

MICHIGAN DEPARTMENT OF CORRECTIONS POLICY DIRECTIVE		EFFECTIVE DATE 09/23/2024	NUMBER 02.04.101
SUBJECT WELLNESS UNIT		SUPERSEDES 02.04.100 (12/01/2014)	
		AUTHORITY MCL 330.1001, MCL 333.20982, MCL 791.203	
		PAGE	1 OF 5

POLICY STATEMENT:

Michigan Department of Corrections (MDOC) employees, retirees, and family members may receive confidential wellness services from the Wellness Unit free of charge.

STATEWIDE OPERATING PROCEDURES:

OP 02.04.101A MDOC Employee Chaplain Program
OP 02.04.101B Critical Incident Stress Management Program
OP 02.04.101C MDOC Peer Support Program

DEFINITIONS:

- A. Brief Counseling: The therapeutic technique that focuses on finding solutions in the present and exploring one's hope for the future. The goal is to provide quick and pragmatic solutions for problems without utilizing traditional therapeutic techniques.
- B. Confidentiality: A professional and ethical duty to refrain from speaking about personal matters – *with certain outlined exceptions*. The exceptions are outlined in Paragraph Y.
- C. Consultation: The process exploring a specific problem or need with the goal of providing insight and clarity of judgement to the person requesting the support.
- D. Critical Incident: For purposes of this policy, a workplace incident involving death, violence, or serious injury that significantly impacts employees. This incident can reasonably be expected to cause strong stress reactions among employees that may impact their ability to function, either at the time of the event, or at a later time.
- E. 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.
- F. Referral: The process of transferring a person requesting support to a professional who is suited for the need identified. The goal will be to have the person requesting support be referred directly to a person or entity which is equipped to provide the identified service without further referral.
- G. Wellness: The holistic integration and exploration of healthy habits to enhance physical, spiritual, and mental health. Wellness is the active pursuit of good health and results in an improved quality of life.

POLICY:

GENERAL INFORMATION

- H. The MDOC Wellness Unit is a designated team of MDOC employees who provide professional mental health and wellness services to staff, retirees, and eligible family members. The Wellness Unit includes Licensed Mental Health Clinicians and Chaplains to provide guidance, assistance, and support. Licensed Mental Health Clinicians are licensed by the applicable state board and Chaplains are endorsed by the approving authority of their faith tradition.
- I. Wellness Coordinators meet the job requirements of a QMHP and serves as a clinical staff member within the Wellness Unit. Each Wellness Coordinator provides mental health support and assistance to MDOC employees, family members, and retirees, and has primary responsibility in an assigned geographical area.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 09/23/2024	NUMBER 02.04.101	PAGE 2 OF 5
-----------------------------------	------------------------------	---------------------	-------------

- J. The Wellness Program Manager oversees the MDOC Wellness Unit and provides supervision to Wellness Unit staff members. The Manager provides oversight for the Wellness Programs including Peer Support, Employee Chaplains, Critical Incident Stress Management (CISM) Programs, Wellness Dog Program, and any other specialized services designed to improve and enhance the wellness and health of MDOC employees, family members, and retirees.

INDIVIDUAL REFERRALS

- K. Any MDOC staff member can make a confidential referral to the Wellness Unit through the MDOC Wellness Inbox MDOC-Wellness@michigan.gov. Any referrals made to the Inbox should be flagged as confidential.
- L. Staff are encouraged to call the 24/7 Help-Line (833-322-9355) if prompt support is needed.
- M. Examples of individual referrals to the Wellness Unit may include, but are not limited to, personal loss (illness or death in their family), potentially traumatic incident in or outside the workplace, emotional challenges that impact work performance, concerns of self-harm or suicide, direct or indirect involvement in a critical incident, injury or disability, family concerns and issues with substance use.

