

GENERAL ORDERS
CHAPTER 202
PERSONNEL

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Rescinds: GO 202.12 (10/18/05)
New materials underscored

Accreditation Standards: 35.1.9 h

PEER SUPPORT/CRITICAL INCIDENT STRESS TEAM
G.O. 202.12

I. PURPOSE

To establish procedures to assist employees and family members of the Maui Police Department in dealing with stress or stressors that occur from their employment or relationship with the Police Department.

The duties and responsibilities of the law enforcement profession are often emotionally demanding and difficult. Employees and their families risk experiencing stress and related emotional difficulties. Emotional concerns may have a negative impact on personnel, personnel performance, and in extreme instances, may present danger to the welfare and safety of the employees, their families, and the general public.

II. POLICY

It is the policy of the Maui Police Department to provide personnel and their families with support to assist them to preempt and resolve emotional difficulties. The Peer Support Unit/Critical Incident Stress Management (CISM) Team is a voluntary and confidential resource that provides support and assistance for personal and/or work related problems and debriefings of critical incidents.

III. DEFINITIONS

CRITICAL INCIDENT: Any significant event that may result in strong emotional reactions and has the potential to affect an employee's ability to cope. Examples include, but are not limited to:

- Line of duty deaths
- Line of duty injuries
- Employee suicides
- Disaster/multi-casualty incidents
- Officer involved shootings
- Significant events involving children
- Incidents involving victims who are relatives or friends
- Events with excessive media coverage
- Events that are life-threatening to responders
- Civilian deaths that occur during police operations

- Cumulative significant events that occur within a short time period.

DEBRIEFING: A group meeting to mitigate the impact and adverse effects of a critical incident. It is not an operational critique.

DEFUSING: A shortened version of a debriefing, offering information, support, initial venting of feelings and an assessment of the need for a debriefing.

ONE-ON-ONE: A support session that occurs between a Peer and another person.

PEER: A volunteer participating in the Peer Support Unit. Peers include: current and retired employees, family members, and significant others trained in support and debriefing functions. All persons are considered of equal standing.

PEER SUPPORT: A process whereby a person discusses a personal issue with a non-professional, usually a friend or co-worker. The person seeking support defines the problem and solves it, with the assistance of a peer support volunteer. The peer support person uses good active listening skills, helps to clarify issues and supports the person through the problem-solving process.

STEERING COMMITTEE: Five elected peers responsible for establishing and governing the Peer Support Unit.

TEAM COORDINATOR: An individual selected by the Chief of Police who coordinates the training of the Peer Support Unit, provides logistical support of the Peer Support Unit, Leads the CISM Team, organizes Debriefings and Defusing. This person sits on the Steering Committee, but does not have a vote on the committee.

IV. ORGANIZATION

- A. The Peer Support Unit/CISM Teams are tied administratively to the Office of the Chief of Police. However, the Peer Support Unit/CISM Teams are an autonomous element supported by the Department.
- B. The CISM Team Coordinator is a non-voting Steering Committee Member whose main function is to be the liaison and logistical officer in the Unit.
- C. Peers are selected by the Steering Committee.
- D. Participation in the Peer Support Unit is voluntary and open to departmental personnel, their families, significant others, and retirees.

V. PEER SELECTION

- A. Department employees who wish to serve as Peers shall submit a To/From to the Steering Committee via their Bureau Commander. Retired employees, family members and significant others who wish to serve as Peers shall submit a memo to the Steering

Committee via the Chief of Police. The minimum qualifications for Department employees shall be:

1. Two (2) year tenure (from date of hire) with the Department.
 2. A 3.0 or better average score on their Annual Performance Evaluation.
 3. Recommendation of their immediate supervisor.
 4. Disciplinary action may be a consideration.
- B. All candidates shall be interviewed.
- C. The Steering Committee is made up of five members who are selected by the Peers. Member selection and terms are defined by the Steering Committee by-laws.
- D. Following selection, the candidate shall receive the following training:
1. Assisting Individuals in Crisis and Group Crisis Intervention (24 hours), or Peer Support (16 hours) and Basic Critical Incident Stress Management (16 hours)
 2. Advanced Critical Incident Stress Management (16 hours)
- E. If a person is involved in an incident with an employee that may be provided CISM assistance and/or support, that person shall not be used as a Peer.

VI. CONFIDENTIALITY

- A. Peers shall adhere to the strictest standards of confidentiality and not discuss any information divulged in support, defusing, one-on-one, or debriefing sessions, with the following exceptions;
1. Cases of criminal conduct.
 2. When there is reason to believe that the person intends serious self-injury or injury to another person. In cases of threatened serious injury, reasonable efforts will be made to warn the intended victim(s).
 3. When the employee is a clear and immediate danger to self or others due to substance abuse.

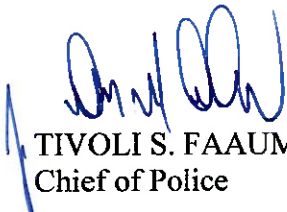
Should one of these exceptions exist, it becomes the responsibility of the Peer Support Unit member to take corrective action. Corrective action may include documenting a To/From communication or informing a superior officer.

- B. No employee, supervisor, or superior officer shall make inquiries of a Peer regarding debriefing, defusing, or any other counseling session.

- C. Employees who have been involved in a violation of law or directive shall not rely upon, or expect, Peers to serve as a means of relieving or diminishing their real or perceived responsibility.

VII. PROCEDURES

- A. Debriefings and defusings are coordinated through the Peer Support/CISM Coordinator.
1. The commander or any supervisor within a specific element, section, unit, who believes personnel under his command have endured a critical incident, may call for a defusing, one-on-one, or debriefing session.
 2. This commander shall contact the Team Coordinator and assist in the organization of a defusing or debriefing. A twenty-four hour cellular number will be available through dispatch.
- B. Once a defusing or debriefing is scheduled, all employees involved in the incident shall attend.
1. Attendance is mandatory, participation is not mandatory.
 2. Defusings should be conducted within three or four hours of the incident, or at the earliest operational opportunity before personnel leave for the day.
 3. Debriefings should be conducted between 48 and 72 hours after the incident.
 4. If any portion of the defusing or debriefing is conducted after the regularly scheduled tour of duty, overtime will be paid to those mandated to attend.
- C. One-on-one sessions are coordinated as needed by the peer and are not compensable, unless recommended by the Team Coordinator and approved by the Chief or designee.
- D. When problems are acute or appear to require specialized assistance, information or referral resources will be made available to those seeking help.
- E. As an alternative to peer assistance, employees are encouraged to contact their personal clergy, the Employee Assistance Program, Police Chaplains, Physicians, or Mental Health Professionals.



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