



# Crisis Intervention

Section: 2.421  
Effective Date: October 28, 2011  
Amended: February 7, 2018

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## **2.421 Crisis Intervention**

In an effort to maintain the emotional and psychological health of agency personnel who are exposed to traumatic events in the course of their duties, the agency will conduct appropriate crisis interventions for those personnel so affected.

### **2.421.02 Intervention**

- A. Appropriate crisis interventions shall occur for:
1. police officers who have utilized deadly force and on-duty personnel affected by the event;
  2. agency personnel who have been affected by the death or serious injury of an agency employee;
  3. agency personnel who in the course of their duties had either direct or indirect contact with victims of serious dismemberment or death to include: natural death, homicide, suicide, or fatal injuries from accidents; and
  4. agency personnel affected by other traumatic events including, but not limited to: natural and manmade disasters, active shooters, and terrorist attacks.
- B. The Operations Captain is designated as the Crisis Intervention Coordinator for all agency crisis interventions, and will be responsible for coordinating and/or conducting critical incident stress defusing, debriefings, or crisis management briefings.
- C. The Crisis Intervention Coordinator shall remain current in Critical Incident Stress Management and protocols.
- D. The Crisis Intervention Coordinator, as appropriate, may request assistance from the INOVA Employee Assistance Program (800.346.0110), Chaplains, or other mental health professionals trained to conduct crisis interventions.
- E. Appropriately trained agency personnel or volunteers may assist as peer support persons in defusing and debriefings as requested by the agency Crisis Intervention Coordinator or his/her designee.
- F. Determination as to whether a crisis intervention is mandatory will be decided by the Crisis Intervention Coordinator in consultation with the supervisor(s) of affected personnel.
- G. The on-duty supervisor shall notify the Crisis Intervention Coordinator as soon as practical, but no later than the end of the tour of duty, of any traumatic incidents occurring during the tour of duty so that a determination may be made regarding the appropriate response.
- H. Defusing is generally the preferred intervention as it is conducted within the same tour of duty and require less logistical support.
- I. For incidents in which a defusing is not possible or practical, the Crisis Intervention Coordinator will arrange for a debriefing of affected personnel to be conducted within one week following the incident.

- J. In order to foster an atmosphere of trust and transparency, crisis interventions are conducted with sensitivity. Anything shared or which occurs in the context of a defusing or debriefing is confidential and is not to be communicated in any manner outside of the intervention.
- K. The Crisis Intervention Coordinator may opt for conducting a Crisis Management Briefing for large scale traumatic events that may affect large segments of the university community.
  - 1. This briefing will be coordinated through the Office Human Resources.
- L. Personnel requiring additional follow-up care, or supervisors of such personnel, should contact the Crisis Intervention Coordinator for referral to outside resources.