

OFFICE OF CHIEF OF POLICE
OAKLAND POLICE DEPARTMENT

MEMORANDUM

TO: All Personnel

DATE: 22 Apr 15

SUBJECT: Revision of Departmental General Order B-17,
Critical Incident Stress Management Program

The purpose of this memorandum is to notify personnel of an update to Departmental policy and procedures regarding the Critical Incident Stress Management Program (CISMP), DGO B-17.

Personnel shall acknowledge receipt, review, and understanding of this directive in accordance with the provisions of DGO A-1, DEPARTMENTAL PUBLICATIONS.

By order of



Sean Whent
Chief of Police

Date Signed: _____



DEPARTMENTAL
GENERAL
ORDER

B-17

Index as:

Critical Incident Stress
Management Program

Effective Date:
22 Apr 15

Evaluation Coordinator:
Personnel and Training Division
Commander

Evaluation Due Date:
22 Oct 15

Automatic Revision Cycle:
3 Years

CRITICAL INCIDENT STRESS MANAGEMENT PROGRAM

The purpose of this order is to establish a program and set forth Departmental policy and procedures regarding the responsibilities for the Critical Incident Stress Management Program (CISMP).

I. DEFINITION OF A CRITICAL INCIDENT

A critical incident is defined as an event which has the potential for producing significant emotional trauma that may adversely affect the psychological well-being of personnel. Examples of police critical incidents include, but are not limited to, the following:

- Officer-involved shooting;
- Any Level One (1) Use of Force;
- Member/Employee injury or death;
- Death of a child; or
- Any incident involving mass casualties.

II. GENERAL PURPOSE AND PROGRAM DESCRIPTION

The purpose of the Department's CISMP is to provide support and guidance to members and employees who may be troubled by job related stress, personal issues, and/or critical incidents they have been exposed to.

The program is made up of two (2) teams: Peer Support (PS) and the Critical Incident Response Team (CIRT).

A. Peer Support (PS)

1. The purpose of the PS team is to provide members and employees with support and resources in all instances not necessarily involving a critical incident. Examples include relationship and family problems, life changes, marital issues, alcohol and drug abuse, financial issues, legal issues and work related stress.
2. Team members shall offer support to members and employees in the assessment of their problems and assist in identifying available referral options.

B. Critical Incident Response Team (CIRT)

1. The purpose of the CIRT is to provide members and employees involved in a critical incident with initial and follow-up support to include the coordination of Critical Incident Stress Debriefing (CISD).
2. CIRT members who are on call shall respond to critical incidents when activated by the CIRT Coordinator or other authorized commander.
3. CIRT members shall coordinate with the assigned mental health professional to conduct the Critical Incident Stress Debriefings (CISD) after a critical incident has occurred.

C. Critical Incident Stress Debriefing (CISD)

1. The purpose of CISD is to provide debriefing and follow-up service, after a critical incident, with the objective of minimizing the likelihood of stress disorders that may arise out of exposure to a major traumatic event or cumulative stressful incidents.
2. CISD is a recognized psychological technique used to provide both peer (lay team) and professional care for personnel exposed to potential or actual traumatic incidents. It emphasizes facilitated small group discussions among affected persons.
3. CISD is available to all personnel.

- D. Critical Incident Stress Management (CISM)
 - 1. CISM is an adjunct to professional medical, psychological, spiritual or referral services. It does not replace the counseling and mental health benefits provided by a member or employee's health plan.
 - 2. CISM does not provide substance abuse counseling. Additionally, PS and CIRT lay team members shall not engage in psychological or personal counseling as defined in Business and Professions Code Section 2900 et seq.

III. CONFIDENTIALITY

- A. The success of the CISMP is incumbent on the confidentiality of the program.
- B. The relationship between a mental health professional and the participating member/employee is confidential (California Evidence Code Section 1014).
- C. PS and CIRT lay team members are not afforded confidentiality under the law. However, team members shall not divulge the name or identity of a member or employee who requests guidance. Additionally, team members shall not discuss information obtained while acting in a PS or CIRT capacity with anyone else other than involved team members and/or a mental health professional except as referenced in Part III, D.
- D. PS and CIRT members are required to make the appropriate notifications and divulge pertinent information regarding actions or behavior that rises to the level of misconduct in accordance with the provisions of TB V-T.3, REPORTING MISCONDUCT.
- E. The relationship between a PS/CIRT lay team member and member/employee is not a confidentiality protected relationship, such as between a mental health professional, chaplain or attorney.

