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Critical Incident Program	ACA Standards: 2-CO-1C-25, 4-4071, 4-4373M		
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Critical Incident Program

The purpose of the Oklahoma Department of Corrections (ODOC) Critical Incident Program is to respond to the needs of employees and their household/immediate family members in a compassionate, sensitive, helpful manner in the event of a critical incident. (2-CO-1C-25, 4-4071)

I. Definitions

A. Critical Incident

A critical incident is defined as an event that results in serious injury or death of an employee, or a situation that may cause serious physical or emotional trauma. Physical trauma results from hurt or harm to one's physical body, while emotional trauma is caused by intense fear.

Critical incidents may include, but are not limited to:

1. A physical assault or threat of assault of a serious nature;
2. A sexual assault;
3. A hostage incident;

4. An incident causing serious injury/death to a person;
5. Direct involvement in a critical incident;
6. A suicide/suicide attempt of an employee (4-4373M); and
7. An accident resulting in serious injury or death of an employee.

B. Critical Injury

Critical injury is defined as the life-threatening injury of an employee by felonious or accidental means during the course of performing his/her duties and responsibilities while employed by ODOC.

C. Line-of-Duty Death

Line-of-duty death is defined as the death of an employee by felonious or accidental means during the course of performing his/her duties and responsibilities while employed by ODOC.

D. Household Family Members

Household/family members are defined as immediate family members of the deceased or seriously injured employee. Immediate family is limited to spouse, children, parents, brothers, sisters, but may include step, grand, half, foster, or in-law relationships to those immediate family members.

II. Program Administration

A. Regional Directors/Director of Probation and Parole Services and Facility/Unit Head Responsibilities

Each regional director, director of Probation and Parole Services and facility/unit head is responsible for:

1. Appointing a local and an alternate critical incident coordinator. The administration building will be assigned a coordinator from the Central Human Resources Unit;
2. Ensuring that coordinators are not assigned to conflicting responsibilities and roles during critical incidents;
3. Ensuring the local and alternate critical incident coordinators participate in all training offered for this program;
4. Ensuring a local critical incident plan is developed and implemented at each facility/unit in compliance with this procedure;

5. Providing a copy of the local critical incident plan to the agency Critical Incident Program coordinator; and
6. Ensuring coordination between the agency Critical Incident Program coordinator, local critical incident coordinators, and other program resource providers.

B. Facility/Unit Head Responsibilities

The facility/unit head is responsible for:

1. Immediately assigning a staff member, "trained in critical incident procedures" to be with the affected employee(s) for personal support during post-incident activities; if available;
2. Relieving the affected employee(s) from duty and removing the employee(s) from the scene of the incident to a secure location as soon as possible and in coordination with any jurisdictional authority involved in the incident or present at the scene of the incident;
3. Informing the employee(s) of the type of assistance and services available;
4. Communicating with the agency Critical Incident Program coordinator regarding the physical and emotional status of the employee(s); and
5. Requesting, through the agency Critical Incident Program coordinator, immediate professional intervention services, if requested by the employee(s) or as deemed appropriate.

C. Agency Critical Incident Program Coordinator

The agency Critical Incident Program coordinator will be designated by the director of Human Resources and is responsible for:

1. Providing assistance to local critical incident coordinators in establishing and administering effective programs;
2. Coordinating critical incident activities in cooperation with facility/unit head and the local critical incident coordinator;
3. Ensuring local critical incident coordinators participate in an annual drill.
4. Assisting local critical incident coordinators with obtaining training, which may include an event simulation/drill, for facility/unit staff in the grieving process, protocols, and techniques for serious injury

and death notification;

5. Assisting local critical incident coordinators in resolving trauma-related problems;
6. Facilitating the placement of any staff requiring a change in assigned duties and responsibilities through the appropriate chain of command;
7. Ensuring strict confidentiality of the employee's personal information;
8. Providing and coordinating intervention assistance for ongoing critical incidents and directing appropriate activities to address employee needs during critical incidents;
9. Coordinating appropriate interventions in a timely manner after an incident has occurred; and
10. Maintaining appropriate records.

