

# Attachment 5



## PUBLIC SAFETY WELLNESS UNIT

### Policies & Procedures



# Public Safety Wellness Unit

## 2021 Policies & Procedures

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# PUBLIC SAFETY WELLNESS UNIT

## Mission Statement

The PSWP is committed to promoting quality educational awareness, interventions, trainings, and self-care to reduce physical, emotional, psychological, and spiritual health issues for our first responders.

## Vision

The Public Safety Wellness Program will deliver quality, research based, and cutting-edge mental health interventions through individuals who are committed to reducing first responders' injuries and deaths through a common set of core values.

## Core Values

Accountability	We are responsible for our words, our actions, and our results.
Confidentiality	We respect the confidentiality of information entrusted by individuals.
Commitment	We provide excellent services and support.
Compassion	We are dedicated to respect and improve the lives of our first responders we serve with compassion and care.
Excellence	We are driven to consistently deliver superior results and outcomes.
Integrity	We hold ourselves to the highest ethical standards. We are fair and honor our commitments.
Teamwork	We achieve more when we collaborate and all work together.

# 100.00 Organization Structure

## 100.00 ORGANIZATION STRUCTURE

### 100.01 Purpose

The City of Irving recognizes that certain chronic and acute stressors are inherent to the first responders' profession. Therefore, it is the Policy of the City of Irving to proactively address specific mental health needs of the first responders and their family through the Public Safety Wellness Unit.

### 100.02 Policy

The Public Safety Wellness Unit will have an organizational structure to define the roles, responsibilities, and provision of services of the unit's staff. The unit will be available 24/7 for crisis interventions.

### 100.03 Scope of Services

The PSWU will provide the following ongoing services to both the first responder (police officers, firefighters, dispatchers, detention officers), as well as their immediate family:

- A. Critical Incident Stress Management (CISM) – defusing, debriefing, crisis management briefings, and individual crisis intervention.
- B. CISM support to smaller police and fire departments.
- C. Eye Movement Desensitization & Reprocessing after a critical incident.
- D. Yoga for first responders.
- E. Biofeedback/Neurofeedback.
- F. Case management follow up, ongoing one-on-one support.
- G. Quarterly mental health checkups for select responder groups.
- H. Crisis counseling and grief counseling.
- I. Training for the employees and for their families – Inoculation training for new recruits; emotional survival and self-care for the family; quarterly training for the peer support teams.
- J. Provide referrals for mental health and other resources, when it does not involve a worker's compensation claim.

- K. Develop a robust list of referral resources to swiftly connect our first responders and their families with the assistance they need (i.e., mental health, addiction recovery, suicide prevention, etc.).

PSWU will promote the principles of psychological first aid which are safety, efficacy, calmness, connectedness, and to foster hope and optimism. The clinicians will perform critical incident needs assessments in the workplace by implementing a pre-clinical, multidisciplinary team, identifying high-risk individuals, targeting mental health, resilience, distress, and risk behaviors, identifying barriers to care and services, offering health education for prevention, assessment, and referral, holding informational briefings, offering grief counseling, and integrating family support.

## 101.00 Public Safety Wellness Unit Staff

### 101.00 Public Safety Wellness Unit Staff

#### 101.01 Wellness Unit Senior Manager

##### A. Senior Manager:

1. Hired by the City Manager.
2. Has the ultimate responsibility for the administration and external relations of the unit.
3. Develops and prepares such programs and policies as deemed necessary to maintain efficient and effective day to day operations of the unit.
4. Develops, presents, and justifies budget estimates for unit's operations.
5. Responsible for supervising the unit's clinicians and administrative support staff.
6. Hires unit's staff.
7. Maintains corrective actions within the department.
8. May provide confidential crisis counseling services to employees and their immediate family members.
9. The appropriateness of the services for family members shall be determined by the Senior Manager.
10. Serves as a coordinator and Clinical Supervisor of the Peer Support Teams.
11. Provides support services to police and fire as part of the training curricula for new recruits, supervisors, and other trainings as needed or requested by the Chief of Police or Chief of Fire Department.
12. May assist other agencies as stipulated in the interagency Memorandum of Understanding.