IV. PROGRAM STAFFING

The Personnel and Training Division Commander has been designated as the CISMP Coordinator. The CISMP consists of the following participants:

- A. Department Mental Health Consultant – The Department contracts with a mental health professional whose duties include acting as the clinical coordinator for the CISMP.

- B. PS Team – Active and retired Department members and employees selected by the CISMP Coordinator with the advice of team members who have been trained in PS.
- C. CIRT – Active Department members selected by the CISMP Coordinator with the advice of the Department Mental Health Consultant and team members.

V. PROGRAM PROCEDURE

- A. It is the duty and responsibility of every member and employee to be alert to the need for a colleague to be referred to the program so that timely professional assistance and/or PS may be offered. Anyone can contact a CISM team member and request that they contact someone and offer guidance and referral assistance.
- B. A commander or manager who is notified of an on-duty critical incident shall, as soon as possible, determine the need for a CIRT callout. In the event a CIRT callout is deemed necessary, the commander/manager shall arrange for the response to occur while affected personnel are on-duty or within 24 hours.

CIRT members may also assist in evaluating the need for a mental health professional, if not already contacted, under any of the following circumstances:

1. Officer-involved shooting/Level One (1) Use of Force that results in death or serious injury to anyone or a non-injury OIS that is otherwise traumatic (i.e., the officer thought he was in grave danger or the officer is in distress);
2. Officer-involved collision that results in death or serious injury to anyone;
3. Any other officer-involved incident that results in death or serious injury to anyone including a pursuit that terminates in any type of collision with injury;
4. Any incident during which an officer or employee is shot at or threatened with serious injury or death;
5. Large number of fatalities/casualties (e.g., mass homicide/injuries, traffic accident, building collapse);

6. Any incident involving the death of a child; or
 7. Incidents where members and/or employees witness a traumatic event (e.g., traumatic injury to a city employee, other first responders well known to members or employees).
- C. The CIRT callout team member shall notify a mental health professional as soon as possible after the critical incident, if one has not already been contacted.

NOTE: It is best to conduct the initial meeting within 24 hours, but no later than 72 hours following the incident for maximum benefit to the affected personnel.

- D. Commanders/Managers shall utilize the CIRT call-out schedule, when practical, to summon the on-call team members. The affected member/employee may request a specific CIRT team member.
- E. Stressful incidents can have a cumulative effect over time. Therefore, the commander/manager responsible for supervising an incident such as those described above shall advise the CISMP Coordinator, via email, of the potentially stressful incidents. The notification shall include whether CIRT resources were called to respond and the names of the personnel involved.
- F. Every effort shall be made to conduct a group critical incident stress debriefing (CISD) in order to discuss the details of the incident and to ascertain what follow-up services, if any, may be needed. The group may include involved personnel, CIRT members and a mental health professional.

NOTE: In some instances, a one-on-one meeting with the mental health professional is more appropriate than a group debriefing.

- G. Some incidents may result in a mandatory CISD, such as a line-of-duty death, the violent death of a child, or a Level One (1) Use of Force with serious or life threatening injuries. The decision as to who may be required to attend a mandatory CISD (with compensation) will be made by the CISMP coordinator with the input of CIRT, PS team members and/or mental health professionals.