SUPERVISOR RESPONSIBILITIES AFTER A CRITICAL INCIDENT

- N. Supervisory staff shall be aware and knowledgeable about services available through the MDOC Wellness Unit and the Employee Services Program. Supervisory staff shall be aware of their assigned Regional Wellness Coordinator and encourage the utilization of these support services for the wellbeing of their staff.
- O. When a critical incident (as defined in Paragraph D) impacts MDOC staff, supervisory staff shall initially contact the Wellness Unit through the email box. If the severity of the critical incident requires prompt assistance supervisory staff may contact the Wellness Unit through the 24/7 Help-Line 833-322-9355. A copy of the Critical Incident Report (CAJ-570) shall be sent to the Wellness Unit.
- P. Referrals sent to the Wellness Unit email box shall include the names of staff who are in the Critical Incident Report (CAJ-570). The referral shall also include a description of the event, and personal contact information for those referred (phone numbers, remote schedule, shift and RDO's).
- Q. Certain events that may not be considered a critical incident in PD 01.05.120 "Critical Incident Reporting – Correctional Facilities Administration (CFA)" or PD 06.04.136 "Critical Incident Reporting – Field Operations Administration (FOA)" can have a significant impact on MDOC staff. These events include, but are not limited to, the unexpected death of a staff member, a staff member expressing suicidal thoughts, or serious accidents. If supervisory staff become aware of these types of events they shall notify the Wellness Unit, through the means listed above, to ensure that appropriate supports are made available to their staff.
- R. Supervisory staff shall have knowledge of the Peer Support program and follow the guidelines set forth in OP 02.04.101C "MDOC Peer Support Program."
- S. Supervisory staff shall coordinate and consult with a Wellness Coordinator to determine an appropriate level of support for responding staff and allocation of Wellness Unit resources as outlined in Paragraph U.
- T. Supervisory staff shall expect an email from the Wellness Unit in response to any referral or incident notification. The email will acknowledge receipt but may also include requests for additional information so that the Wellness Unit can efficiently allocate resources.

WELLNESS UNIT SERVICES

- U. The Wellness Unit provides the following services:
1. Critical Incident Response services: Wellness Unit Staff have the duty to provide emotional support following critical incidents. Services are initiated with a referral to the Wellness Unit, coordinated based on time-sensitivity, gravity of impact, and Wellness Unit Resources. Wellness services may be provided to an individual or group of staff who have either been directly or indirectly impacted by a critical incident. Critical incidents can occur inside or outside the workplace and have the potential to negatively impact work performance.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 09/23/2024	NUMBER 02.04.101	PAGE 3 OF 5
-----------------------------------	------------------------------	---------------------	-------------

2. 24/7 Help Line (833-322-9355), MDOC-Wellness@michigan.gov: Wellness Unit Staff ensure MDOC staff, family, and retirees have 24/7 access to professional mental health and support services. The objective of the 24/7 Help Line is to have each phone call answered for immediate assistance, or a promptly returned call.
3. MDOC Wellness App: The MDOC Wellness App is available through the Apple App Store and Google Play. It is a free and confidential resources for MDOC staff, retirees, and eligible family members. It is available 24/7 and contains a wide range of resources, including: links to specially selected crisis hotlines, Wellness Toolkits, and a directory of wellness staff, peer support persons, and employee chaplains.
4. Consultations: The process of exploring a specific problem or need with the goal of providing insight and clarity of judgement to the person requesting the support.
5. Brief Counseling: The therapeutic technique that focuses on finding solutions in the present and exploring one's hope for the future. The goal is to provide quick and pragmatic solutions for problems without utilizing traditional therapeutic techniques.
6. Referrals to outside resources: The process of directing a person requesting support to a professional who is suited for the need identified. The goal will be to have the person requesting support referred directly to a person or entity which is equipped to provide the identified service without further referral.
7. Wellness workshops, presentations, and educational opportunities: Wellness Unit Staff possess a wide range of expertise in the field of employee wellness and mental health treatment. The Wellness Unit shall consult with Training to support existing mental health/wellness training and develop new materials. The Wellness Unit shall also work with administration to deliver educational articles, emergent announcements, and any other written communication to the MDOC community.

WELLNESS UNIT SUPPORT PROGRAMS

- V. The Wellness Unit also oversees and may activate additional support programs as appropriate. Potentially including the following:
 1. Peer Support Persons (PSP): PSP provides support, consultation, and assistance to MDOC employees, eligible family members, and retirees in times of stress and crisis. They make referrals to the Regional Wellness Coordinator as needed.
 2. Employee Chaplain Program (ECP): ECP consists of both qualified employees serving in this role on a voluntary basis, and various religious leaders and clergy volunteers specially trained to address unique stressors within corrections in a natural and confidential manner. Employee Chaplains may be available to respond to potentially traumatic events and assist with notifications.
 3. Critical Incident Stress Management (CISM): CISM is 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.
 4. Wellness Dog Program: MDOC Wellness Response Dogs are a visible health and wellness resource of the Wellness Unit. Fully trained Wellness Response Dogs provide animal assisted interventions and have shown the ability to make an emotional and sensory connection with employees, their families, and retirees. MDOC Wellness Response Dogs are working service dogs that go "above and beyond" to provide emotional support and are considered a method for proactive wellness and retention.

