

Ames Procedural Requirements

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COMPLIANCE IS MANDATORY

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Ames Health and Safety Manual

Chapter 55 - Critical Incident Stress Management Plan (CISM)

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Document History Log

Status (Baseline/Revision /Cancelled)	Document Revision	Effective Date	Description
Baseline	0	7/18/16	This document identifies the procedures and processes required to implement ARC policy on Critical Incident Stress Management

PREFACE

P.1 Purpose

This document identifies the procedures and processes required to implement ARC policy on Critical Incident Stress Management (CISM).

P.2 Applicability

a. This directive applies to all Ames employees, Ames contractors and grantees as specified in their contracts or grants; and to other organizations (i.e., commercial partners, other Federal agencies, international parties, and Ames tenants) as specified and described in written operating agreements.

b. In this chapter, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms: "may" or "can" denote discretionary privilege or permission, "should" denotes a good practice and is recommended, but not required, "will" denotes expected outcome, and "are/is" denotes descriptive material.

c. In this chapter, all document citations are assumed to be the latest version unless otherwise noted.

P.3 Authority

Authority for this directive is found in NPR 1800.1, Chapter 5, NASA Occupational Health Program Procedures.

P.4 Applicable Documents and Forms

None.

P.5 Measurement/Verification

Verification and measurement for compliance to this directive will be tracked through agency triennial audits.

P.6 Cancellation

None

/S/

**Eugene Tu
Center Director**

55.1 Background

CISM is important because critical incidents have the potential to cause psychological trauma or other adverse health effects that may impact an employee's health and well being. The ARC Critical Incident Stress Management (CISM) program works to address the immediate and subsequent impact of catastrophic events on individuals or groups.

Examples of events that might require the Critical Incident Stress Management program include: natural disasters such as tornadoes, hurricanes, floods, fires and earthquakes or manmade disasters such as major accidents, mission failure, terrorism, homicide, sudden death, suicide, victim or witness to violence, kidnapping, and hostage situations.

In most cases/events the CISM Team will likely serve in a temporary role until such time professional Employee Assistance Program (EAP) services/counselors can be arrive on-site.

55.2 Responsibilities

55.2.1 Occupational Safety, Health, and Medical Services Division shall:

- a. Act as the leader of the CISM team when the ARC-Employee Assistance Program (EAP) contractor is not on-site,
- b. Develop and maintain CISM procedures,
- c. Provide training to the CISM team,
- d. Arrange for professional psychological support services (this is normally provided through the ARC EAP contractor and is voluntary for staff),

55.2.2 ARC-Employee Assistance Program (EAP) Contractor shall:

- a. Act as the leader of the CISM team once onsite,
- b. Implement the assessment, triage, treatment, referral, and follow-up of affected employees,
- c. Provide licensed mental health professionals to provide CISM services as needed,
- d. Provide training and guidance to the CISM team,
- e. Provide information and/or education about CISM services.
- f. Coordinate with local or internal mental health providers to provide referral resources,
- g. Lead and manage defusing and debriefing sessions.

55.2.3 CISM Team

These individuals are generally drawn from safety, health and medical services, human capital, Office of Diversity and Equal Opportunity (ODEO), legal, security, and the inspector general. They typically participate in meetings and intervention awareness training. Team responsibilities include:

- a. Maintain familiarity with CISM program and procedures,
- b. Attend initial training prior to becoming a CISM team member and on-going training when provided,
- c. Participate in initial and periodic meetings, trainings, and debriefings,
- d. Provide and support CISM services following a critical incident,
- e. Assist with other CISM services under the direction of the CISM team leader, as needed. This may include assistance with follow-up for affected employees and identifying individuals in need of additional EAP services,
- f. ARC CISM Team Members
 - 1) EAP Contractor Clinician
 - 2) Security
 - 3) Inspector General
 - 4) Office of Diversity and Equal Opportunity
 - 5) Medical
 - 6) Human Capital
 - 7) Safety and Mission Assurance
 - 8) Occupational Safety, Health and Medical Services

55.2.4 Emergency Preparedness and First Responder Personnel (Fire, Security, Medical, Disaster Assistance Response Team (DART)) shall:

- a. Be familiar with the CISM program and Critical Incident Stress Debriefing (CISD) service,
- b. Notify the Occupational Safety, Health and Medical Services Division of critical incidents as soon as practical,
- c. Assist in identifying individuals or groups potentially affected by a critical incident,
- d. Participate in and support CISM services as requested by the CISM team lead.