- H. CIRT team members involved in a critical incident shall not be utilized as debriefing team members for that incident. Team members shall not interfere with the investigation or incident management. Team members shall confer with the Incident Commander, Area Commander or primary investigator prior to meeting with the affected parties.
- I. A current list of all PS/CIRT team members and call-out schedule containing names, assignments and all contact telephone numbers shall be maintained at the PAB and Eastmont Patrol Desks, as well as the Communications Division. Team members shall not be placed in a stand-by pay status.
- J. Personnel may request a CISM referral from any commander, manager or supervisor.
- K. If an off-duty CIRT member is contacted by a member or employee, the CIRT member may elect to provide assistance, suggest a referral or contact a commander/manager to request authorization for overtime on a call-out basis. The CIRT member shall not, under any circumstances, place themselves on overtime (call-back basis) without command approval.
- L. The CISD shall be scheduled by the responding Department mental health professional. Participating CIRT members shall be responsible for advising the CISMP Coordinator of the date and time of the CISD.
- M. Commanders may recommend the following personnel be placed on administrative leave or special assignment in lieu of their normal work schedule:
 - 1. Personnel involved in an OIS or a Level One (1) Use of Force with serious or life threatening injuries; or
 - 2. Personnel who witness an OIS or a Level One (1) Use of Force with serious or life threatening injuries.

Placing personnel on administrative leave or special assignment affords them the opportunity to participate in a CISD and/or see a mental health professional due to the specific details of the incident and/or the member or employee's involvement before returning to their regular work assignment.

VI. CISM TEAM SELECTION AND TRAINING

- A. The CISMP Coordinator shall recommend suitable CISM team members to the Chief of Police or their designee. The CISMP Coordinator will work with the Department mental health professional and the CISM team to identify suitable candidates.
- B. The following factors shall be considered when recommending prospective new CISM team members:
1. Departmental Seniority;
 2. Current assignment;
 3. Sick and injury history;
 4. Disciplinary history;
 5. Performance evaluations; or
 6. Special knowledge and/or skills the individual possesses (i.e., prior CISM training and experience or other specialized training).
- C. The CISMP coordinator, working with the Department mental health coordinator, and the CISM team shall review each candidate's history and shall consider any supervisory comments, letters of appreciation or other enclosures that reflect upon the candidate's judgment, maturity, and ability to communicate with people.

Specific criteria for consideration shall include, but are not limited to the following:

1. The candidate's willingness and availability to attend regularly scheduled meetings and training sessions;
2. Willingness to maintain and submit monthly statistics;
3. Understanding of and ability to maintain confidentiality;
4. Non-judgmental approach to personal behavior, lifestyles and personal problems; and
5. Past exposure to critical incidents.

- D. CIRT members on call must be willing to respond promptly when called by a Patrol Commander, Communications Division Supervisor, or other commander/manager.(Refer to Part VIII for terms of compensation.)
- E. CISM team members shall complete a course of formal training approved by recognized CISM mental health professionals and shall attend regular training sessions organized by the CISMP Coordinator or their designee.
- F. Criticisms or concerns about CISM team members shall be forwarded to the CISMP Coordinator. These criticisms or concerns shall be investigated by the coordinator or designee. Relevant training issues may be discussed with team members, when appropriate.

NOTE: Any discovery or allegation of misconduct shall be investigated in accordance with the provisions of DGOM-3, COMPLAINTS AGAINST DEPARTMENTAL PERSONNEL OR PROCEDURES.

- G. A CISM team member may be removed from the program by the CISMP Coordinator for reasons to include, but not limited to, any of the following:
 - 1. Breach of confidentiality;
 - 2. Lack of satisfactory participation;
 - 3. Inability to participate;
 - 4. Voluntary withdrawal from the program;
 - 5. Poor performance as a team member; or
 - 6. Misconduct.

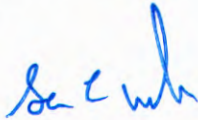
VII. REPORTING

- A. Annual statistical reporting information shall be maintained as part of the program and included in the divisional annual management report. All information shall be coded to ensure confidentiality to the extent possible.
- B. CISM team members shall encourage persons who participate in CISM activities to provide feedback to the CISMP Coordinator regarding the effectiveness of the program.

VIII. COMPENSATION

CIRT activities of team members that are approved on a call-out basis by a commander/manager shall be compensated at the appropriate overtime rate as set forth in the applicable Memorandum of Understanding (MOU).

By order of



Sean Whent
Chief of Police

Date Signed: 4-22-15