


Chapter: **Workplace Wellbeing**

Classification: **Public Document**

Subject: **Critical and Traumatic Incident Response**

For: **Correctional Services Division**


Authorized by the Executive Director

Policy

- 1 Correctional Services will respond to critical incidents by providing crisis intervention and follow up support to staff through the delivery of trauma-informed processes and techniques.

Definitions


- 2 **Critical Incident Stress Management (CISM):** The selection and implementation of the most appropriate crisis intervention tactics to best respond to a critical incident. Staff participation in a CISM is voluntary.
- 3 **Critical Incident Stress Debriefing (CISD):** Is a proactive intervention involving a group meeting or discussion about a particularly distressing critical incident. Based on core principles of crisis intervention, the CISD is designed to mitigate the impact of a critical incident and to assist the persons in recovery from the stress associated with the event.
- 4 **Critical Incident:** An unexpected and unusual occurrence of major concern involving death, serious injury or risk to safety of self or others. Any incident that causes unusually strong emotions that surpass normal human coping ability. Such incidents usually involve deaths or serious injuries or the perception that there was high risk of death or serious injury.
- 5 **Critical Incident Stress:** Refers to the range of physical and psychological symptoms that might be experienced by someone as a result of being involved in a traumatic critical incident. Critical incident stress is simply the body's normal reaction to an abnormal event. A reaction to critical incidents which overwhelms the coping mechanisms. Characteristics include interference with interpersonal relationships, behavioral changes, absenteeism, and psychological and physiological changes.
- 6 **Traumatic Incident/Stress:** The psychological impact of a distressing event or situation, outside the range of daily human experience that are emotionally painful, intense, and distressing.
- 7 **Operational Debriefing:** A process that examines the roles that employees are involved in during an incident. Operational debriefings may also be referred to as critiques or evaluations. Unlike CISD, operational debriefing does not focus on employee's emotional response.

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- 8 **Individual Follow-Up Services:** If there is concern about employees involved in critical or traumatic incidents, one on one follow-up may take place in the form of telephone or face-to-face contact.

General

- 9 The CISM Provincial Coordinator will ensure individual follow-up services are offered to all employees involved in a CISM who have identified or been identified as requiring further support.
- 10 Critical and Traumatic Incident Response will be conducted in accordance with [Critical and Traumatic Incident Response – Guidelines 10.00.00 – B.](#)

CISM referrals:

- 11 CISM referrals will be completed using the online [Critical and Traumatic Incident Referral Form](#).
- 12 It is mandatory for the Superintendent, Youth Custody Manager, Senior Probation Officer or their designate to complete a referral as soon as possible after the following critical incidents occur
- (a) death or near-death situations at work, involving employees and/or persons in custody, including suicide attempts
 - (b) major disturbances such as riots, fires and/or barricades
 - (c) notable assault of an employee
- 13 A referral for a critical incident not listed in number 13 of this policy subject may be submitted by any correctional services employee.

Critical Incident Stress Debriefing

- 14 When it is unclear if an CISD should be held, the decision will be made by the CISM Provincial Coordinator, in consultation with the Staff Wellness Unit and the management overseeing the facility or community operations.
- 15 The appropriate Director, Correctional Services will be advised that a formal CISD is going

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to be held.

- 16 Staff will complete all required reports for investigative or court purposes before the CISD takes place.
- 17 The CISM Provincial Coordinator will select the facilitators for each CISD as follows
 - (a) facilitators must be current CISM team members
 - (b) facilitators will be selected responsively considering the details of the incident, the employees involved, and any other relevant factors to ensure employees feel represented and supported
 - (c) one facilitator proficient in leading CISD's will be identified as lead
- 18 The date, time, and location of the CISD will be scheduled by the facility/community corrections staff designated by the Superintendent, Youth Custody Manager or Senior Probation Officer, in consultation with the CISM Provincial Coordinator.
- 19 CISD scheduling will take place in accordance with [10.00.00 - B Guidelines – Critical and Traumatic Incident Response](#).

CISD Documentation


- 20 Following each CISD the CISD Lead will advise the scheduling coordinator or Manager, Correctional Services, as applicable, via email of the date, time, place, facilitators, Peer Supporters, and the number of participants from corrections and other agencies involved in the CISD.
- 21 Statistics related to CISD's will be maintained by the CISM Provincial Coordinator and stored on a confidential shared drive. The statistics will include
 - (a) date of the CISD
 - (b) number of participants
 - (c) length of debriefing
 - (d) names of CISM team members involved
 - (e) type of incident
 - (f) location of incident

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CISD Evaluation

- 22 Upon completion of each CISD, participants will be provided an opportunity to give anonymous feedback via evaluation form [10.00.00 – B](#) CISD Evaluation.
- 23 To ensure CISD's are effective and meet the needs of staff, feedback will be evaluated and identified changes considered.

CISM Team

- 24 The provincial CISM team will include a Provincial CISM Coordinator and facilitators.
- 25 A CISM Provincial Coordinator will be approved by the Executive Director, Correctional Services and trained as a lead CISD facilitator.
- 26 The CISM Provincial Coordinator will be responsible for the operational components of the CISM program. The CISM Provincial Coordinator will work in partnership with the Staff Wellness Unit to ensure the program meets best practices.
 - (a) The Staff Wellness Unit, or a person designated by the CISM Provincial Coordinator, will support the coordination of CISDs in the absence of the CISM Provincial Coordinator.
- 27 Members of the CISM team will be selected through an expression of interest and will receive Critical Incident Stress Management training.
- 28 The CISM team will meet, at minimum, quarterly to review policy and procedures and participate in refresher training.