

	Standard Operating Procedure (SOP)	
	Critical Incident Stress Management Request SOP 2023-004	
	Original Date	Revision Date
	2023-10-26	2025-01-01

SOP

Critical incident Stress Management requests shall be managed by headquarters (HQ) utilizing a single point of contact.

Reason(s) for SOP

To clearly identify to members the process to request a CISM intervention.

Definitions

Critical Incident Stress Management – CISM

CISM - is a system of interventions designed to reduce the negative psychological impact that exposure to a traumatic event may have had on a person. Its purpose is to support a persons return to their daily routine more quickly and with less likelihood of experiencing PTSD (post-traumatic stress disorder).

988 - a toll-free crisis helpline that is available by voice or text anywhere in Canada 24/7.

Single Point of Contact - The Manager, Operations is the assigned HQ single point of contact. The Manager, Human Resources is the designated alternate in the absence of the Manager, Operations.

Guidelines

- Any member of RCMSAR may make a request for a CISM intervention.
- Where one or more members are involved, normally station leadership will request an intervention on behalf of their members.

- A CISM request is not restricted to RCMSAR activities/incidents. It may include an event or incident in a member's personal life.

Note: A member who is in crisis (suicidal thoughts or mental health distress) and requires immediate assistance should call or text 988 or go to the nearest hospital emergency department.

- All requests for a CISM intervention must be requested via voice at 1-888-958-3027 or by e-mail at cism.request@rcmsar.com

Process

- An intervention is requested by an individual member or station leadership.
- HQ receives the request.
- The request is acknowledged by the Manager, Operations or designate within 24 hours of it being received.
- The Manager, Operations or designate contacts the CISM peer support personnel (PSP's) via Connect Rocket as to their availability.
- Based on availability, proximity, experience etc. the Manager, Operations will assign the required resource(s) to conduct the intervention.
- Manager, Operations provides assigned resource(s) with the nature of the request and the coordinates of the person requesting the intervention.
- Assigned PSP(s) conduct the intervention.
- Following an intervention, the PSP(s) completes an **anonymous** CISM Intervention Record and submits to Manager, Human Resources (SOP 2023-006).
- PSP(s) submits a claim pursuant to the RCMSAR Expense Policy for expenses to Manager, Human Resources for approval and reimbursement.

Note:

Unlike RCMSAR taskings and the need to respond in real time, a CISM intervention is normally two (2) to seven (7) days following a request.


Bill Riggs (Dec 17, 2024 09:17 PST)