
 <p>State of Connecticut Department of Correction</p> <p>ADMINISTRATIVE DIRECTIVE</p>	Directive Number 2.18	Effective Date 05/12/2025	Page 1 of 4
	Supersedes Critical Incident Stress Response Program, dated 08/01/2005		
Approved By  Commissioner Angel Quiros	Title Critical Incident Stress Response Program		

1. **Policy.** The Department of Correction shall establish and maintain a Critical Incident Stress Response Program (CISRP) for staff who have been adversely affected, either directly or indirectly, by a critical incident related to Department employment.
2. **Authority and Reference.**
 - a. Connecticut General Statutes, Section 18-81.
 - b. Administrative Directives 2.10, Employee-Centered Programs, 6.6, Reporting of Incidents and 9.5, Code of Penal Discipline.
3. **Definitions.** For the purposes stated herein, the following definitions apply:
 - a. **Critical Incident.** A significant event that has the potential to cause psychological distress in an individual and may interfere with the person's ability to function either at the time of the event or later.
 - b. **Critical Incident Stress Management (CISM).** A multi-component approach for educating and helping reduce the harmful effects of traumatic stress. These components include pre-incident traumatic stress education, defusing's, debriefings, department consultations, on-scene support services for staff and staff families during prolonged incidents, grief support and follow-up interventions.
 - c. **Critical Incident Stress Response Team (CISRT).** Specially trained staff members who provide Critical Incident Stress Management intervention.
 - d. **Debriefing.** A group meeting facilitated by a CISRT member(s) designed to offer support and allow affected staff to articulate the facts and feelings surrounding the critical event.
 - e. **Defusing.** A group process during and/or immediately following a critical incident that addresses the emotional needs of affected staff.
 - f. **Grief Support.** A crisis intervention provided by CISRT member(s) to staff affected by the traumatic death of a co-worker.
 - g. **International Critical Incident Stress Foundation (ICISF) Model.** A crisis intervention model utilizing a group process in order to alleviate the symptoms associated with stress and accelerate the recovery process.
 - h. **Intervention.** Any contact between a CISRT member and an affected employee designed to assess stress-related symptoms, assist with personal and professional needs, offer continued support, and encourage emotional resolution.
 - i. **On-Scene Support Services.** A crisis intervention that focuses on the immediate needs of potentially affected staff during a critical incident.
 - j. **Team Leader.** A CISRT member trained to facilitate defusing's, debriefings, and other crisis interventions.
4. **Organization and Responsibilities.** The Director of the Maloney Center for Training and Staff Development shall be responsible for the CISRP and shall appoint: (1) a CISRP Coordinator who shall administer all CISM related activities; and (2) an advisory committee.
 - a. **Critical Incident Stress Response Program Coordinator.** The CISRP Coordinator shall: (1) recruit, select, supervise, and ensure the proper training of all CISRT staff; (2) ensure each unit emergency plan includes a current list identifying the Program Coordinator, team members and respective telephone numbers; (3) respond to all requests for CISRT interventions; (4) coordinate,

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assign and dispatch CISRT members, in adequate number, to assist staff during and/or following a critical incident; and (5) complete a monthly and an annual report listing the dates and types of interventions and the locations of the critical incidents.

- b. Unit Member Selection, Appointment and Retention Criteria. Each candidate shall be appointed by the Director of the Maloney Center for Training and Staff Development, upon the recommendations of the Unit Administrator and the CISRP Coordinator. Appointment shall be based on the employee's maturity, employment history, good judgment, reliability, initiative, and ability to support the unit's mission and shall be subject to, but not limited to, the following selection criteria:
 - i. General Standards.
 1. Unless exigent circumstances exist, no more than eight (8) days of sick leave within the 12-month period preceding application to the CISRT, or any sick time use that exhibits a pattern.
 2. Discipline free for the 12-month period preceding application to the CISRT and shall remain discipline free while assigned to the CISRT.
 3. Not have exhibited a pattern of anger, conflict, aggression, emotional instability and/or any history of sexual harassment or excessive use of force.
 4. Candidates shall have demonstrated a commitment to duty and have maintained a satisfactory or better service rating for the previous 3 years of service prior to application, if applicable.
 5. At the discretion of the Director of Maloney Center for Training and Development or designee a member may be removed if they become the subject of an Administrative Investigation in accordance with Administrative Directive 1.10, Investigations, It is the responsibility of the member to report to the CISRT Coordinator if they become the subject of an investigation. The removal shall be in place until the closure of such an investigation, at which time if no discipline is issued the member may be reinstated by the Director of Maloney Center for Training and Development or designee. After one (1) year from the removal date the member may reapply for reinstatement. The level of disciplinary action and offense(s) will be considered as part of the reinstatement process. The former position is not guaranteed if reinstated.
 - ii. Specific Standards. Each CISRT member shall successfully pass the specialized crisis intervention training.
 - iii. Termination. Members may be removed from service for failure to maintain compliance with any of the standards listed in this Directive. An employee who has been removed from the CISRT for failure to maintain one or more of the conditions as outlined in this Directive may reapply once the appropriate standard(s) has been met.
- c. Critical Incident Stress Response Team(s). Each team member shall be trained in accordance with the ICISF Model of crisis intervention within one (1) year of any involvement in the Program. Upon activation, a CISRT leader or member shall: (1) follow the direction of the CISRP Coordinator and/or the team leader; (2) provide the designated type of crisis intervention; (3) refer affected employees to support services as appropriate; and (4) maintain confidentiality in accordance with Section 8 of this Directive.
- d. Advisory Committee. The CIRST Advisory Committee shall be comprised of CISRT members appointed by the Director of the Maloney Center for Training and Staff Development. The Advisory Committee shall support the mission of the CISRP to ensure its productivity, effectiveness, and growth.
- e. Critical Incident Stress Response Program Operations Manual. The CISRP Coordinator shall publish a CISRP Operations Manual which shall be reviewed annually and revised, as needed. The CISRP Operations Manual shall be