#### 101.02 Wellness Unit Clinicians

##### A. Clinicians:

1. Critical Incident Stress Management (CISM) – defusing, debriefing, crisis management briefings, and individual crisis intervention.

2. Provide CISM support to smaller agencies as needed as stipulated by the Interagency Memorandum of Understanding.
3. Eye Movement Desensitization & Reprocessing after a critical incident (i.e., ASSYST-I, ASSYST-G, PRECI).
4. Crisis and or grief counseling.
5. Provide Yoga for first responders.
6. Provide Biofeedback/Neurofeedback entrainment as needed.
7. Provide case management follow up, ongoing one-on-one support.
8. Provide quarterly mental health checkups for the specialized police and detective units in the Criminal Investigation Division of the Police Department.
9. Develop and provided trainings for the employees and their families – Inoculation training for new recruits; emotional survival and self-care for the family; quarterly training for the peer support teams.
10. Provide referrals for mental health services and other resources, locally and/or out of state, when it does not involve a worker’s compensation claim.
11. Develop and maintain an updated list of referral resources to swiftly connect first responders and their families with the assistance they need (i.e., mental health, addiction recovery, suicide prevention, etc.).
12. Provide consultation as needed to the first responder and/or their families to determine appropriate referral and/or service options.

**101.03 Ethics and Confidentiality**

- A. In addition to any code of ethics specifically applicable to them, the staff of the Public Safety Wellness Unit shall observe the ethical principle of psychologists and are bound by the Code of Conduct as published by the American Psychological Association.
- B. The clinical staff, in the performance of their duties associated with the Public Safety Wellness Unit, is recognized to have the protection of privileged communication as specified in Chapter 611 of the Texas Health and Safety Code.
  1. Information discussed in consultation, crisis counseling, or peer support relationships shall not be made available during an administrative or criminal investigation without the consent of the individual undergoing