WHAT THE WELLNESS UNIT DOES NOT DO

- W. The Wellness Unit is not involved in the disciplinary process, releasing employee information to supervisors or Departmental leadership without the employee's written consent, authorizing fit for duty or leave of absence, or authorizing/approving administrative leave.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 09/23/2024	NUMBER 02.04.101	PAGE 4 OF 5
-----------------------------------	------------------------------	---------------------	-------------

CONFIDENTIALITY

- X. Confidentiality is based on four basic principles:
1. Respect for an individual's right to privacy.
 2. Respect for human relationship in which personal information is shared.
 3. Appreciation of the importance of confidentiality to both individuals and society.
 4. Expectations that those who pledge to safeguard confidential information will do so.
- Y. Confidentiality applies to matters communicated in confidence and in a confidential setting. Guidelines of confidentiality, and the limits to such, apply to Wellness Staff Members, CISM Members, Peer Support persons, and Employee Chaplains while they are performing these respective roles. The following are the MDOC Wellness Unit exceptions to confidentiality:
1. Danger to self or others: The Peer Support Person or Chaplain will immediately contact a Wellness Coordinator or the MDOC Wellness Program Manager for assistance in evaluating the situation. If there is an immediate risk or threat, contact #911 for law enforcement assistance.
 2. Suspected Child, Elder, or Vulnerable Adult Abuse: If a Chaplain becomes aware of child, elder, or vulnerable adult abuse, they shall immediately contact a Wellness Coordinator or the Wellness Program Manager for consultation. The MDOC Wellness Coordinators are mandated reporters of abuse and shall follow appropriate reporting procedures as defined by the Laws for the State of Michigan.
 3. Actions or potential actions that may compromise the safety of an MDOC worksite, or jeopardize the safety of employees, the public, or offenders may include, but are not limited to suspected use or possession of illegal drugs, or a suspected criminal action. If it is determined that further disclosure is warranted to protect the safety and security of an MDOC worksite, employees, the public, or offenders, the Wellness Program Manager shall consult with the MDOC Human Resources Director.
- Z. The expectation of confidentiality and the limits to confidentiality shall be made clear from the beginning of the confidential conversation. Expectations of confidentiality may not apply to conversations outside of a confidential space or where recordings are taking place, as others may overhear. If a confidential conversation is desired, space must be secured that is appropriate. Phone conversations also have limitations in regard to confidentiality. Body Worn Cameras shall be placed in sleep mode during confidential conversations pursuant to PD 04.04.160 "Body Worn Cameras."
- AA. Confidentiality does not apply to conversations, actions observed, or actions experienced during normal job functions or natural interactions. As MDOC staff members, Wellness Unit staff members and Wellness Unit volunteers are protected from threats (hostile work environment) or discriminatory harassment and have the right/obligation to report, as well as to be protected from retaliation pursuant to PD 02.03.109 "Discriminatory Harassment."
- BB. While it is not the role of the Wellness Unit, or its members, to substantiate work rule violations, such as discriminatory harassment, members may be called to report what was seen or heard during their normal duties. Wellness Unit staff, Peer Support, or Employee Chaplains shall not interfere or obstruct a Department investigation and shall provide information as outlined in Paragraph CC.
- CC. If a Wellness Unit staff member, Peer Support, or Employee Chaplain is a participant or direct witness in an incident being investigated, they are bound by their responsibility as an MDOC staff member to provide an objective account of the incident being investigated. Reported information provided shall not include confidential conversations outside of the investigated incident, or impressions or opinions of the incident in question.
- DD. Confidential information and services shall not be reported to anyone outside the Wellness Unit unless expressed consent is given. Any personal identity or information shall not be stored on State of Michigan software and shall not be part of the personal file.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 09/23/2024	NUMBER 02.04.101	PAGE 5 OF 5
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WELLNESS ADVISORY BOARD

- EE. A Wellness Program Advisory Board shall be established consisting of members of the MDOC community. The purpose of the board will be to advise and consult with the Wellness Program Manager on development and enhancement of Wellness Unit Programs and Services. The Board will represent various stakeholders from the MDOC community, including: MDOC Human Resources, MDOC-affiliated bargaining units, and MDOC employees.
- FF. Meetings shall be held at least quarterly, and all members of the board are asked to make the meetings a priority and attend as scheduled. If a member is unable to attend a meeting, it is the responsibility of the member to plan for alternative representation. Attendance for board members is considered to be Department related and supervisors shall release board members from their regular duties to attend these meetings.
- GG. A summary of meeting minutes and any recommendations shall be distributed to Wellness Advisory Board members, the MDOC Director, and Deputy Directors.
- HH. The Board exists to provide consultation and feedback. The Board has no supervisory authority over the Wellness Program Manager or staff of the Wellness Unit.

PROCEDURES

- II. The Wellness Program Manager shall ensure procedures for Critical Incident Stress Management (CISM), the Peer Support Program, and the Employee Chaplain Program are developed and updated as necessary.

AUDIT ELEMENTS

- JJ. Audit elements have not been developed for this policy directive.

APPROVED: HEW 08/26/2024