

PATHWAYS ABILITIES SOCIETY

PROCEDURE: CRITICAL INCIDENT DEBRIEFING

Applies to: All Personnel, Volunteers and Persons Served

Original Effective Date: June 18, 2013

Effective Date: October 30, 2014

Replaces Procedure Dated: June 18, 2013

Incidents involving serious injury, physical aggression, threatening verbal aggression, medical emergency, sentinel events, supporting individuals who are reporting abuse, motor vehicle accidents, or death.

1. Upon being notified that an incident has occurred, or that an incident report has been completed, the supervisor, manager or designate who is made aware of the incident speaks with those directly involved in the incident. This initial contact must be made as soon as possible before the end of the working day.
2. The supervisor or designate speaks individually with all people directly involved asking:
 - how they are feeling,
 - whether they need to take a break (without prejudice) while assuring them that their emotional reactions are a normal reaction to an abnormal situation.
3. The supervisor or designate will check in with the staff and/or individual throughout the remainder of the work day.
4. The person is notified that the area supervisor will follow up with them the next working day. If the area supervisor is not the person having initial contact, the area supervisor is notified by email.
5. This contact is recorded by the supervisor or designate for employees in the feedback tracking list of ShareVision and for individuals, in the Notable section.

Critical Incident Stress Debriefing

1. The next working day after the reported incident, the area supervisor arranges a meeting with the individuals involved in the incident. The meeting serves two purposes, the first is to allow people to talk about how the incident has affected them personally, understand what led to the incident occurring and how to reduce the possibility of a similar incident occurring again. The second purpose is to gather information to reduce chances of further incidents in the future. The discussion includes what happened before, during and after the incident. This part of the discussion is summarized by the supervisor or designate in the ShareVision Critical Incident form after the meeting. All people who were involved in the incident are asked to participate in this discussion.
 - If it is deemed beneficial, and not traumatizing to attend, any individuals served who were involved will be invited to attend the critical incident stress debriefing.
 - Each person is given an opportunity to talk about how the incident has affected them.No documentation is made during this part of the meeting. People are not pressed to

disclose their personal feelings in the group if they are reluctant to share. They can meet privately with a supervisor, or they can opt out entirely of sharing how the incident affected them. Information regarding Critical Incident Stress and the available resources is distributed to those present.

2. If co-workers, supervisors or management feel anyone continues to experience ongoing stress as a result of involvement in a critical incident or sentinel event the person will be referred to counseling or to a medical professional.

All other Types of Incidents

1. Staff recording a Critical Incident Report on ShareVision indicates they want to debrief.

2. Upon being notified that an incident has occurred and a staff member indicates they want to debrief the supervisor or designate speaks with those directly involved in the incident. This initial contact must be made as soon as possible before the end of the working day.

3. The supervisor or designate speaks individually with all people directly involved asking:

- how they are feeling,
- whether they need to take a break (without prejudice) while assuring them that their emotional reactions are a normal reaction to an abnormal situation.

4. The individual is notified that the area supervisor will follow up with them the next working day. If the area supervisor is not the person having initial contact, the area supervisor is notified by email.

5. This contact is recorded by the supervisor or designate.

6. The staff involved, along with the area supervisor will decide if an additional critical incident debriefing meeting is necessary. If a critical incident debriefing meeting is required follow the steps outlined in Critical Incident Stress Debriefing section.