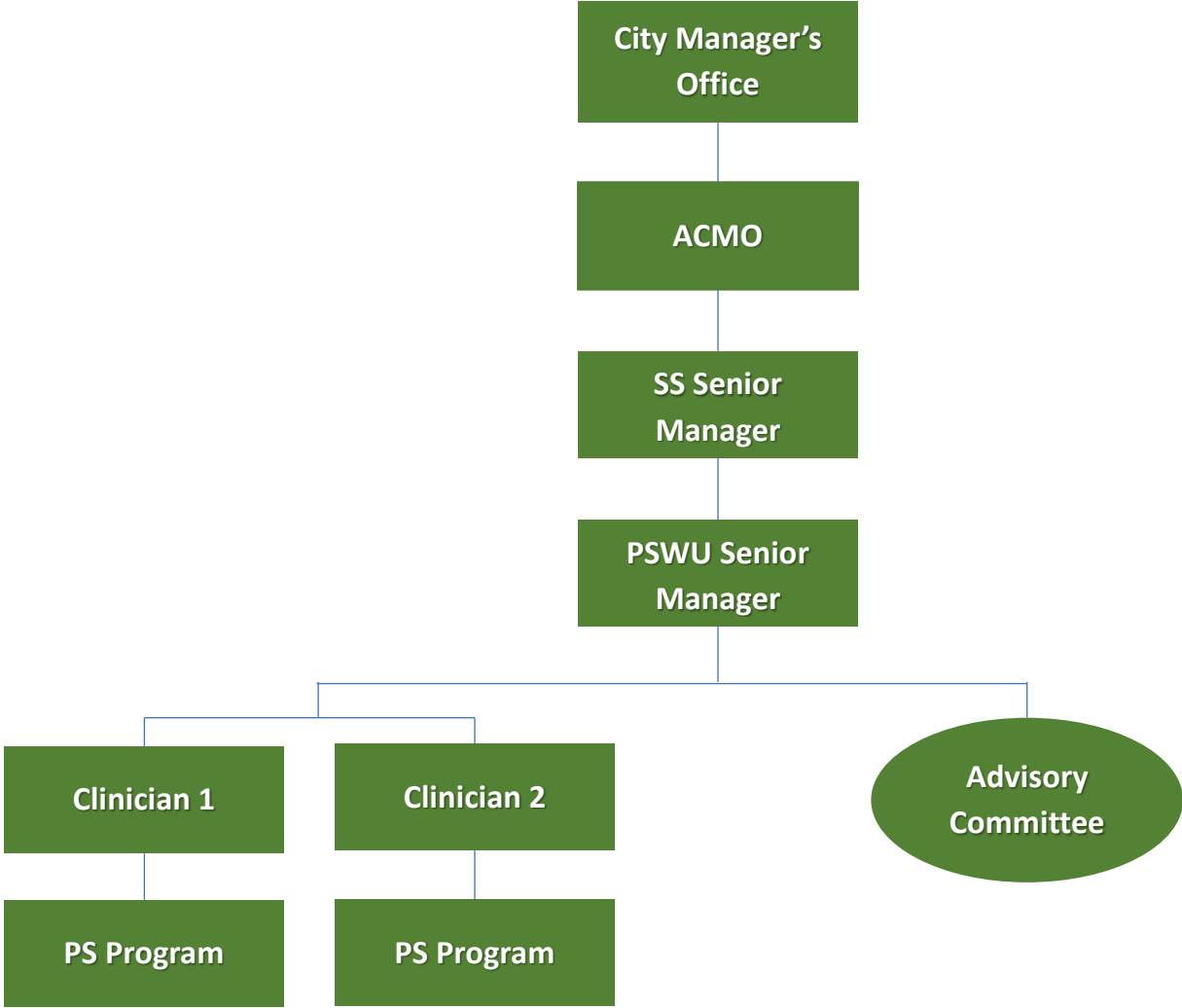
treatment/counseling, except when such services involve a Workers' Compensation claim.

- C. Otherwise privileged information is not confidential in the event of threat of suicide, threat of harm to others, actual or suspected child abuse, abuse of an elderly or individual with disability, or as otherwise provided for by law.

# 102.00 Organization Chart

102.00 Organizational Chart

Public Safety Wellness Unit – Organizational Chart Effective 10/03/2021



## 103.00 Personnel

### 103.00 Personnel

#### 103.02 Purpose

This policy regulates the maintenance and release of personnel information required by the department.

#### 103.03 Policy

Employee information required by the department and corresponding licensing boards will be current and access to files containing that information will be regulated by the PSWU Senior Manger.

#### 103.04 State Licensing and Proficiency Certification of Licensees

Clinicians are required to maintain their existing licensees and/or certifications current in accordance with their state licensing board/s.

#### 103.05 Change of Address and/or Telephone Numbers

A. Employees of the PSWU are required to maintain their current address and telephone number on file with the department. Any change in address and/or telephone number will be reported to the employee's immediate supervisor within twenty-four (24) hours. Employees are also required to change their address and telephone number through Employee Self Service to make the change within the Human Resources Information System.

#### 103.06 Changes in Family Status and/or Name

A. Employees of the PSWU should report within thirty days to the City of Irving Human Resources Department any life changing events (i.e. marriage, birth, adoption, divorce, death, loss of insurance coverage, gain of insurance coverage, etc.). Failure to do so may cause complications in obtaining/cancelling insurance coverage.

B. Employees are required to report name changes to their immediate supervisor within fifteen (15) days. Name changes require a completion of a name change form available in person in Human Resources. An updated Social Security card is required to change your name with Human Resources.

## 104.00 Operations and Procedures

### 104.00 Operations and Procedures

#### 104.01 Purpose

The purpose of this policy is to provide guidelines to ensure the Public Safety Wellness Unit clinicians have a clear and detailed guideline of how and when to proceed to ensure the overall wellness of our first responders. Additionally, this policy will identify the members and duties of the peer support teams.

