
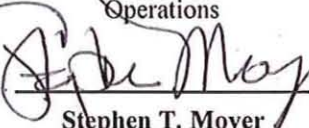


## Secretary's Directive



  
**J. Michael Zeigler**  
 Deputy Secretary  
 Operations

  
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 Secretary

<b>Title: Critical Incident Stress Management (CISM) Team</b>	<b>Secretary's Directive Number:</b> DPSCS.055.0011 - New
<b>Related MD Statute/Regulations:</b> N/A	<b>Supersedes:</b> Not applicable
<b>Related ACA and MCCS Standards:</b> N/A	<b>Authorized By:</b>  Executive Director, Field Support Services
<b>Related Directives/Manual:</b> DPSCS.110.0024 Emergency Operations Plan Manual	<b>Issued Date:</b> November 15, 2018  <b>Effective Date:</b> November 23, 2018
<b>Variance:</b> No additional agency or facility policy is necessary to implement and comply with this directive.	<b>Number of Pages:</b> 5

**.01 Purpose.**

This Department of Public Safety and Correctional Services establishes policy and procedures for the *Critical Incident Stress Management (CISM) Team*.

**.02 Scope.**

This directive applies to CISM team members and prospective volunteers. However, the services provided as a result of this directive are available to all Department employees.

**.03 Policy.**

- A. The CISM Team is designed to be a confidential consultation and resource for members of the Department and is not to be used as an investigative tool. The CISM Team will consist of trained personnel able to support members of the Department by providing assistance in the areas of personal and group debriefing, anonymous and confidential peer support, and resilience training.
- B. The CISM Team is not part of any formal Employment Assistance Program (EAP) referral or any administrative action taken by the Department. While the CISM Team may be requested in conjunction with the EAP, it is not a replacement.
- C. This policy is not to interfere in any way with the voluntary use of, or referral to any other related programs or services.

**.04 Definitions.**

- A. In this directive, the following terms have the meanings indicated.

**B. Terms Defined.**

- (1) "Critical Incident" means an incident that occurs inside the facility where an employee works, that causes him or her to experience unusually strong emotional reactions and which has the potential to interfere with the ability to function either at a scene or at a later time. Death of a coworker is also considered a critical incident.
- (2) "Critical Incident Stress Debriefing" or "CISD" means a formal group discussion of a traumatic experience. These confidential sessions typically occur within a reasonable time of the incident. Although a CISD is usually held as soon as possible after notification and activation of the CISM Team, the specific timing depends on a number of factors and will be judged on a case by case basis.
- (3) "Critical Incident Stress Management" means a comprehensive, systematic, and multi-component approach to managing traumatic stress within an organization.
- (4) "Critical Incident Stress Management (CISM) Team" means a group of DPSCS members consisting of a CISM Team Commander/Assistant Commander and team members, able to sustain sanctioned critical incident stress debriefings, one to one support, and resiliency services to agency employees.
- (5) "Commander" or "Assistant Commander" means a CISM team member assigned administrative functions and oversight of their assigned regional teams.
- (6) "Debriefing" means an encounter between affected staff and a CISM member designed to offer support and allow the employee to articulate facts and feelings surrounding the critical event. A debriefing may be achieved individually or by groups.
- (7) "Defusing" means a process in which immediately following a critical incident, the emotional and physical needs of the affected staff are addressed. This is a shortened version of a debriefing and usually done in small groups.

