

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

Date Issued 9/22

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CHAPTER Human Resources	CHAPTER 06	SECTION 001	SUBJECT 0125
SECTION Personnel	SUBJECT Critical Incident Stress Management Plan		
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I. APPLICATION:

- SCCCMHA Board
- SCCCMHA Providers & Subcontractors
- Direct-Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) shall ensure a Critical Incident Stress Management Plan, serves the agency and the community in the event of a traumatic incident.

III. DEFINITIONS:

- A. External Trauma Response: Trauma Response for those persons not working for Community Mental Health. This includes, but is not limited to, schools, fire departments, police departments, EMS Units, businesses, or the community-at-large.
- B. First Responder: The emergency personnel who respond to a critical incident, such as police officer, fire fighter, EMS, Coast Guard, or Border Patrol and provides a service to address the need(s).
- C. Group Trauma Response: A specified group intervention by a Critical Incident Stress Management (CISM) Team, which is used as a response to a traumatic/critical/serious incident.
- D. Individual Trauma Response: An intervention provided to an individual who has experienced a traumatic/serious event, and who could benefit from a confidential CISM intervention. See also Personnel: Employee Assistance Program administrative procedure #06-001-0135.
- E. Internal Trauma Response: Trauma Response for those persons working directly for Community Mental Health and those persons who are employed by another agency, but are affiliated as members of CMH Interdisciplinary Teams.
- F. Intrusive Situation: A situation in which a staff member's work/work area has been intruded upon by an outside source, and this intrusion leads to the disruption of the staff member's ability to carry out their job effectively. The intrusion can include but is not limited to, verbal or physical threats either in person or through a phone conversation, or the presence of and disturbance caused by an

unknown and uninvited person in the work area. See also Personnel: Harassment in the Workplace policy #06-001-0105.

- G. Mutual Aid: Pre-arranged agreement to provide trauma response as needed with neighboring counties and areas of Canada through the St. Clair County Office of Homeland Security & Emergency Management.
- H. Traumatic/Critical/Serious Incident: Any incident that affects or may seriously affect work functioning, including but not limited to suicide, homicide, attempted suicide or homicide, line-of-duty death. Also, death of a person receiving mental health services, a traumatic personal incident, an intrusive situation at the worksite, death other than suicide, serious line-of-duty injury, significant event(s) involving children, multiple deaths and/or serious injuries, as well as critical issue designated by the St. Clair County Office of Homeland Security & Emergency Management, etc.
- I. Trauma Response Coordinator: Is the designated individual who is responsible for:
 - 1. Recruiting members for the Internal CMH Response Team;
 - 2. Recruiting members for the External or Community Response Team;
 - 3. Ensuring training is provided for members of the Response Teams;
 - 4. Updating training as needed for members of the Response Teams;
 - 5. Educating community (Fire, Police, EMS, Business) on the purpose and availability of Response Teams;
 - 6. Maintaining up-to-date roster for Response Teams;
 - 7. Activating as requested, the Response Teams/Individuals for a specified response as defined;
 - 8. Coordinating with St. Clair County Office of Homeland Security & Emergency Management, regarding training, critical incidents, county disasters, etc.
 - 9. Participating in providing / arranging mutual aid with neighboring counties as needed.
- J. Trauma Response Team Leader: An individual designated by the Trauma Response Coordinator to be in charge of carrying out a Trauma Response Plan and reporting back to the Trauma Response Coordinator.

IV. STANDARDS:

- A. All members of the Trauma Response Team must receive training in providing both individual and group Trauma Response and complete an application form, which remains on file with the Trauma Response Coordinator.
- B. Members of the Trauma Response Team (as a group or on an individual basis) whenever available must be prepared to provide support to those who have experienced a traumatic event.
- C. Trauma Response support services provided by the Trauma Response Team or an individual member of the Team are to be confidential. Confidentiality of information/issues discussed between the Team members and Trauma Response Coordinator is a necessary element for this program to be helpful.

V. PROCEDURES:

A. Internal Trauma Response

Staff Member(s)

1. Experiences traumatic incident or intrusive situation, which affects or may affect job functioning or program functioning.
2. Notifies Supervisor and Trauma Response Team Coordinator of possible need for an individual or group Trauma Response.
3. Follows Incident Report administrative procedure #05-001-0040, if incident involves a person receiving mental health services, and Personnel: Employee Medical Situations administrative procedure #09-003-0030, if incident involves a medical emergency of a staff member.

Trauma Response Coordinator

4. Receives information and determines if a CISM intervention is appropriate. If so, sets up Trauma Response Plan based upon the request of the concerned individual(s).
5. Identifies team leader and team members to carry out plan and provides current information regarding the critical incident.

Trauma Response Team Leader

6. Conducts Trauma Response Plan and reports outcome to the Trauma Response Coordinator regarding the need for any follow-up.

Trauma Response Coordinator

7. Debriefs with Trauma Response Team and with Trauma Response Leader.
8. Completes any follow-up, which may be suggested/required as result of Trauma Response Plan.

B. External Trauma Response

Member of Community

1. Experiences or becomes aware of a critical incident in the community, which has a serious effect on those involved.
2. Notifies those in charge and Trauma Response Team Coordinator of possible need for an individual or group trauma response.

Trauma Response Coordinator

3. Receives request/does outreach regarding availability of CISM Team to assist with a Trauma Response Plan.
4. Sets up Trauma Response Plan with those involved. Informs the identified team leader and team of the most current information regarding the critical incident.

Trauma Response Team Leader

5. Verifies with the person in charge at the critical incident site if any of the previously provided information has changed.
6. Conducts Trauma Response Plan and reports information to the Trauma Response Coordinator regarding any need for follow-up.

Trauma Response Coordinator

7. Debriefs with Trauma Response Team and with Trauma Response Leader.
8. Completes any follow-up, which may be suggested/required as result of Trauma Response Plan.

VI. REFERENCES:

- A. CARF: Health and Safety

VII. EXHIBITS:

None available.

VIII. REVISION HISTORY:

Dates issued 04/96; 06/98; 07/00; 06/02; 06/04; 06/06; 06/08; 06/10; 05/12; 07/13; 07/14; 07/15; 09/16; 11/17; 01/19, 09/20, 9/21.