#### 104.02 Policy

It is the policy of the PSWU to provide emotional support to all first responders who have experienced a traumatic, critical, or highly stressful incident in their personal or professional life.

#### 104.03 Definitions

**Clinician:** A mental health practitioner licensed by the State of Texas (unless in an exempt agency) with the skills and knowledge of clinical diagnosis, treatment methods, and triage/referral process.

**Confidentiality:** Except as otherwise noted in this policy, the content of the interaction between an employee and a Peer Support Team Member as well as any records kept by the Team Member are confidential. Chapter 784 of the Texas Health and Safety Code recognizes CISM and Peer Support Services and provides guidance regarding confidentiality.

**Crisis:** An acute emotional reaction to a powerful stimulus or demand.

**Crisis Intervention:** Crisis intervention is “Psychological First Aid” or “Emotional First Aid”. It is a temporary, but active and supportive entry into the life of individuals or groups during a period of extreme distress.

**Critical Incidents:** Powerful traumatic events that initiate the crisis response. (Physical or Psychological)

**Critical Incident Stress:** A state of cognitive, physical, emotional, and behavioral arousal that accompanies the crisis reaction.

**Critical Incident Stress Debriefing:** A specific, 7-step group crisis intervention tool designed to assist a group of people after an exposure to the same significant traumatic event.

**Critical Incident Stress Management:** A comprehensive, integrated, systematic, and multi-tactic crisis intervention approach to manage critical incident stress after traumatic events.

**Debriefing:** A confidential meeting between a Peer Support Team Member and an employee who has been involved in a traumatic, critical, or highly stressful incident. The purpose of the debrief is to **listen** to the employee and to educate her/him in stress management techniques that are applicable to the experience. This is not an operational critique, a professional counseling session or psychotherapy and the content of a debriefing shall not be recorded in any manner (notes, audible, video etc.).

**Defusing:** A brief intervention by members of the Peer Support Team typically occurs within a few hours after a traumatic, critical, or highly stressful incident with an affected employee. The meeting allows the employee a chance to discuss immediate concerns. The employee will be provided information on common side effects that are to be expected during traumatic, critical, or highly stressful incidents. The exact time of the defusing will be determined by the Peer Support Team Member at the scene on a case-by-case basis but should occur within the first few hours after the incident. This intervention is confidential.

**First Responder:** An emergency service provider as defined in Section 784.001 of the Texas Health and Safety Code, which includes police officers, firefighters, dispatchers, detention officers in the City of Irving.

**Peer Support Assistant Team Leader:** A sworn member of the police department that serves as a Peer Support Team Member and will fill the role of Team Leader when required.

**Peer Support Meeting:** A private meeting held between team members and an affected employee who has been involved in a traumatic, critical, or stressful incident. Discussions at the meeting shall be kept confidential unless mandated by law.

**Peer Support Team:** A team of volunteers selected by the Public Safety Wellness Unit Senior Manager or designee who is trained in Critical Incidents Stress Management. The focus of this team will be to prioritize the well-being of our employees.

**Peer Support Team Leader:** A sworn member of the police and fire department who will work with the PSWU clinicians while acting as the primary point of contact on callouts and supervise the day-to-day function of the team.

**Peer Support Team Member:** A sworn or non-sworn member of the police or fire department who has been specifically trained in a departmentally approved Critical Incident Stress Management (CISM) course and designated as a member of the Peer Support Team.

**Post-Traumatic Stress:** Very intense arousal after a traumatic stressor (trauma). Traumatic stress overwhelms coping mechanisms leaving individuals out of control and feeling helpless.

**Privacy:** The expectation of an individual that any communication with a Peer Support Team Member is confidential.

**Privilege:** The legal protection from being compelled to disclose communications in certain protected relationships, such as attorney-client, doctor-patient, or priest-confessor.

