



KAY IVEY
GOVERNOR

State of Alabama Department of Corrections

Alabama Criminal Justice Center
301 South Ripley Street
P. O. Box 301501
Montgomery, AL 36130-1501
(334) 353-3883



JOHN Q. HAMM
COMMISSIONER

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**ADMINISTRATIVE REGULATION
NUMBER**

316

OPR: ADMINISTRATION

CRITICAL INCIDENT STRESS MANAGEMENT TEAM

I. GENERAL

This Alabama Department of Corrections (ADOC) Administrative Regulation (AR) establishes the responsibilities, policies, and procedures for the Critical Incident Stress Management (CISM) Team.

II. POLICY

It is the policy of the ADOC to provide staff with professional and peer-support personnel who are specially trained and follow an established standard of stress intervention techniques to effect recovery from traumatic stress positively.

III. DEFINITION(S) AND ACRONYM(S)

- A. **Crisis Management Briefing (CMB)**: A group briefing used before, during and after crisis to present facts, provide pertinent information to facilitate a brief controlled discussion, answer questions and information on stress survival skills and/or other available support services.
- B. **Critical Incident (CI)**: A traumatic event that has the potential to impact an individual's ability to cope. This includes the death of a coworker.
- C. **Critical Incident Stress Debriefing (CISD)**: An active intervention involving a group meeting or discussion about a particular critical incident. The CISD is designed to mitigate the impact of a critical incident and to assist the group in recovery from the stress associated with the event.
- D. **Critical Incident Stress Management (CISM)**: A peer-to-peer intervention protocol specifically developed for dealing with traumatic events.

- E. **Peer to Peer Mentoring:** ADOC employees trained to listen, mentor and provide support to others who are experiencing personal or professional difficulties.
- F. **Stress Coaching:** A proactive discipline where an experienced and specially trained peer guides/coaches a colleague through issues hopefully to prevent a crisis event from escalating.
- G. **Traumatic Stress:** A heightened state of cognitive, emotional and behavioral arousal because of extremely threatening, overwhelming or severe life experience.

IV. RESPONSIBILITIES

- A. The ADOC Commissioner will appoint the CI Director.
- B. The CI Director shall be responsible for:
 - 1. Selecting team members
 - 2. Equipping and training CISM team members
 - 3. Continuing education and certification of team members, including providing periodically a general workshop and/or training sessions for all CI team members to maintain certification and providing additional training as needed
 - 4. Establishing criteria for call out
 - 5. Determining when to respond to an incident and which team members will be activated for an event
 - 6. Approving travel according to AR 107 *Travel Reimbursement*
- C. Team members shall be responsible for:
 - 1. Maintaining CI certification
 - 2. Attending and successfully completing an initial professional training course
 - 3. Attending and successfully completing periodic training sessions
 - 4. Obtaining supervisor's approval for team membership

5. Keeping current contact information available for Regional Director
 6. Being available for team deployment at any time 24/7
 7. Notifying supervisor upon CISM callout
 8. Wearing team identification badges
 9. Dressing professionally during debriefing (CISD) sessions
- D. Regional Team Directors (North, Central and South) are responsible for:
1. Maintaining contact list of team members
 2. Maintaining CI certification of self
 3. Assisting CI Director with training/selecting of team members
 4. Selecting and notifying team members of call out
 5. Periodically conducting workshops and/or training sessions for team members and maintaining documentation of participant attendance
- E. CI team member's supervisor/warden is responsible for:
1. Allowing for training
 2. Allowing for call out
 3. Allowing travel in accordance with AR 107 *Travel Reimbursement*

V. **PROCEDURES**

- A. The Commissioner, Associate Commissioners, Deputy Commissioners, Regional Directors, or Division Directors are authorized to notify the CI Director or Regional Team Director when an event occurs. Supervisors are authorized to notify the CI Director, through the chain of command, of the deaths of employees or critical incidents. The CI Director may activate the team independent of notification.
- B. Upon receipt of notice of a critical incident need (including the off duty death of an employee), the CI Director or Regional Team Director shall activate the appropriate CI team members.

- C. The CI Director or Regional Team Director shall contact the appropriate CI team members to conduct a CMB session.
- D. The Warden/Division Director shall provide a briefing to the Regional Team Director about the details of the critical incident.
 - 1. The CMB is a **CONFIDENTIAL** process. Information obtained at this debriefing will be held in strict confidentiality. No meeting notes will be taken.
 - 2. The CI debriefing is not an investigation that may be conducted by the LESD, or any other law enforcement agency. Information gathered during a debriefing **shall not be** disclosed to an investigative body.
 - 3. Where a question of facility safety and security is relevant and pertinent, generalized information obtained from the CMB may be disclosed to the Warden/Division Director, Regional Director, or Associate Commissioner.
 - 4. The Warden/Division Director at the call out site shall provide an adequate setting in which a debriefing (CISD) session can be conducted.
 - 5. The Warden/Division Director of the team member shall provide CI team members with transportation for debriefing sessions.
 - 6. The Regional Team Director shall submit a report to the CI Director after each debriefing (CISD) session. The report shall include the names of the team members and the number of those debriefed only.
- E. The CI Director or Regional Team Director shall conduct a debriefing (CISD) session within two (2) weeks after the initial CISD.
- F. The Warden/Division Director shall provide CI team members with transportation for all training sessions.
- G. The CI Director shall submit an annual report to the Commissioner of ADOC in January. The report shall contain the efforts of the CI teams for the preceding year.

VI. **PRE-EMPTIVE CARE**

- A. Some CI team members are trained for stress coaching.

- B. The goal of stress coaching is to establish relationships with coworkers prior to an event in order to either circumvent or minimize a reaction to a critical event.
- C. Members of the stress coaching team may attend facility events, such as appreciation meals. During these times, the team will attempt to meet and talk with as many employees as possible. This time will be used to provide a sounding board to the employee.
- D. Coaches assigned to facilities will monitor their respective facilities.
- E. Wardens/Division Directors or Executive staff can request the stress coaching team at any time.

VII. DISPOSITION

Any documentation used will be disposed of and retained according to the Departmental Records Disposition Authority (RDA).

VIII. FORMS

There are no forms prescribed in this regulation.

IX. SUPERSEDES

This Administrative Regulation supersedes AR 316, *Critical Incident Stress Management Team*, dated January 3, 2003, and any changes.



John Q. Hamm
Commissioner