



TONY J. PUSTIZZI
CHIEF OF POLICE

GENERAL ORDER

CRITICAL INCIDENT STRESS MANAGEMENT PROGRAM Implementation Date: October 15, 1994 Revokes: None

GENERAL ORDER – 54

54.1 INTRODUCTION

A Critical Incident Stress Management (CISM) program has been established within the Coral Springs Police Department to assist members who, in the course of their duties, may become involved with a critical incident.

54.2 DEFINITIONS

Assistant Team Leader – a sworn member selected by the Team Leader, with approval by the Chief of Police or their designee, to assist the Team Leader with their duties.

Critical Incident - Any situation that causes members to experience unusually strong emotional reactions that could interfere with their ability to function.

Debriefing - A confidential discussion including members involved in a critical incident and Program Providers. The primary purpose of the debriefing is to mitigate the impact of the critical incident. A debriefing is not an operational critique.

Defusing – A shortened, less formal, version of a debriefing, but more immediate in its application. Typically, this will occur immediately following a Critical Incident. The purpose of a defusing is to restore the participants' cognitive functioning and prepare him/her for the future stress reactions from the incident.

Program Providers – Individuals trained in critical incident stress management and selected through the insurance carrier for the City of Coral Springs. A specific program provider may be suggested by

the City of Coral Springs through authorized activation procedures.

Team Leader – a sworn member selected by the Chief of Police, or their designee, who is assigned to operate and manage the team during call outs and trainings.

Team Member – a sworn or non-sworn member selected by the Chief of Police, or their designee, and Team Leader to respond to call outs and debriefings outlined within the general order.

54.3 POLICY/PROCEDURE

54.3.1 Guidelines

A. Confidentiality

1. The Critical Incident Stress Management Team is not an investigative unit of the Department. It shall be the duty and obligation of the CISM Program to maintain strict confidentiality in matters involving emotional, financial, or personal concerns of CISM participants.

2. Any statement or discussion with a Team Member while fulfilling his/her role on the CISM Program will remain confidential. A breach of this confidentiality by a Department member may result in disciplinary action and/or removal from the team.

3. Program Providers are subject to confidentiality as set forth through medical regulations.

B. Exceptions to Confidentiality

1. Team Members and Program Providers of the CISM Program have certain legal obligations. Members may become aware of information during a CISM process that may not remain confidential. Exceptions to the confidentiality rule of CISM are:

- a. A reason to believe a participant presents a danger to himself or others.
- b. A reason to believe a participant may have committed a serious crime.
- c. A reason to believe a participant has committed a child or spousal abuse.

2. Exceptions to the confidentiality rule will be clearly stated to the participants prior to the beginning of a debriefing/defusing process.

3. Team Members who learn of an exception will report that information to the Team Leader, who will then inform the Administrative Deputy Chief, in order to take appropriate action.

4. Program Providers having knowledge of one of the exceptions will not discuss the matter except with the appropriate authorities.

5. It will be the policy of this Department not to question CISM Team Members or Program Providers for the facts surrounding a CISM intervention or the individual involved, except as it relates to one of the exceptions listed in this section. This shall include internal investigations conducted by the Office of Professional Standards in reference to a critical incident.

6. There is no legal privilege when speaking with a member of CISM. CISM team members may be subject to testify under subpoena.

54.3.2 Organization of a CISM Team

A. The CISM Team may be made up of the following personnel:

- 1. Team Leader

- 2. Assistant Team Leader
- 3. Team Member
- 4. Program Provider

B. All CISM Team Members are subject to call out guidelines as outlined in G.O. 30.

54.3.3 Program Activation

A. It shall be the responsibility of the on duty supervisor (Lieutenant or Sergeant) to contact the on-call CISM Team Member. The on-call team member shall respond for the following types of incidents:

- Suicide of an employee
- Any police related shooting
- Any mass casualty incidents (i.e., plane crash, bus crash)
- Death of, injury to, or violence to a child
- Any other incidents in which the circumstances were so unusual or the sights and sounds so distressing as to produce a high level of immediate or delayed emotional reaction.

B. When an incident does not meet the criteria listed in 54.4.3A, it shall be the responsibility of the contacted CISM Team Member to determine if a call out is required.

C. The Communications Unit shall provide contact information of any CISM Team Member to the requesting supervisor.

D. The list of current CISM Team Members, their contact information and call-out rotation will be posted in the CISM folder on the Department's shared computer drive as well as the MDB Roll Call folder.

E. It shall be the responsibility of the Department's Human Resources Unit to maintain a current emergency telephone number for EAP.

54.3.4 Debriefings

A. Supervisors are responsible for identifying the need for a debriefing under the criteria listed in 54.3.3A and shall contact the on-call CISM Team Member.

B. Any member involved in one of the mentioned criteria listed in 54.3.3A will be required to attend the incident debriefing.

C. Only those members involved in the critical incident will be permitted to attend the debriefing. Any unauthorized, or inappropriate, individuals will be required to leave the debriefing room.

D. Any member may contact a member of the CISM Team if they feel a debriefing is necessary. The contacted team member will then determine if a debriefing is necessary, and will contact the team leader for a determination.

E. When possible, the debriefing shall take place at a location that can maintain privacy of the proceedings. This location will be determined by the Team Leader or the Team Member assigned to the incident.

F. No recording, videotaping, or note taking (pertaining to the employee) will take place during a debriefing.

G. The debriefing shall take place immediately following the conclusion of the event.

1. The on-scene supervisor, in coordination with the CISM Team Leader, may postpone a debriefing depending on the circumstances of the incident.

2. The debriefing shall still occur within a 48-hour period.

54.3.5 Defusing

A. A CISM Team Member can conduct a defusing immediately following the conclusion of critical incident or crisis situation.

B. The defusing can include other CISM Team Members depending on the number of employees involved in the incident.

C. No recording, videotaping, or note taking (pertaining to the employee) will take place during a defusing.

D. Any member may request a defusing from any CISM Team member. The contacted Team member will then conduct a defusing and determine if further care is necessary.

E. The defusing(s) should be followed by a debriefing if the criteria for a debriefing is met.

54.3.6 Selection

A. The CISM Team is an additional assignment opportunity.

B. CISM Team openings will be posted to all members via e-mail.

C. Interested members shall submit an email to the HR Administrator indicating their personal experience and qualifications to become a member of the team by closing date listed in the announcement.

D. Team Members will be selected at the discretion of the Chief, or his designee, and the current Team Leader.

54.3.7 Training

A. New members will be required to complete a CISM approved training class within the first year of being on the team. Failure to complete the training will result in the removal from the team.

B. All team members will be required to attend quarterly training dates to be determined by the Team Leader. Members shall not be permitted to miss more than one training without sufficient reason and approval by the Team Leader.

APPROVED



Tony J. Pustizzi
Chief of Police