

MICHIGAN DEPARTMENT OF CORRECTIONS OPERATING PROCEDURE		EFFECTIVE DATE 09/23/2024	NUMBER 02.04.101B
SUBJECT CRITICAL INCIDENT STRESS MANAGEMENT PROGRAM		SUPERSEDES NEW	
		AUTHORITY PD 02.04.101	
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OBJECTIVE:

All Department employees who have experienced a critical incident in the workplace shall be provided an opportunity to participate in the Critical Incident Stress Management Program (CISM).

DEFINITIONS:

- A. Confidentiality: A professional and ethical duty to refrain from speaking about personal matters – with certain outlined exceptions. The exceptions are outlined in Paragraph J.
- B. Critical Incident: For purposes of this operating procedure, a worksite incident involving death, violence or serious injury which significantly impacts workplace operations and can reasonably be expected to cause employees to have a strong stress reaction that may interfere with their ability to function either at the time of the event or at a later time.
- C. International Critical Incident Stress Foundation (ICISF): An organization that provides pre-incident education to address the mental health concerns of those who respond to disaster and crisis. They are widely considered to be the leader in the field of Critical Incident Stress Management training and research.
- D. Qualified Mental Health Professional (QMHP): A Physician, Psychiatrist, Nurse Practitioner, Physician Assistant, Psychologist, Social Worker, Licensed Professional Counselor, or Registered Nurse who meets the requirements set forth in MCL 330.1100b and is trained and experienced in the areas of mental illness or mental disabilities.
- E. Wellness: The holistic integration and exploration of healthy habits to improve physical, spiritual, and mental health. Wellness is the active pursuit of good health and results in an improved quality of life.

INFORMATION:

- F. All MDOC staff who were either directly involved with, or potentially emotionally impacted as a result of, a critical incident in the workplace shall be offered an opportunity to participate in services provided by the CISM program. Staff includes those hired directly by the MDOC and contractual agencies.
- G. CISM services are a set of specialized facilitator led group processes conducted soon after a traumatic event with individuals at risk of negative emotional or physical responses after trauma exposure. Employee participation in CISM is voluntary, but strongly encouraged and supported. Information concerning the CISM Program and CISM services shall be made available to involved or impacted staff through the Wellness Program Coordinators, Wardens, or other work site administration.

CISM TEAM COMPOSITION AND SELECTION

- H. The CISM Team is a specially trained and certified team of MDOC employees who serve to assist in providing select CISM support services following critical incidents that are identified as potentially emotionally triggering or distressing to individuals.

PROCEDURE:

WHO

MDOC Employee

DOES WHAT

1. If interested in becoming a CISM team member, completes the appropriate application and submits it to their Regional Wellness Coordinator.

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| | 2. | Includes a letter of recommendation and the approval of their Warden or Administrator. |
| Regional Wellness Coordinator | 3. | Collects and presents applications to the Wellness Program Manager. |
| Wellness Unit Program Manager | 4. | Reviews and approves or denies the CISM team application. |
| | 5. | If approved, forwards the application to MDOC Human Resources to ensure the employee is in good standing with the Department. |
| MDOC Human Resources | 6. | Verifies the CISM team candidate is in good standing with the Department. |
| Regional Wellness Coordinator | 7. | If approved, schedules the selected employee for ICISF approved training. |
| | 8. | Maintains a list of CISM team members in their assigned regional area. |

CISM DEBRIEFING OR DEFUSING SESSIONS

- I. A CISM debriefing or defusing session is a structured intervention conducted by trained CISM Team members to assist in the participant's recovery process after being exposed to a traumatic incident. CISM debriefing sessions shall remain entirely separate from post-incident reviews conducted pursuant to PD 01.05.120 "Critical Incident Reporting - Correctional Facilities Administration (CFA)" and PD 06.04.136 "Critical Incident Reporting - Field Operations Administration (FOA)."
- J. The privacy and confidentiality of what is revealed in a debriefing session is protected by MCL 333.20982. Information shared by CISM team members and participants shall not be disclosed to third parties except where (1) Abuse of a child or a vulnerable or incapacitated adult is suspected, (2) When a participant is expressing threats to themselves or to another identified person, (3) Where the security of the facility or work unit is at risk, or (4) Where public safety is at risk. In such cases, the Wellness Coordinator shall notify and consult with the Wellness Unit Program Manager.

SCHEDULING CISM DEBRIEFING OR DEFUSING SESSIONS

WHO

DOES WHAT

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| Worksite Administrator | 1. | Communicates to the Regional Wellness Coordinator as critical incidents occur. Information provided will include the nature of the incident and impacted staff with their contact information and schedules (shift and RDO's). A copy of the Critical Incident Report (CAJ-570) shall be sent to the Wellness Unit. |
| Regional Wellness Coordinator | 2. | Determines what type of CISM service (debriefing or defusing) is most appropriate based on ICISF guidelines and the number of employees impacted. |
| | 3. | If services are warranted, notifies the Wellness Program Manager for consultation. |
| | 4. | Determines if separate debriefing or defusing sessions will be held for line staff and supervisors/administrators. |

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Worksite Administrator and
Regional Wellness Coordinator

5. Coordinates to schedule a time and location for CISM services to be offered. Efforts will be made to schedule sessions at the worksite and during the regular work hours of those involved. When possible, the location selected should be free of distraction and offer the privacy required for this confidential service.

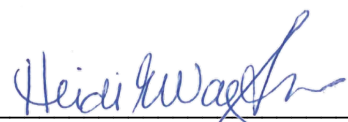
Worksite Administration

6. Ensures that staff members attending CISM services and CISM team members who are required to travel are considered to be on duty and compensated accordingly.
7. Makes reasonable effort to release staff from regular work duties during CISM service (including the use of radios).
8. Arranges for refreshments to be available for the CISM service.
9. Encourages participation even though participation is not mandatory.

Regional Wellness Coordinator

10. Schedules needed support from other CISM team members based on the number of sessions scheduled and the number of staff involved.
11. Ensures that only CISM team members, selected Wellness Unit Peer Support Persons, and those receiving CISM services be allowed to attend a debriefing or defusing session.
12. Ensures the debriefing or defusing is not recorded in any manner.
13. Follow-up individually with staff members who declined an invitation to participate in the CISM service and recommends additional CISM or Wellness resources, as appropriate.

APPROVED:


Heidi E. Washington, Director

8/26/2024

Date