



<b>Document #:</b>  <b>N-HCD09</b>	 Winnipeg Regional Health Authority Office régional de la santé de Winnipeg	<b>Operational Procedure (OP)</b>  Status: Version 3.0  Revised: May 2024 Owner: Occupational and Environmental Safety and Health (OESH)
<b>Title: Critical Incident Stress Management (CISM)</b>		Page 1 of 4


<b>1.0</b>	<b><u>PURPOSE</u></b>
<b>Purpose</b>	<p>In keeping with the Winnipeg Regional Health Authority’s commitment to providing a safe and healthy workplace as noted in the WRHA Workplace Safety and Health policy (20.10.030), and the WRHA Violence Prevention Program for Health Care Workers (20.20.040) the following Operational Procedure has been developed to ensure that:</p> <ul style="list-style-type: none"> <li>• Health care workers that are faced with critical incidents in the course of their duties are provided with applicable supports through CISM processes such as defusing and debriefing.</li> <li>• Critical incident debriefing and other supports to workers affected by a workplace violence incident is available and accessible.</li> </ul>
<b>Background</b>	This OP supersedes Critical Incident Stress Management Operational Procedure dated November 2015.

<b>2.0</b>	<b><u>DEFINITIONS</u></b>
2.1	<b><u>Act (The Act and Regulation):</u></b> The Workplace Safety and Health Act W210 and Regulation of Manitoba.
2.2	<b><u>Critical Incident:</u></b> a traumatic event that falls beyond the usual range of human experience.
2.3	<b><u>Critical Incident Stress:</u></b> Reaction a person or group has to a “Critical Incident.” Includes cognitive, emotional, physical, behavioral signs and symptoms of a brief duration (i.e. 0-4 weeks).
2.4	<b><u>Critical Incident Stress Management:</u></b> A comprehensive approach to manage Critical Incident Stress.
2.5	<b><u>Directors/Managers/Supervisors/Lead:</u></b> Means a person who has charge of a workplace or authority over a worker.
2.6	<b><u>Employer:</u></b> 2.6.1 Every person who, by himself or his agent or representative employs or engages one or more workers, and 2.6.2 The Crown and every agency of the government.
2.7	<b><u>Debriefing:</u></b> Formal debriefings are structured group meetings between staff exposed to the incident and the Critical Incident Stress Management Team within 24-72 hours post event. Not an operational critique or review. Confidential, non-invasive. Discuss thoughts, reaction, and feelings.
2.8	<b><u>OESH:</u></b> The Occupational and Environmental Safety and Health Department of the Winnipeg Regional Health Authority.
2.9	<b><u>On Scene Support:</u></b> Brief practical crisis intervention at the scene of the incident.
2.10	<b><u>Pre-Incident Education:</u></b> To include a definition of Critical Incident Stress, the signs/symptoms of Critical Incident Stress, Stress Management techniques and information on the Critical Incident Stress Management Program.
2.11	<b><u>Post Traumatic Stress Disorder (PTSD):</u></b> Critical Incident Stress producing inability to function for more than 30 days.
2.12	<b><u>Work Related Injury/Illness</u></b> – means any event or exposure at the workplace that causes an adverse health affect to a worker.

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2.13	<p><b>Worker:</b></p> <p>2.13.1 Any person who is employed by an employer to perform a service whether for gain or reward or hope of gain or reward or not.</p> <p>2.13.2 Any person engaged by another person to perform services, whether under a contract of employment or not</p> <p>2.13.2.1 who performs work or services for another person for compensation or reward on such terms and conditions that he is, in relation to that person, in a position of economic dependence upon that person more closely resembling the relationship of any employee than that of an independent contractor,</p> <p>2.13.2.2 and who works or performs services in a workplace which is owned or operated by the person who engages him to perform services,</p> <p>2.13.3 Any person undergoing training or serving an apprenticeship at an education institution or at any other place.</p>
2.14	<p><b>WCB:</b> Workers Compensation Board of Manitoba</p>
2.15	<p><b>Workplace:</b> Any building, site, clinical unit, workshop, mobile vehicle, client home or any other premises or location whether indoors or outdoors in which one or more Workers, or self-employed persons are engaged in work.</p>
2.15	<p><b>Workplace Safety and Health Committee:</b> A committee for Workplaces where at least 20 of the Employer's Workers are regularly employed as established under Section 40 of the Workplace Safety and Health Act.</p>
2.15	<p><b>Workplace Safety and Health Representative:</b> A Representative for Workplaces where five (5) or more Workers but less than twenty (20) Workers are regularly employed as established under section 40 of the Workplace Safety and Health Act.</p>

<b>3.0</b>	<b><u>OPERATIONAL PROCEDURES</u></b>
3.1	<p>Each facility/site/program must ensure that a Critical Incident Stress Management program is available and accessible to all staff that may be affected by a Critical Incident.</p>
3.2	<p><b>Health Sciences Centre CISM:</b> The Health Sciences Centre team functions as a site-based team and is accessed by the Manager of Patient Care during days, Monday to Friday. After hours access is through the Nursing Supervisor. See Resources.</p>
3.3	<p><b>St. Boniface CISM:</b> St. Boniface Hospital CISM Program is a site-based team and is accessed by calling through Occupational Health and Safety during days, Monday to Friday. After hours access is through the Hospital Supervisor. See Resources.</p>
3.4	<p>All Other sites and Programs:</p> <p>During days, Monday to Friday service are accessed through the WRHA Occupational Health Services at each site. Site Occupational Health Units will provide CISM triage function, some defusing service, management of any WCB and / or safety issues related to the incident and referral/consult to Blue Cross EAP for required debriefing service and/ or one on one follow up for affected staff.</p> <p><i>After hours services</i> are accessed through the site/program on call person. The site/program on call person will contact the Regional Administrator on call who will contact Blue Cross.</p> <p>Note: The details regarding the access process has been developed jointly between Blue Cross and the WRHA, and is included in the regional on-call binder. This process ensures that the service is readily available</p>