55.2.5 Managers and Supervisors shall:

- a. Notify the Occupational Safety, Health and Medical Division and/or CISM team lead, as well as any other designated contacts as appropriate (e.g., safety, security, medical, personnel), of any critical incidents as soon as practical,
- b. Assist in the identification of individuals or groups potentially affected by a critical incident,
- c. Inform employees of the availability of CISM services following an event where CISM services are available, (Participation is voluntary).
- d. Provide incident information that facilitates the debriefing process,
- e. Encourage and grant time as allowed by NASA policy for employees to participate in CISM services, as allowed by policy,
- f. Consult, as needed, with the EAP about any difficulties an employee may be experiencing following a critical incident.

55.2.6 Protective Services, Human Capital, Legal, Office of Diversity and Equal Opportunity and Inspector General shall:

- a. Provide a least one staff member to participate as a CISM team member,
- b. Ensure the member participates as needed.

55.3 Procedures

55.3.1 Support for Critical Incidents

- a. ARC Occupational Safety, Health, and Medical Services Division may be alerted to a critical incident by any number of sources, including but not limited to a manager/supervisor, an employee, human capital or security.
- b. ARC Occupational Safety, Health, and Medical Services Division will notify the ARC-EAP contractor and the CISM team lead.
- c. ARC-EAP contractor and/or the CISM team lead will identify service needs and establish a delivery plan.
- d. Formal CISM services will be provided to staff on a voluntary basis and as deemed clinically appropriate.
- e. ARC-EAP contractor will provide appropriate follow-up and offer the ARC-EAP services including the EAP 24-hour phone number.

55.4 Training

ARC-EAP contractor will provide periodic training for the CISM team and other members of the ARC staff as needed.

Appendix A: Definitions

Critical Incident

A critical incident is defined as any event outside of the usual realm of daily human experience that an individual witnesses or is a victim of, and that is markedly distressing. These incidents include, but are not limited to: natural disasters, manmade disasters, major mission failure, terrorism, homicide, sudden death, suicide, kidnapping, or hostage situations.

Critical Incident Stress (CIS). (Also known as Psychological Trauma)

Critical incident stress is a set of normal reactions to a critical incident which have the potential to interfere with an individual's ability to function either at the scene or later. These reactions can be emotional, cognitive, or physical. Depending on several factors which may contribute to post traumatic stress, critical incident stress can be debilitating unless properly attended, early-on.

Critical Incident Stress Management (CISM)

Critical Incident Stress Management is a comprehensive, integrative, multi-component crisis intervention system. CISM is considered comprehensive because it consists of multiple crisis intervention components, which functionally span the entire temporal spectrum of a crisis. CISM interventions range from the pre-crisis phase through the acute crisis phase, and into the post-crisis phase. CISM is also considered comprehensive in that it consists of interventions which may be applied to individuals, small functional groups, large groups, families, organizations, and even communities.

The purpose of CISM is to prevent and/or mitigate the impact of psychological trauma subsequent to a critical incident. CISM includes:

- a) Pre-incident / on-going
 1. Selection and training of internal CISM team members
 2. Pre-deployment briefing sessions to CISM team members.
 3. Debriefing of team members as appropriate

- b) Post incident
 1. Disaster demobilization to facilitate a return to a pre-crisis state, including on-scene support

2. CISD within 72 hours post- incident
3. Defusing sessions, one-on-one psychological support, psychological first aid, stress management, etc. as soon as possible and within 24 hours as needed.
4. Follow-up and referrals as necessary.

Critical Incident Stress Debriefing (CISD)

Critical Incident Stress Debriefing is a process that prevents or limits the development of post- traumatic stress in people exposed to critical incidents. Professionally conducted debriefings help people cope with, and recover from, an incident's after-effects. CISD enables participants to understand that they are not alone in their reactions to a distressing event and provides them with an opportunity to discuss their thoughts and feelings in a controlled, safe environment.

Defusing

A defusing is a process which comprises group meetings or discussions about a traumatic event, or series of traumatic events. Defusing is typically implemented within 24 hours of a traumatic event. The defusing process in the workplace is designed to offer information, support, and psychological first aid, and to allow initial venting of feelings.

Employee Assistance Program (EAP)

An Employee Assistance Program is a short term counseling, referral and follow-up service for employees (and their eligible dependents) who may be experiencing personal or work place problems. It is confidential, and helps employees resolve personal problems that may adversely impact their work performance, conduct, health and well-being.

Appendix B: Acronyms

APR	Ames Procedural Requirements
ARC	Ames Research Center
CIS	Critical Incident Stress
CISD	Critical Incident Stress Debriefing
CISM	Critical Incident Stress Management
DART	Disaster Assistance Response Team
EAP	Employee Assistance Program
NASA	National Aeronautics and Space Administration
NPR	NASA Policy Requirement
ODEO	Office of Diversity and Equal Opportunity