



# TRAUMATIC INCIDENT STRESS MANAGEMENT PROGRAM



<b>ISSUE DATE:</b>	20 January 2021	<b>EFFECTIVE DATE:</b>	20 January 2021
<b>RESCINDS:</b>	22 November 2017 Version		
<b>INDEX CATEGORY:</b>	Personnel Support		

## I. PURPOSE

This directive:

- A. defines a traumatic incident.
- B. outlines procedures for referral to the Traumatic Incident Stress Management Program.
- C. continues the use of the Traumatic Incident Stress Management Program Notification form ([CPD-62.480](#)).
- D. introduces the Traumatic Incident Stress Management Program CLEAR application.
- E. discontinues the Traumatic Incident Stress Management Program Authorization for Status Release form (CPD-62.483).
- F. satisfies CALEA Law Enforcement Standard Chapter 4.

## II. POLICY

- A. The Department recognizes that its members may encounter situations unique to a career in policing that have the potential for an emotional or psychological impact. Therefore, to better support our members, those members involved in a traumatic incident will be referred to the Traumatic Incident Stress Management Program. Referral to this program will provide an opportunity for members to understand and put into perspective a traumatic incident, including any emotional or psychological impact.
- B. A traumatic incident can be a powerful emotional experience and referral to the Traumatic Incident Stress Management Program is meant to allow all members the opportunity to process the traumatic incident based upon their personal experience. It is the Department's obligation to ensure that members who experience a traumatic incident make contact with the Professional Counseling Division, attend debriefing sessions with a licensed mental health professional, and complete the Traumatic Incident Stress Management Program.
- C. Referral to the Traumatic Incident Stress Management Program is only for on-duty incidents and does not indicate that the referred member has any symptoms of traumatic incident related stress.
- D. The Traumatic Incident Stress Management Program is a component of the Professional Counseling Division and is overseen by a licensed mental health professional.

## III. QUALIFYING INCIDENTS

- A. A traumatic incident is defined as any police incident or action which may result in a member experiencing emotional or psychological distress.

- B. For the purposes of the Traumatic Incident Stress Management Program, the Department has identified the following duty-related situations as traumatic incidents and, accordingly, a supervisory response and referral as outlined in Item V is required:
1. When a member discharges a firearm. Unless injury occurs, this does not apply to:
    - a. unintentional discharges,
    - b. the destruction of an animal,
    - c. firearms training, or
    - d. any off-duty firearm use that is not a reportable use of force.
  2. On-duty traffic crashes involving serious personal injury to any party when a member is the driver or a passenger of a vehicle involved in the crash.
  3. Other serious personal injury incidents involving Department members occurring in the performance of duty.
  4. Any other great bodily harm or death incidents based on the actions or use of force of a Department member while in the performance of his or her duty.
- C. The watch operations lieutenant in the district of occurrence will refer Department members to the Traumatic Incident Stress Management Program for any other on-duty traumatic incident not listed in Item III-B consistent with the definition outlined in Item III-A and the referral procedures in Item V.

#### IV. COMPONENTS OF THE TRAUMATIC INCIDENT STRESS MANAGEMENT PROGRAM

- A. Components of the Traumatic Incident Stress Management Program debriefing sessions may include, but are not limited to:
1. peer group discussions, and
  2. any other debriefing component determined necessary by Professional Counseling Division (PCD) personnel.
- B. Any components, including peer group discussions, of the Traumatic Incident Stress Management Program for Department members who have been involved in a firearms discharge incident, will comport with the Department's use of force policies and training and reflect current industry-recognized standards, methods, and best practices as identified by the Director, Professional Counseling Division.
- C. The Traumatic Incident Stress Management Program intends to mitigate potential emotional or psychological impacts of a traumatic incident. This debriefing program is **NOT** a critique or a reflection of any behavior or action taken by the member.

#### V. REFERRAL PROCEDURES

- A. When a traumatic incident occurs, the highest-ranking on-scene supervisor will ensure the watch operations lieutenant in the district of occurrence is promptly notified.
- B. The watch operations lieutenant in the district of occurrence will:
1. determine whether an event should be classified as a traumatic incident.

**NOTE:** In a situation where a supervisor reasonably believes the member who was involved in a traumatic incident requires immediate attention from the Professional Counseling Division, the supervisor will notify the Crime Prevention and Information Center (CPIC), who will then notify the Professional Counseling Division of the need for their response.

2. upon the determination that a traumatic incident has occurred, notify the member who has been involved in the traumatic incident:
  - a. of the assistance available through the Professional Counseling Division, and that they are being referred to the Traumatic Incident Stress Management Program.
  - b. that speaking to the Professional Counseling Division (PCD) and reporting to the Traumatic Incident Stress Management Program is mandatory.
3. complete a Traumatic Incident Stress Management Program Notification form ([CPD-62.480](#)) and provide the referred member with the original (white and yellow copies) of the Traumatic Incident Stress Management Program Notification form.

**NOTE:** The watch operations lieutenant in the district of occurrence may delegate the responsibilities described in Items V-B-2 and V-B-3 to an authorized supervisor if he or she is unable to meet with the referred member.