**.05 Responsibility.**

**A. Confidentiality.**

- (1) Employees of the Department who chose to use the CISM services must be made aware that no special legal privilege is extended to peer support providers such as in the case of doctors/patients and attorneys/clients.
- (2) The Department and team members agree to actively protect confidentiality in order to sustain program viability.
- (3) CISM team members shall ensure that Department employee understand all conversations and sessions are strictly confidential with the exception of:
  - (a) Information indicating harm to the employee, team members, and others;
  - (b) Information that may prevent serious crimes or threaten the security of a facility;

- (c) Situations requiring mandated reporting by law (i.e. domestic violence, abuse, etc.); or
  - (d) Information shared between the CISM Team that enables other team members to garner assistance and experience from one another. These discussions shall be general in nature, shall not include names or other unnecessary identifiers, and shall not be discussed outside of closed team sessions.
- (4) All CISM team members will sign a confidentiality agreement. A failure to maintain confidentiality, except as identified in §.05A(3), will result in a CISM team member being removed from the team and possibly being disciplined.
- (5) The CISM Team deployed to the incident shall report to the appointing authority or designee where they will be briefed and apprised of what services are needed. The Team shall be allotted an office or other private area where they will be most effective.
- B. The CISM Commander/Assistant Commander shall:
- (1) Ensure CISM team members comply with the policy and procedures set forth in this directive;
  - (2) Monitor CISM team members to ensure they meet the requirements of their regular duties and remain eligible for team participation;
  - (3) Monitor CISM team member's performance to ensure they meet standards of training, performance, and behavior;
  - (4) Provide assistance to CISM team members reporting confidentiality exceptions previously described;
  - (5) Be responsible for the administrative and logistical need of the team to include maintaining an updated team call down roster, timely notifications of scheduled meetings and trainings, any monetary expenditures such as overtime accrual, and provide general administrative and oversight functions; and
  - (6) Complete a briefing report upon deactivation of a team debriefing and send the report to the Director of Crisis Management.
- C. The CISM Team Members shall:
- (1) Not interfere in any on-going criminal or internal investigations and avoid direct involvement in the incident;
  - (2) Regardless of rank, the CISM team member exercises no command authority when performing CISM team duties;
  - (3) Notify the coordinator immediately of issues that may impair or affect his or her ability to operate as a CISM team member;

- (4) Recognize they are not mental health providers and operate within the limits of their training;
- (5) Encourage members to seek professional assistance when appropriate;
- (6) **NOT** take notes or otherwise document the session; and
- (7) Immediately notify the Commander or Assistant Commander and affected party's Command of emergent or criminal issues as described previously in this directive.

D. Training.

- (1) All training will be conducted by certified CISM instructors.
- (2) Team meetings or trainings shall be conducted on a quarterly basis.

E. Team Selection.

- (1) Prospective members will be carefully selected through a recruitment process and interviewed prior to selection.
- (2) All prospective members who choose to volunteer as a CISM team member must submit a letter of interest and a recommendation letter from the prospective member's appointing authority to the Director of Crisis Management.
- (3) Prospective members shall successfully complete CISM training and pass the course with a score of at least 70%.
- (4) Prospective CISM team member who are selected must be willing to meet the following criteria:
  - (a) Be willing to respond as often as needed, which may include working outside of normal business hours;
  - (b) Agree to maintain confidentiality within the course of normal duties;
  - (c) Be empathetic and possess interpersonal and communication skills;
  - (d) Must attend and successfully complete an approved CISM training course; and
  - (e) Must participate in on-going training.

F. Team Notifications/Activation Procedures for Critical Incidents.

- (1) CISM Commanders/Assistant Commanders shall be responsible for maintaining and updating team notification attendance roster.
- (2) Initial notification shall be made by the appointing authority or designee to Security Operations or the Director of Crisis Management.

- (3) No CISM team member shall self-activate or be activated to their current assigned facility or unit, or if closely involved with the incident.
- (4) When possible, a minimum of two CISM team members will respond to any critical incident.
- (5) An annual report shall be submitted by the Director of Crisis Management to the Deputy Secretary of Operations, the Executive Director of Field Support Services, and the Director of Security Operations by February 1<sup>st</sup> of each year consisting of:
  - (a) The number of team members;
  - (b) Number of critical incidents responses; and
  - (c) Number of training hours, etc.

**.06 Attachments.**

There are no attachments to this directive.

**.07 History.**

This directive supersedes provisions of any other prior existing communication with which it may be in conflict.

**.08 Distribution.**

- A – Reference Set
- B – All Employees
- L – Library