**Privilege, Privacy and Confidentiality Exceptions:** As described in Chapter 784 of the Texas Health and Safety Code, otherwise privileged information may not be confidential if:

1. The Peer Support Team Member reasonably needs to make a referral or consult with another team member and or appropriate professional associated with the Peer Support Team,
2. The employee has communicated that they are or appear to be an imminent threat to anyone,
3. There has been communication relating to a past, current, or future criminal act that does not directly relate to the critical incident or crisis,
4. The employee expressly agrees that the communication is not confidential, or the employee is no longer living.

**Trauma:** Any event outside the usual realm of human experience that is markedly distressing. Such traumatic stressors usually involve the perceived threat to one's physical integrity or to the physical integrity of someone in proximity.

#### **104.04 Peer Support Teams Organizational Structure, Functions, and Responsibilities**

The Peer Support Teams from the Police and Fire Departments will function as a collaborative organizational structure with fluid membership under the direction of the Public Safety Wellness Unit Senior Manager. The PSWU Clinicians and Team Leaders will collaborate on the identification of a critical incident, the response to be implemented, and the membership of the Peer Support Teams.

#### **104.05 Composition and Responsibilities of the Peer Support Team**

- A. Public Safety Wellness Unit Senior Manager
  1. Provides clinical oversight to the team.

2. Will maintain direct communication with Fire and Police chiefs on matters directly related to the well-being of their employees.
3. Maintains statistical data for planning purposes only (anonymized data will not include any personally identifiable information).
4. Will present an annual statistical report about the services provided throughout the year.
5. Approves the use of Critical Incident debriefings and coordinates the scheduling of a debriefing with the Peer Support Team Leader.
6. Coordinates and facilitates debriefing the Peer Support Team Members.
7. Maintains an on-call roster for all members.
8. Coordinates and facilitates Peer Support Team meetings with the Peer Support Team Leader.
9. Ensures support team members receive appropriate follow-up (debriefs the de-briefers).
10. Assists in recruiting and coordinating the screening of Peer Support Team applicants.
11. Recommends and participates in the development of ongoing training for the department.

B. Public Safety Wellness Unit Clinicians

1. Provides the clinical oversight during a debriefing, Crisis Management Briefing, or Individual Crisis Intervention.
2. Coordinates and help determine what type of services will be provided after a Critical Incident.
3. Maintains an on-call roster for all members.
4. Ensures support team members receive appropriate follow-up (debriefs the de-briefers).
5. Recommends and participates in the development of ongoing training for the department.

C. Peer Support Team Leader

1. Acts as a primary resource for PSWU Clinicians
2. Recruits and coordinates the screening of Peer Support Team applicants
3. Provides direct oversight for the function of the team
4. Maintains an on-call roster for all members
5. Coordinates and facilitates Peer Support Team meetings with the PSWU clinicians.
6. Coordinates initial and recurrent support team training for the department
7. Participates in the development and delivery of CISM training for the department
8. Operates as the primary contact on callouts and facilitates the use of the Peer Support Team in times of critical and or traumatic incidents and stress management interventions
9. Ensures there is not a conflict of interest between a Peer Support team Member and an affected employee utilizing the services of the team

D. Peer Support Assistant Team Leader

1. A member of the Peer Support Team who has been selected to fill the role of Team Leader
2. Assists resource for the Team Coordinator and Team Leader
3. Participates in the development and delivery of CISM training for the department
4. Facilitates Peer Support Team meetings
5. Maintains an on-call roster for all members
6. Serves as secondary contact on callouts and facilitates the use of the Peer Support Team when requested

E. Peer Support Team Member

1. Any member of the department who has completed their primary job training, completed their probationary status, has been selected to



participate as a team member, and has attended mandatory department training.