D. Local Critical Incident Coordinator

The local critical incident coordinator is responsible for:

1. Making initial contact with the agency Critical Incident Program coordinator to exchange contact information and obtain or provide an initial briefing;
2. Serving as a member of the critical incident notification team as specified in this procedure;
3. Identifying and coordinating assignments for staff and volunteers most able to assist household family members and victims;
4. Making the initial notification in person as specified in this procedure;
5. Coordinating assistance to household family members in cooperation with the agency Critical Incident Program coordinator and the family support team as outlined in this procedure;
6. Assisting with the debriefing of any employee(s) involved in the critical incident; (4-4373M)
7. Interviewing all supervisors and managers involved regarding the employee's needs and status;
8. Ensuring affected employee(s) are informed about the agency's

Employee Assistance Program (EAP) and available counseling services and referrals, worker's compensation benefits, return to work regulations, and any other benefit information deemed appropriate; (2-CO-1C-25, 4-4071)

9. Scheduling employee(s) for an interview with the agency Critical Incident Program coordinator and/or EAP contract provider;
10. Maintaining weekly contact with employee(s) until the immediate issue is resolved if the employee is off work, or until contact is no longer needed if the employee is working;
11. Making follow-up contacts with victims at six months and after as needed; (4-4373M)
12. Ensuring employee personal information is maintained in a confidential manner;
13. Assisting the facility/unit head and immediate supervisor in arranging special work assignments, if appropriate;
14. Providing training and assistance on the Critical Incident Program, serious injury and death notification procedures, grieving process, and assistance during the mourning and post-mourning periods to all supervisors and management personnel;
15. Ensuring any questions from the media are referred to the agency public information officer; and
16. Serving as a critical incident notification team member and assisting other units with critical incident situations, as requested and coordinated by the agency Critical Incident Program coordinator.
17. Complete the "Agency Critical Incident Report" ([Attachment A](#), attached) when a critical incident occurs. Attach all documents associated with the incident with the attachment. The attachment must be sent to the agency Critical Incident Program Coordinator within 14 calendar days of the conclusion of the critical incident.

E. Critical Incident Notification Team

Membership of the facility critical incident notification team will include, but not limited to:

1. Regional directors, director of Probation and Parole Services, facility/unit head, or highest-ranking available employee;
2. Chaplain, if applicable;

3. Local critical incident coordinator; and
4. Psychologist, if applicable.

III. Program Components

A. Serious (Life Threatening) Injury Responsibilities

The local critical incident coordinator will obtain notification information from the personnel file.

1. Notification of the next of kin will be made in person by the local critical incident coordinator with the facility/unit head and others as deemed appropriate (i.e. regional director, immediate supervisor, chaplain, psychologist, etc.) to the household family members listed on the employee's "Data Summary Sheet" ([OP-110110](#), [Attachment A](#)). The "Data Summary Sheet" will be reviewed for preference in notification.
2. Notification of the next of kin out of the vicinity will be made with the assistance of local law enforcement and the nearest facility/unit head in the area closest to the residence of the next of kin.
3. Medical information will be provided only by the appropriate medical treatment provider.
4. Every effort will be made to ensure that the household family members are not alone during the period of time immediately following notification of the critical incident, unless otherwise directed by the family. Transportation (within the state) to the location of the injured employee will be offered by the local critical incident coordinator.
5. The facility/unit head will ensure that the affected employee or household family members are provided all applicable benefit information.
6. Whenever possible, the highest ranking executive/senior staff member will join the household family members at the hospital in order to emphasize the agency's support. The next highest ranking agency employee will serve as, or will designate, a hospital liaison officer.
 - a. The hospital liaison officer will coordinate the arrival of agency personnel, the media and others.
 - b. The hospital liaison officer should ensure that all medical bills, which are covered by workers' compensation

insurance, are directed to the appropriate agency authority and that they are not forwarded to the employee's household family member.

