Incident- Any event an employee might experience on or off the job that is outside the realm of normal human experience and could be expected to produce significant emotional or physical reactions.

Program Coordinator (PC) – A member of the CIRT who is designated to perform the administrative duties of the team. This person is appointed by the Chief of Police and is responsible for managing the team.

III Procedure

1 TEAM STRUCTURE

- 1.1 Operational control and oversight of the Critical Incident Response Team is the responsibility of the Chief of Police.
- 1.2 The Chief of Police shall designate an individual who will serve as the Program Coordinator (PC). The PC shall be a member of the Springfield Police Department to ensure they have operational knowledge of the agency and have a police mindset.
 - 1.2.1 The Program Coordinator will develop, manage, and coordinate the Critical Incident Response Team (CIRT), to include:
 - 1.2.1(a) Activation, notification, and response of the CIRT;
 - 1.2.1(b) Plan and coordinate training and certification requirements for CIRT members;
 - 1.2.1(b.1) Training shall be conducted through the International Critical Incident Stress Foundation, Law Enforcement Resiliency and Peer Support (LERPS) training course, or other training recommended by the PC and approved by the Chief of Police.
 - 1.2.1(c) Provide training to department members and outside agencies as needed;
 - 1.2.1(d) Serve as liaison to other agency Critical Incident Stress Management (CISM) teams.
- 1.3 CIRT members, who have received specialized training in CISM, will respond to Critical Incidents. CIRT members will work closely together to ensure proper care and support is rendered in critical incident stress situations.
 - 1.3.1 CIRT members consist of the following:

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- 1.3.1(a) Professional Support
 - 1.3.1(a.1) Mental Health Professionals
 - 1.3.1(a.2) Clergy / Police Chaplains
- 1.3.1(b) Peer Support Personnel
 - 1.3.1(b.1) Police Officers ²
- 1.3.2 Teams responding to critical incidents will consist of two or more members.
 - 1.3.2(a) A Mental Health Professional will be available to assist or consult in critical situations.
 - 1.3.2(b) A member of the Police Chaplains Unit will also be available, if needed.
 - 1.3.2(c) The involved employee may also have any other person contacted to respond and assist them following the critical incident. This may include another employee, friend, family member, or a member of the clergy.
- 1.3.3 The recruitment and selection of CIRT members will be the responsibility of the PC, with the approval of the Chief of Police.
 - 1.3.3(a) Qualifications for the position of CIRT Peer Support member shall include:
 - 1.3.3(a.1) Police officer of any rank;
 - 1.3.3(a.2) In good standing, not currently suspended or on probation;
 - 1.3.3(a.3) At least five years of fulltime experience with the Springfield Police Department, unless otherwise recommended by the PC and approved by the Chief of Police.
 - 1.3.3(b) When a vacancy exists, an IDC will be posted listing the qualifications and the deadline for submission of a letter of intent. The selection process for the position of CIRT members shall include:
 - 1.3.3(b.1) Documentation review for compliance with listed eligibility requirements;
 - 1.3.3(b.2) Oral interview.

2 INCIDENT RESPONSE

- 2.1 The Watch Commander should notify the PC of any of the following critical incidents:
 - 2.1.1 Police-related shootings;
 - 2.1.2 Death or serious injury of an employee;
 - 2.1.3 Death or serious injury of another at the hands of an employee;
 - 2.1.4 Suicide of an employee;
 - 2.1.5 Mass casualty incident;
 - 2.1.6 Death or serious injury of children;
 - 2.1.7 Involvement in a multiple fatality or an unusually violent crime scene;

² Section 1.3.1(b.1) revised, outline number correction, per Policy Change Order 19-003.

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- 2.1.8 Any other incident which causes a high level of stress to an employee.
- 2.2 Upon notification, the PC will make a determination as to the appropriate level of response from the CIRT. The PC will ensure the Chief of Police is informed of the CIRT response.
- 2.3 If directed, CIRT members will immediately respond to make personal contact with the involved employee following their involvement in a critical incident. (CALEA 22.1.5)
 - 2.3.1 The CIRT member(s) will conduct a Crisis Management Briefing (CMB) to provide the employee with information on CISM.
 - 2.3.2 The CIRT member(s) will discuss with the employee various stress reactions they may experience as a result of the critical incident and will provide information about available resources.
 - 2.3.2(a) CIRT member(s) will remain with the involved employee as long as necessary to provide short-term support.
 - 2.3.2(b) CIRT member(s) will provide additional CIRT services as requested by the involved employee.
 - 2.3.3 The CIRT will attend to the needs of the affected employee only and will not be used to investigate the incident.
- 2.4 At the conclusion of any related administrative or criminal investigations; the PC, with input from other CIRT members, will determine if a Critical Incident Stress Debriefing (CISD) is necessary. (CALEA 22.1.5)
 - 2.4.1 When debriefings are necessary, all employees involved in the critical incident will be invited to attend.
 - 2.4.1(a) Every attempt will be made to schedule the CISD during the employees' regularly-scheduled shift.
 - 2.4.2 A CISD is an educational stress debriefing and is not counseling or an operational critique.
 - 2.4.2(a) There shall be no media or uninvolved observers allowed in the debriefing.
 - 2.4.2(b) No notes or records are to be made of anything that occurs or is said in the debriefing.
 - 2.4.3 The CIRT will also conduct one-on-one debriefings with involved employees, if determined necessary.
- 2.5 If the CIRT does not respond to a traumatic incident, involved employees may contact the CIRT and/or Employee Assistance Program (EAP) to request services for themselves and/or their family members. (CALEA 22.1.5)
 - 2.5.1 If the employee wishes, a Mental Health Professional representative or CIRT member will be available to meet with them and/or their family members. Employees are encouraged to consider this opportunity since their children, spouses, and parents may also be traumatized by critical incidents.

3 CONFIDENTIALITY

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3.1 Confidentiality of statements made by the employee will be honored by the CIRT in accordance with the EAP confidentiality regulations (unless disclosure is required by other applicable law).

3.1.1 CIRT personnel under EAP regulations may not honor confidentiality if the CIRT learns of criminal activity, someone threatens to harm him or herself or others, or there is a reasonable suspicion that domestic abuse occurred. Therefore, under these circumstances, it will not be required to obtain a release from clients to share information between the PC and the EAP Administrator. This will permit a fluid exchange of information for the purpose of providing appropriate and comprehensive support services.

4 EMPLOYEE ASSISTANCE PROGRAM REFERRALS AND FOLLOW-UP

4.1 Follow-up services are intended to reduce the stress levels of employees and to assure them of continued departmental support.

4.2 Post-traumatic stress follow-up services will be provided to employees and family members through the EAP, as needed.

4.2.1 Information regarding the EAP is outlined in Merit Rule 28. Additional information and EAP services are available on the City SharePoint website.

IV Attachments