2. Responds to callouts and facilitates the use of defusing and or debriefing techniques.
  - a. Focuses on the emotional needs of the employee and ensures the expectation of confidentiality and privacy is adhered to.
  - b. The initial interaction between a Peer Support Team Member and an employee should include an explanation of the exceptions to confidentiality outlined in Chapter 784 of the Texas Health and Safety Code.
  - c. Facilitates the conversation with an affected employee by utilizing the techniques learned during the CISM training and will not make any recordings (written or otherwise).

F. **Confidentiality and Privacy** The Peer Support Group is committed to maintaining confidentiality. If it is determined that the event information received in a peer support team interaction is not confidential, the Peer Support Team Coordinator and/or Team Leader are available for consultation regarding confidentiality issues for Peer Support Team Members. Prior to initiating discussion, Peer Support Team Members shall notify the affected employee about limits of confidentiality.

- a. Limits of Confidentiality: Per Chapter 784 of the Texas Health and Safety Code, the following information is not considered confidential:
  - i. If a Peer Support Team Member learns of criminal activity unrelated to the critical incident or crisis.
  - ii. If the employee is or appears to be an imminent threat to the employee or anyone else.
- b. Peer Support Team Members shall not divulge shared information with other employees, family members, friends, supervisors, management, or the public.
- c. Peer Support Team Members who violate the confidentiality clause will be subject to disciplinary action.

G. Reports statistical data to the Peer Support Team Coordinator.

- a. To manage program effectively, the Team Coordinator and/or Team Leader will collect statistical information to measure the type of services and referrals.
- 2. b. **Confidentiality and Privacy** is paramount to the effectiveness and trust of the Peer Support Team. Communications with and records kept by the PSWU staff are confidential and may not be disclosed except under the limited circumstances identified in Chapter 784 of the Texas Health and Safety Code.
- H. Attends mandated training and meetings as scheduled by the Peer Support Team Coordinator or Peer Support Team Leader.
  - a. If a team member is unable to attend a scheduled meeting or training, he or she should notify the Peer Support Team Leader as soon as possible.
  - b. It is the team member's responsibility to verify they have received and understand any relevant information provided during a missed meeting or training date.
- I. Has a responsibility to disclose any potential conflicts of interest to the Team Leader.

**104.06 Peer Support Team Selection Process**

- A. Peer Support Team Leaders:
  - 1. The Chief of Police and Chief of Fire or their designee will submit recommendations to the PSWU Senior Manager.
- C. Peer Support Assistant Team Leaders
  - 1. The Chief of Police and Chief of Fire or their designee will submit recommendations to the PSWU Senior Manager.
- D. Peer Support Team Members:
  - 1. Must have completed initial job training and probationary status with the City of Irving.
  - 2. Submit a written resume detailing their purpose, desire, and qualifications to participate as a team member.

3. Employees currently assigned to Professional Standards, Crime Scene Investigations or Crimes against Persons Investigations are eligible to receive the CISM training but are not eligible to participate in Peer Support Team Critical Incident Debriefs or Defusions.
4. Trained employees assigned as a Crime Scene Investigator or as a Crimes against Persons Investigator can provide ongoing individual peer support only if specifically requested by the involved employee.
5. Must be recommended by their supervisors.
6. Must participate in an in-person or virtual board interview with members of the department that have been chosen by the Public Safety Wellness Unit Clinicians.
7. Must be recommended by each member of the interview board.
8. Must be approved to participate by the Chief of Police and Chief of Fire or their designee.

#### **104.07**

#### **Corrective Actions**

- A. Peer Support members can be removed or suspended by the Public Safety Wellness Unit Senior Manager after consultation with Team Leaders. Corrective action will be considered separate and apart from the removal or suspension from the team. Reasons for removal or suspension might include, but are not limited to, the following:
  1. Failure to maintain strict confidentiality regarding peer support interventions and/or debriefings.
  2. Engaging an inappropriate relationship with another employee.
  3. Failure to follow team or program policies, procedures, protocols, or directives.
  4. Organizing any type of debriefing or defusing without the Senior Manager's prior approval.
  5. Acting on behalf of the Peer Support Team without the prior approval of the Senior Manager.
  6. Failure to be present at an assigned intervention or debriefing.
  7. Excessive absence from team activities, meetings, or quarterly trainings.
  8. Acting against the expressed direction of the Team Leaders.