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approved by the Director of the Maloney Center for Training and Staff Development.

5. Activation. Each critical incident shall be classified as a mandatory or discretionary activation, contingent upon the number of staff affected, severity of the event and/or magnitude of the department response. The CISRP Coordinator shall identify team members and logistical accommodations required and deploy the team. Potentially affected staff shall be notified of the team's deployment and allowed the opportunity to use its services. Activated Emergency Response Unit members and other staff shall also be considered for CISRP services as appropriate.
 - a. Mandatory Activation. Each Unit Administrator shall immediately notify the CISRP Coordinator in the following cases: (1) riot; (2) hostage situation; (3) staff death on post; (4) staff suicide; (5) large-scale destruction or disaster; (6) witnessing inmate suicide or violent death; (7) staff assault requiring immediate medical care outside the facility; (8) inmate disturbance as classified by Administrative Directive 9.5, Code of Penal Discipline; and (9) sexual assault on an employee.
 - b. Discretionary Activation. Each Unit Administrator shall assess each incident and the reaction of the affected staff to determine the need for notification of the CISRP Coordinator in the following cases: (1) inmate disruption as classified by Administrative Directive 9.5, Code of Penal Discipline; (2) staff assault not requiring immediate outside medical treatment; (3) fire; (4) threat; (5) attempted inmate suicide and (6) occupational exposure.
 - i. The Unit Administrator may contact the CISRP Coordinator for any event, not listed above, that the Unit Administrator reasonably believes may warrant activation.
 - c. Event Reporting. Each critical incident shall be reported in accordance with Administrative Directive 6.6, Reporting of Incidents. A copy of CN 6601, Incident Report shall be forwarded to the CISRP Coordinator or designee by the Unit Administrator.
6. Debriefing and Defusing. A defusing session shall provide support within eight (8) hours of the critical incident. A debriefing session shall normally occur within two (2) to four (4) days of the incident. In addition to duties stated herein, the CISRP Coordinator or designee shall:
 - a. Refer an affected staff member to the Employee Assistance Unit (EAU), CISRT EAU liaison, and/or the Employee Assistance Program (EAP) in accordance with Administrative Directive 2.10, Employee-Centered Programs whenever it is determined that the employee requires more extensive assistance.
 - b. Notify the Unit Administrator when it is believed that a particular employee is unable to return to normal duties.
 - c. Determine the necessity for a follow-up intervention, in collaboration with the CISRT EAU liaison, which shall normally occur within 14 days of the event.
7. Facility Responsibilities.
 - a. The CISRP Coordinator, in collaboration with the Unit Administrator or designee, shall determine who the affected staff are and ensure they are provided any necessary crisis intervention. The CISRP Coordinator shall make the final determination which staff are appropriate for intervention.
 - b. The CISRP Coordinator shall notify each appropriate Unit Administrator when team members are required for CISRP activities. Each Unit Administrator shall work with the CISRP Coordinator to ensure activated CISRT members and affected staff are made available and remain available as long as required for CISRP activities.
 - c. Defusing, debriefing and intervention shall be scheduled during normal work hours, whenever possible, and shall count as regular work time. Overtime and compensatory time may apply in accordance with the employee's job classification, contract provision or state regulations. The employee's

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facility shall be responsible to provide any overtime or compensatory time after receiving a written explanation from the CISRP Coordinator.

- d. The facility shall provide an area that affords privacy for CISRT interventions.
 - e. The Unit Administrator, in collaboration with the CISRT, shall provide for any necessary personal accommodations such as showers, clothing, rest, telephone calls, and/or other needs of the affected staff.
 - f. Each facility shall identify an area for the CISRT to report to and facilitate crisis intervention in the event of an ongoing critical incident. This staging area shall be specified in the facility's unit emergency plan.
8. Confidentiality. Individual confidentiality shall be maintained for all information gained or shared during any CISRT defusing, debriefing or intervention; except that, when a direct and immediate threat to the safety and security of the workplace or any individual exists, a confidential referral shall be made to the Unit Administrator and/or Employee Assistance Program Coordinator.
9. Exceptions. Any exception to the procedures in this Administrative Directive shall require prior written approval from the Commissioner.