4. record the referral to the Traumatic Incident Stress Management Program by utilizing the Traumatic Incident Stress Management Program Application located in the Personnel Suite of CLEAR under the Medical/Timekeeping Menu.
5. forward the unit copy (pink copy) to the referred member's unit of assignment.
6. complete an administrative review of all reports generated from the traumatic incident to determine if there are any immediate needs for training, equipment, or policy that impact officer safety.
7. ensure the results of the administrative review are documented on the Watch Incident Log ([CPD-21.916](#)).
8. forward any recommendations for changes by submitting a To-From-Subject Report through the chain of command to the Chief, Bureau of Patrol.

## VI. RESPONSIBILITIES

- A. The watch operations lieutenant/unit commanding officer of the referred member will:
  1. ensure that, when applicable, the referred member's temporary change of assignment is accurately recorded on the Automated Daily Attendance and Assignment Record and the member's Time and Attendance Record (CPD-11.602). Referred members will be carried as code 48 — Traumatic Incident Stress Management Program when directed to report in the Traumatic Incident Stress Management Program. Furthermore:
    - a. the referred member will be carried code 48, unless Regular Day Off (RDO), until the Director, Professional Counseling Division, releases the member from the program. The referred member will not be released from the program prior to 72 hours after the traumatic incident.
    - b. if the referred member has been placed in an injury-on-duty (IOD) status due to an injury sustained as the result of involvement in a traumatic incident, the member will be carried code 84 — Injury on Duty until released from the IOD status. Upon release from IOD status, the member will be carried code 48, unless RDO, until the Director, Professional Counseling Division, releases the referred member from the program.
  2. ensure that the referred member is notified when released from the Traumatic Incident Stress Management Program and returning to his or her duty assignment.
  3. place the unit copy (pink copy) of the Traumatic Incident Stress Management Program Notification form in the referred member's unit-level personnel file.

B. Department members who have been referred to the Traumatic Incident Stress Management Program will:

1. contact the Professional Counseling Division within 24 hours of the referral notification and schedule the initial debriefing session to be held **within 72 hours of the traumatic incident.**
2. upon arrival at the Professional Counseling Division, present the original (white) Traumatic Incident Stress Management Program Notification form to the Professional Counseling Division employee.

**NOTE:** When a Department member reports to a debriefing session in a manner other than an office visit, the member will forward the original (white) Traumatic Incident Stress Management Program Notification form to the Professional Counseling Division — Unit 128 via Department mail.

3. retain the Department member's copy (yellow copy) of the Traumatic Incident Stress Management Program Notification form for his or her own records.
4. notify the Professional Counseling Division if unable to make any scheduled session.

C. Professional Counseling Division (PCD) personnel will:

1. if a referred member not requiring hospitalization does not initiate contact within 24 hours of the incident or the member fails to report to a debriefing session, immediately notify the Department member's unit commanding officer in a manner consistent with the City of Chicago Health Insurance Portability and Accountability Act (HIPAA) Privacy Policies and Procedures.

**NOTE:** HIPAA Privacy Policies and Procedures are designed to comply with the Health Insurance Portability and Accountability Act of 1996, the Health Information Technology for Economic and Clinical Health Act of 2009, and their implementing regulations. Sending protected health information via unencrypted email is not consistent with the City of Chicago HIPAA Privacy Policies and Procedures.

2. upon a referred member's release from the Traumatic Incident Stress Management Program, notify the member's unit commanding officer. If the referral was made due to a firearms discharge incident notification also notify the Office of First Deputy Superintendent upon the release of a referred member.
3. follow up with members released from the Traumatic Incident Stress Management Program within six months to offer additional support services.
4. record administrative program information in the Traumatic Incident Stress Management Program Application located in the Personnel Suite of CLEAR under the Medical/Timekeeping Menu.

D. The Office of First Deputy Superintendent will monitor the duty status of Department members referred to the Traumatic Incident Stress Management Program due to discharging a firearm.

**REMINDER:** Department members who have discharged a firearm will respond consistent with the Department directive titled "Firearm Discharge Incidents - Authorized Use and Post-Discharge Administrative Procedures."

## VII. ANNUAL ASSESSMENT

The Audit Division will conduct an annual assessment to determine the extent to which members who experience traumatic incidents are referred to the Traumatic Stress Incident Management Program and the extent to which referred members attend the mandatory debriefing session(s), complete the Traumatic Incident Stress Management Program, and receive follow-up communication and support services.

**VIII. ADDITIONAL INFORMATION**

- A. The Professional Counseling Division is available to assist members for duty-related events outside of the scope of the Traumatic Incident Stress Management Program. Department members are encouraged to contact the Professional Counseling Division for officer wellness and support services.
- B. The services of the Professional Counseling Division are also available to both active and retired members and their families including for matters that are not duty-related. The services offered, referral procedures, and the confidentiality policy of the Professional Counseling Division/Employee Assistance Program are outlined in the Department directive titled "Professional Counseling Division/Employee Assistance Program."
- C. Department members may contact the Professional Counseling Division via telephone on a 24-hour-a-day, 7-days-a-week basis.
- D. All communications between the professional counselor and the counseled member **will** be confidential and **will not** be disclosed except as provided in the Mental Health and Development Disabilities Confidentiality Act, ([740 ILCS 110/3](#)). Communications between a counseled member and a professional counselor are protected from discovery in federal cases under Federal Rule of Evidence 501, unless ordered by the court.

(Items indicated by italic/double underline were added or revised)

Authenticated by: KC

David O. Brown  
Superintendent of Police

18-105 RCL/JJR/TSS

**PHONE BOOK ENTRIES:**

- 1. **Professional Counseling Division**  
312-743-0378