9. Any violation of City or departmental policies, procedures, general orders, or regulations.

- B. If suspended, a Peer Support Team member may submit a request for reinstatement to the Senior Manager one year from the date of suspension. If removed, the member may submit a request reinstatement to the Senior Manager and Team Leaders one year from the date of removal.

On occasion, Peer Support Members experience their own difficulties or a change in priorities. If reasonable and appropriate, Peer Support Members will be provided the option to take a leave of absence when personal issues or professional obligations require it. They may return when ready by contacting the Team Leaders or Senior Manager.

- C. Peer Support Members are highly encouraged to have a mental health professional with whom to consult with, preferably 24 hours a day.

#### **104.08**

##### **Scope of Services**

- A. The Public Safety Wellness Unit provides a wide range of voluntary programs and interventions. The services may include, but are not limited to, the following: referral to the Employee Assistance Program (EAP); peer support; follow-up services; on-scene services; information and referral services; family or significant other support services; group and individual interventions with respect to affected personnel; disaster preparedness training; and preventive, educational, and informational programs.
- B. Anyone involved in a critical incident will be mandated to attend a Critical Incident Stress Management intervention (e.g., defusing, debriefing, or individual crisis intervention).
- C. Peer support may be requested by the chief of police or fire chief or designee to meet with an employee that is the subject of a disciplinary investigation when requested by the employee or when it becomes apparent to the Professional Standards personnel or any member of the employee's chain of command that the employee may need the assistance of peer support. The information/interaction will remain confidential unless the employee desires their chain of command to be informed. This will only occur with the consent of the employee and only by the Public Safety Wellness Unit Manager or designee.

Peer support intervention will not be a substitute for corrective action, nor should a Peer Support Member interfere with any pending investigation. Peer support will provide one-on-one ongoing support and/or case management to ensure the employee's well-being (i.e., compliance with counseling, safety planning, medication, in or outpatient treatment, etc.).

#### **104.09**

##### **Participation in Programs**

- A. A first responder may participate in any of the PSWU programs mutually designed and deemed appropriate by the first responder and the PSWU clinical staff.
  - 1. The first responder may participate in PSWU programs during duty hours with permission of the supervisor and if shift strength permits.
    - a. Supervisors should make a reasonable effort to facilitate scheduled on-duty appointments.
    - b. Participation in the peer support program is not eligible for compensation.
- B. First responders or their immediate family member may contact the PSWU directly to arrange an appointment for support services; such contacts shall remain confidential within the limits described previously.

**104.10 Training**

- A. Team Members will be trained under the International Critical Incident Stress Foundation (ICISF) Critical Incident Stress Management System (CISM).
  - 1. The training will be provided by an instructor certified in the CISM system by ICISF.
  - 2. The minimum training requirements to be a member of the Peer Support Team are:
    - a. Basic Group Intervention
    - b. Individual Crisis Intervention and CISM Team
  - 3. Additional recommended ICISF training courses include:
    - a. Advanced Group Crisis Intervention
    - b. Suicide Prevention
    - c. Line of Duty Death
    - d. Law Enforcement Perspectives
- B. These requirements and recommendations do not preclude the group or its members from attending additional training or seminars outside of the ICISF model.

**104.11 Availability**

- A. The PSWU Senior Manager and Team Leaders will be available to all officers, Peer Team members, and their immediate families of the police and fire department for consultation or assistance. When the Senior Manager is unavailable, a clinician or one of the Team Leaders will be designated to act on their behalf.
- B. The Peer Support Team Members do not maintain a paid on-call status. Peer Support Team Members who are called out or otherwise function in their Peer Support Team capacity during off-duty hours will be compensated as specified in city policy and must obtain supervisory approval before accruing overtime.
- C. In the event of a Peer Support Team callout, dispatch will contact the Peer Support Team Leader. If the Team Leader is unavailable, the Assistant Team Leader will be contacted. If neither the Team Leader nor the Assistant Team Leader is available for contact, the PSWU Senior Manager will be contacted.
- D. The Team Leader or the Assistant Team Leader will assess the circumstances of the callout request and determine the appropriate Peer Support Team response.
- E. The PSWU Senior Manager, the Team Leader and Assistant Team Leader will maintain an updated Peer Support Team callout list.

