

**Idaho Department of
Juvenile Corrections
Administrative
Policy/Procedure**

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**SUBJECT: TRAUMA AND CRITICAL INCIDENT STRESS
MANAGEMENT INTERVENTION**

CATEGORY: HUMAN RESOURCES

Policy

The Idaho Department of Juvenile Corrections (IDJC) is committed to providing a safe working environment for all employees. IDJC strives to ensure the well-being of its employees, especially in the event of a crisis, trauma, or critical incident such as an accident involving staff or juvenile(s), serious injury, suicide or significant self-harm of staff or juvenile, epidemic, threat of harm, or natural disaster.

Therefore, it is the policy of the IDJC that when a traumatic event occurs at an IDJC worksite or affects a number of IDJC employees (e.g. the death of a staff member while off duty) and the impact significantly hinders an employees' ability to perform job duties or cope, the IDJC will facilitate the assistance of a Critical Incident Stress Management (CISM) team.

The purpose of the CISM team is to assist in minimizing the negative effects on employees and to provide appropriate intervention, support, timely information, education, and referrals to the state of Idaho Employee Assistance Program (EAP).

Operating Procedures

I. Request for CISM team

- A. A Division Administrator or designee determines the need for individual or group intervention by a CISM team as soon as reasonably possible following a crisis, trauma, or critical incident at an IDJC worksite or following an incident, which affects a number of IDJC employees (e.g. the death of a staff member while off duty).
- B. The Division Administrator or designee notifies the IDJC Director and Human Resource (HR) Officer by phone and/or e-mail as soon as possible to report the incident and request a CISM intervention.
- C. The identified CISM team assists the IDJC, which is trained through the Idaho Department of Corrections, CISM Program or through the state's EAP provider.
- D. Within the initial 24 hours following the incident, the Division Administrator or designee contacts one of the following approved CISM providers to initiate a CISM intervention:
- E.
 1. Vince Rodriguez
IDOC Critical Incident Stress Management Team Coordinator
208-327-7008 Ext 280 office
208-631-4793 cell E-mail: vrodriagu@idoc.idaho.gov

2. Debi Jessen
Assistant Coordinator
208-658-2040 office
208-890-8643 cell E-mail: Djessen@idoc.idaho.gov
3. State of Idaho Employee Assistance Program: ComPsych
1-877-427-2327

II. Meetings with employees

- A. The CISM team leader and/or members communicate with the Division Administrator, the HR Officer, and/or the immediate supervisor(s) to arrange a time and location for the meeting(s).
- B. The CISM team provides a confidential, critical incident, stress debriefing/defusing intervention with persons directly involved in a critical incident, to other employees referred by supervisory/management staff, and to those who refer themselves for intervention, as necessary. These meetings are not to be utilized as an operational critique. No information will be used as grounds for any departmental disciplinary/ investigative procedures.
- C. The goal of the CISM intervention is to provide employees a safe setting to review what they experienced, share feelings, and begin to think and feel differently about the event, e.g., to respond in healthy ways.
- D. The CISM team has no authority to offer time off to an employee. The supervisor must approve all requests for time off.
- E. If any CISM team members are also IDJC staff, those employees will maintain the integrity and the confidentiality of the process.

III. Ongoing treatment and follow-up

- A. It is not the role of the CISM intervention to provide continuing counseling services. Employees are referred to EAP and/or other community resources as appropriate.
- B. If, after a CISM intervention, an employee appears to have continued difficulties related to the incident, the supervisor will notify the Division Administrator through the chain of command. The Division Administrator will contact the HR Officer or designee for assistance.

Reference: [Glossary of Terms and Acronyms](#)

Desk Manual(s): None

Related Policies: [Modified Duty/Return to Work \(373\)](#)
[Employee Assistance Program \(357\)](#)

Related Forms: None