



<b>Policy Title:</b>	<b>Critical Incident Stress Management Plan</b>
<b>Policy #:</b>	<b>06-001-0125</b>
<b>Effective Date:</b>	01/29/2025
<b>Approved by:</b>	Telly Delor, Chief Operating Officer
<b>Functional Area:</b>	Human Resources
<b>Responsible Leader:</b>	Kathleen Gallagher, Chief Clinical Officer
<b>Policy Owner:</b>	Kristen Thompson, Adult Services Director
<b>Applies to:</b>	All SCCCMH Staff, Direct Operated Programs, Network Providers

**Purpose:** To outline Critical Incident Stress Management Plan.

### I. Policy Statement

It is the policy of St. Clair County Community Mental Health (SCCCMH) to ensure a Critical Incident Stress Management Plan serves the agency and the community in the event of a traumatic incident.

### II. 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.

### III. Procedures, Definitions, and Other Resources

#### A. Procedures

##### Responsibilities

Position	Responsibilities
SCCCMH staff (when applicable)	<ol style="list-style-type: none"> <li>1. Notify Trauma Response Coordinator of need for possible assistance.</li> <li>2. Completes Incident Report as needed.</li> </ol>
Trauma Response Coordinator	<ol style="list-style-type: none"> <li>1. Determine referral for appropriateness of CISM intervention.</li> <li>2. If appropriate, identify team leader to coordinate response and debriefs team upon completion.</li> </ol>
Trauma Response Leader	Conduct Trauma Response Plan and reports back to Trauma Response Coordinator.

##### Actions – Internal Trauma Response

Action Number	Responsible Stakeholder	Details
1.0	Staff Member(s)	<ol style="list-style-type: none"> <li>1. Experience traumatic incident or <i>intrusive situation</i>, which affects or may affect job functioning or program functioning.</li> <li>2. Notify Supervisor and Trauma Response Team Coordinator of possible need for an individual or group Trauma Response.</li> <li>3. Follow <a href="#">Administrative Policy #05-001-0040, Incident Reports</a> if incident involves a person receiving mental health services, and <a href="#">Administrative Policy #09-003-0030, Personnel: Employee Medical Situations</a> if incident involves a medical emergency of a staff member.</li> </ol>
2.0	Trauma Response Coordinator	<ol style="list-style-type: none"> <li>4. Receive information and determine if a CISM intervention is appropriate. If so, sets up Trauma Response Plan based upon the request of the concerned individual(s).</li> <li>5. Identify team leader and team members to carry out plan and provide current information regarding the critical incident.</li> </ol>
3.0	<i>Trauma Response Team Leader</i>	<ol style="list-style-type: none"> <li>6. Conduct Trauma Response Plan and report outcome to the Trauma Response Coordinator regarding the need for any follow-up.</li> </ol>
4.0	Trauma Response Coordinator	<ol style="list-style-type: none"> <li>7. Debrief with Trauma Response Team and with Trauma Response Leader.</li> <li>8. Complete any follow-up, which may be suggested/required as result of Trauma Response Plan.</li> </ol>

### Actions – External Trauma Response

Action Number	Responsible Stakeholder	Details
1.0	Member of Community	<ol style="list-style-type: none"> <li>1. Experience or become aware of a critical incident in the community, which has a serious effect on those involved.</li> <li>2. Notify those in charge and Trauma Response Team Coordinator of possible need for an individual or group trauma response.</li> </ol>
2.0	Trauma Response Coordinator	<ol style="list-style-type: none"> <li>3. Receive request/do outreach regarding availability of CISM Team to assist with a Trauma Response Plan.</li> <li>4. Set up Trauma Response Plan with those involved. Inform the identified team leader and team of the most current information regarding the critical incident.</li> </ol>
3.0	Trauma Response Team Leader	<ol style="list-style-type: none"> <li>5. Verify with the person in charge at the critical incident site if any of the previously provided information has changed.</li> <li>6. Conduct Trauma Response Plan and report information to the Trauma Response Coordinator regarding any need for follow-up.</li> </ol>
4.0	Trauma Response Coordinator	<ol style="list-style-type: none"> <li>7. Debrief with Trauma Response Team and with Trauma Response Leader.</li> <li>8. Complete any follow-up, which may be suggested/required as result of Trauma Response Plan.</li> </ol>

### B. Related Policies

[Administrative Policy #05-001-0040, Incident Reports](#)

[Board Policy #06-001-0105, Personnel: Harassment in the Workplace.](#)

[Administrative Policy #06-001-0135, Personnel: Employee Assistance Program \(EAP\)](#)

[Administrative Policy #09-003-0030, Personnel: Employee Medical Situations](#)

### C. Definitions

1. *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, hospitals, EMS Units, businesses, or the community-at-large.
2. *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).
3. *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.*

4. *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 [Administrative Policy #06-001-0135, Personnel: Employee Assistance Program \(EAP\).](#)
5. *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 SCCCMH Interdisciplinary Teams.
6. *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 [Board Policy #06-001-0105, Personnel: Harassment in the Workplace.](#)
7. *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.
8. *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.
9. *Trauma Response Coordinator:* Is the designated individual who is responsible for:
  - a. Recruiting members for the Internal SCCCMH Response Team.
  - b. Recruiting members for the External or Community Response Team.
  - c. Ensuring training is provided for members of the Response Teams.
  - d. Updating training as needed for members of the Response Teams.
  - e. Educating community (Fire, Police, EMS, Business) on the purpose and availability of Response Teams.
  - f. Maintaining up-to-date roster for Response Teams.
  - g. Activating as requested, the Response Teams/Individuals for a specified

response as defined.

h. Coordinating with St. Clair County Office of Homeland Security & Emergency Management, regarding training, critical incidents, county disasters, etc.

i. Participating in providing / arranging mutual aid with neighboring counties as needed.

10. *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.

**D. Forms**

N/A

**E. Other Resources** (i.e., training, secondary contact information, exhibits, etc.)

N/A

**F. References**

1. CARF: Health and Safety

**IV. History**

- Initial Approval Date: 04/1996
- Last Revision Date: 12/2024 BY: Kristen Thompson
- Last Reviewed Date: 11/2023 BY: Latina K. Cates
- Non-Substantive Revisions: N/A
- Key Words: Trauma, Critical Incident, Stress