**104.12 Outside Entities**

- A. Media representatives are prohibited from attending debriefings.
- B. Affected employees will not be allowed to be accompanied by an attorney while participating in the debriefing but are not prohibited from sharing information about the debriefing with their attorneys.
- C. The Peer Support Team may be utilized to assist other Public Safety Agencies. The City of Irving mutual aid policies will govern how and when such assistance may be provided.

**104.13 Spouses/Retirees**

- A. Spouses of first responders may volunteer to provide support to family members of first responders who have been impacted by a critical incident.
- B. To be eligible, the spouses/retirees must follow the same application, screening, and training process as employees.
- C. Spouses/retirees are not eligible for compensation related to this volunteer duty.
- D. Their responsibilities and duties are the same as Peer Support Team Members.

**104.14 Critical Incident Stress Management (CISM) deployment**

The PSWU clinician will be called out for the following critical incidents following recommendations from the ICISF (International Critical Incident Stress Foundation, Inc.).

1. Suicide of a colleague
2. Line of duty death
3. Serious line of duty injury
4. Disaster/multiple casualty incident
5. Police shooting
6. Significant event involving children
7. Prolonged incidents especially with a loss of life
8. Personally threatening situations
9. Events with significant media interest
10. Any significant event capable of causing considerable emotional distress for those who are exposed to it.

**104.15 Deployment of the PSWU clinicians**

- A. The deployment of the PSWU clinicians can occur through one of the following venues:
  1. Self-initiated deployment to conduct outreach (ride-along) and follow ups.
  2. By request of IPD or IFD administrative personnel.
  3. By peer support members.
  4. By affected individual.
  5. By affected individual's spouse/family member.
  6. By the request of another agency for support.
  7. After a critical incident.
- B. Once deployed, the clinicians will ensure the safety of the identified group or individual. The clinicians will initiate a crisis assessment to determine the level of care required.

- C. After completion of the assessment, the clinicians will determine the appropriate level of care for stabilization, or if necessary, will transport to an emergency room and/or psychiatric facility for further intervention. If the individual is stable, a referral for ongoing mental health services will be provided and the clinician will follow up to ensure services compliance.
- D. The clinician will request the assistance of one or two Peer Support Member as needed.



## 105.00 Building & Office Security

### 105.00 BUILDING & OFFICE SECURITY

#### 105.01 Purpose

This policy provides guidelines for securing and controlling access to the Public Safety Wellness Unit.

#### 105.02 Policy

The Public Safety Wellness Unit will control access to the office. The AREA/EY WFT, LLC will control access to the building and all other public and non-public areas of its building.

#### 105.03 Procedure

##### A. Building & Office Access:

1. All visitors are allowed access the building during normal business operating hours from 7:00 a.m. to 6:00 p.m. Monday through Friday and 8:00 a.m. to 1:00 p.m. on Saturday without escort except for the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas.
2. Visitors entering the Public Safety Wellness Unit will need a proximity card to access the office.
3. Visitors entering the building after normal business hours will need to contact the PSWU staff.

#### 105.04 Proximity Card Access

- A. The Public Safety Wellness Unit Senior Manager or his/her designee is responsible for the maintenance of the card access system and the assignment of access privileges.
- B. Employees are provided individual proximity cards for entry into the Wellness Unit. Employees will not give their proximity cards to anyone.
- C. Employees who have lost their proximity card must immediately notify their supervisor in writing. Multiple occurrences may result in corrective action.

