



KERN COUNTY PROBATION DEPARTMENT

Policies And Procedures

TITLE: Critical Incident Policy			Article: 1612
APPROVED: William Dickinson, Chief Probation Officer			
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POLICY

The Critical Incident Policy has been devised to provide timely post-trauma intervention and support for Probation Department employees involved in or closely affected by a critical incident. This policy is intended to help the employee cope with the emotional and psychological responses which can occur as a result of such an incident.

Definitions:

- A. A Critical Incident is the occurrence of one of the following:
 - 1. Job incurred serious injury, death, or the suicide of a Probation Department employee.
 - 2. Any shooting or other serious threat to the life of persons with whom the Probation employee comes in contact during the work day.
 - 3. Any incident, in which the circumstances are so unusual or the sights and sounds so distressing as to produce a high level of immediate or delayed emotional reaction.
- B. Peer Support Personnel are Probation Department co-workers who have volunteered to be available at times of critical incident and need. They are from all areas of the department. Supervisors have a list of Peer Support Persons.

I. PROCEDURE / IMPLEMENTATION:

- A. The "Person Involved in the Crisis" must get word to the Probation Department as soon as possible.
- B. The "Person who Receives the Call" must initiate the chain of command.
- C. The "Supervisor" must:
 - 1. Arrange for peer support at the scene.
 - 2. Go to the scene at once.

3. Act administratively to:

- a. Relieve the person(s) in crisis of all duties regarding that particular job, case, etc.
- b. Assume/reassign job duties.
- c. Notify the Victim/Witness Program.
- d. Arrange for professional counseling/evaluation as soon as possible.
- e. Attend to appropriate paperwork, (i.e. Incident Reports, Workers' Compensation, administrative leave pay, personnel questions).
- f. Stay in contact with the employee through the ordeal.
- g. Provide follow-up on personnel and criminal matters until the experience is at an end.
- h. Review possible counseling and training needs of peers.
- i. Determine Employee's readiness to return to work.

D. The "Peer Support" must:

- 1. Go to the scene.
- 2. Focus on the personal and psychological needs of the employee.
- 3. Take care of the immediate needs of the employee in crisis.
 - a. Never leave the employee alone.
 - b. Help gather personal property.
 - c. Drive the employee home (Do not allow the employee to drive).
 - d. Notify the employee's family of the incident.
 - e. Control rumors around the department.

- f. Share appropriate information with the office as soon as possible.
- 4. Support the fellow worker throughout the ordeal.