B. Line-of-Duty Death Responsibilities

1. The local critical incident coordinator will obtain notification information from the personnel file.
2. Notification of the next of kin will be made in person by the local critical incident coordinator with the facility/unit head and others as deemed appropriate (i.e., regional director, immediate supervisor, chaplain, psychologist, etc.) to the household family members listed on the employee(s) "Data Summary Sheet". The "Data Summary Sheet" will be reviewed for preference in notification.
3. Assistance may be provided to the household family members with the coordination of transportation of household family members to and from locations which may include, but are not limited to:
 - a. The first hospital visit or location of the body; or
 - b. Funeral home.

4. Family Support

The affected executive/senior staff member will establish a family support team to coordinate family support activities and responsibilities. The executive/senior staff member will report all team related activities to the agency director and coordinate all functions and duties.

Duties and responsibilities are at the discretion of the family and may include, but are not limited to, the following:

- a. The ODOC's director's office will inform household/family members on the procedures involved if the Oklahoma Department of Corrections Honor Guard or other law enforcement official(s) are requested to be involved in the funeral;
- b. The Central Benefits Unit will coordinate all official criminal justice notifications and arrangements; and
- c. The Central Benefits Unit will ensure information on all benefits is made available to the employee's designee.

C. Services

In the event of a critical incident in the workplace, the following services and assistance will be provided for affected employee(s):

1. Debriefing (4-4373M)

In addition to any fact-finding interviews and contacts, employee(s) may participate in an optional debriefing process which will be conducted in a timely manner after the incident in accordance with OP-050108.

2. Follow-Up Services and Assistance

- a. Follow up contacts and debriefing services will be provided as needed and at the request of management and the affected employee(s).
- b. Information on available assistance, community and referral resources (e.g., returning to work, workers' compensation, rape counseling and other services through EAP) will be provided as part of the debriefing process.

3. Counseling Services (2-CO-1C-25, 4-4071)

The ODOC contracts for services to assist employees who encounter work or personal problems that may adversely affect job performance or personal wellbeing. Services are provided in accordance with [OP-110214](#) entitled "Employee Assistance Program (EAP)."

- a. Crisis counseling is available on a 24-hour-a-day basis through the EAP at no cost to the employee.
- b. Professional, non-agency psychological care is available on a voluntary basis to assist employees and their families in post-trauma situations through EAP
- c. Additional services may be provided in accordance with [OP-110345](#) entitled "Workers' Compensation Insurance and Accommodations for Injured/Impaired Employees" if applicable, or the employee's health insurance provider.
- d. All requests for critical incident stress counseling will be directed to the EAP coordinator.

4. Absence from Work

It may be in the best interest of the employee(s) and ODOC for employee(s) involved in a work related traumatic incident to be off work. All absences require an appropriate leave designation in

accordance with [OP-110355](#) entitled "Procedures for Employee Attendance and Leave." The facility/unit head will consult with the Central Human Resources Unit to determine the appropriate leave program for post trauma absences.

5. Light Duty

Light duty assignments and details to special duty will be considered when employee(s) are released to return to work with physical or mental restrictions that are temporary in nature as a result of a trauma suffered from involvement in a critical incident. Such assignments will be in consultation with the Central Human Resources Unit and in accordance with applicable Merit Rule and agency policy and procedure.

IV. References

Policy Statement No. P-110100 entitled "Uniform Personnel Standards"

OP-110110 entitled "Enrollment Procedures for New Employees"

OP-110345 entitled "Workers' Compensation Insurance and Accommodations for Injured/Impaired Employees"

OP-110355 entitled "Procedures for Employee Attendance and Leave"

V. Action

The director of Human Resources is responsible for compliance with this procedure.

The director of Administration is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-110501 entitled "Critical Incident Program" dated April 25, 2017

Distribution: Policy and Operations Manual
Agency Website

<u>Referenced Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	"Data Summary Sheet"	OP-110110
Attachment A	"Agency Critical Incident Report"	Attached