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	to meet the needs of the health region employees when dealing with an urgent and difficult event, and secondly, ensures the region is aware of any major issues which may require further attention.
3.5	The Injury/Near Miss Reporting Process includes determining if some level of Critical Incident Stress Management intervention may be required.

<b>4.0</b>	<b><u>RESPONSIBILITIES</u></b>
4.1	<b>Employer</b> 4.1.1 Act in accordance with the objectives and purposes of the Act by ensuring, so far as is reasonably practicable, the safety, health and welfare at work of all his workers, and complying with the Act and regulations. 4.1.2 Ensure that all workers, and particularly supervisors, foremen, chargehands, or similar persons, are acquainted with any safety or health hazards that may be encountered by the workers in the course of their service and that workers are familiar with the use of all devices or equipment provided for their protection.
4.2	<b>Facility/Program Executive Team</b> 4.2.1 Assign responsibilities to Directors/ Managers/ Supervisors within the facility/program to ensure the implementation of this operational procedure. 4.2.2 Ensure resources (information, training, tool, equipment and time) are available to provide/maintain effective implementation. 4.2.3 Support the Operational Procedure throughout the facility/program. 4.2.4 Ensure that any work-related injury or illness of a worker in the course of the worker’s work is promptly recorded and that the records are retained for five years from the date the record is made.
4.3	<b>Directors/Managers/Supervisors</b> 4.3.1 Ensure compliance with all aspects of the regulations. The department director is responsible for ensuring that their area of responsibility complies with all aspects of the regulations and this operational procedure. 4.3.2 Ensure they have knowledge of critical incident /CIS and CISM service access to enable them to provide immediate assessment of and support to workers involved in a work-related injury/illness which may require some level of Critical Incident Stress Management Intervention. 4.3.3 The area manager or supervisor will ensure the Work-Related Injury/Near Miss process is completed for all workplace incidents, injuries or near misses including reporting, determining if some level of Critical Incident Stress Management intervention is required, investigation and corrective action/plan of action.
4.4	<b>Workers</b> 4.4.1 Complete the Work-Related Injury/Near Miss process and participate in the investigation of the incident including suggesting appropriate corrective action.
4.6	<b>OESH Department</b> 4.5.1 Consult with the facility/site/program on the development and implementation of this operational procedure. 4.5.2 OESH will review all work-related injury/near miss forms upon receipt and where applicable, ensure staff has been offered the appropriate level of Critical Incident Stress Management intervention.

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	4.5.3 For incidents which require medical attention or time missed from work, OESH will submit the <b>Employer's</b> Report to the WCB and advise workers to submit the <b>Worker's</b> Report directly to the WCB.
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<b>5.0</b>	<b><u>TRAINING REQUIREMENTS</u></b>
5.1	The training program must be workplace specific, effective and updated every three years or when changes which may affect the procedure are introduced in the workplace.
5.2	All staff need to be informed of their rights and responsibilities related to this operational procedure at orientation.
5.3	CISM pre incident education should be included in all SDO general orientation, supervisor, management education/orientation, departmental orientation and Injury/Near Miss Reporting training.
<b>6.0</b>	<b><u>REFERENCES</u></b>
6.1	<p><b>Legislation</b></p> <p>Manitoba Laws - W210 The Workplace Safety and Health Act  <a href="https://web2.gov.mb.ca/laws/statutes/ccsm/w210.php?lang=en">https://web2.gov.mb.ca/laws/statutes/ccsm/w210.php?lang=en</a></p> <p>Consolidated WSH Act and Regulation – Province of Manitoba  <a href="https://www.gov.mb.ca/labour/safety/pdf/whs_workplace_safety_act_and_regs.pdf">https://www.gov.mb.ca/labour/safety/pdf/whs_workplace_safety_act_and_regs.pdf</a></p> <p>Government of Manitoba: The Workers Compensation Act W200  <a href="https://web2.gov.mb.ca/laws/statutes/ccsm/w200.php?lang=en">https://web2.gov.mb.ca/laws/statutes/ccsm/w200.php?lang=en</a></p>
6.2	<p><b>WRHA Policy and Operational Procedures</b></p> <p>WRHA Policy 20.20.030 Workplace Safety and Health  <a href="https://policies.wrha.mb.ca/human-resources/#111-143-workplace-safety-health">https://policies.wrha.mb.ca/human-resources/#111-143-workplace-safety-health</a></p> <p>WRHA Operational Procedure - Report and Investigation of Incidents, Work Related Injuries, Illnesses and Near Misses (Injury/Near Miss Form Process)  <a href="https://professionals.wrha.mb.ca/safety/injury-near-miss/">https://professionals.wrha.mb.ca/safety/injury-near-miss/</a></p>
<b>7.0</b>	<b>OPERATIONAL PROCEDURE CONTACT</b>
	Regional Director, Occupational and Environmental Safety and Health, Winnipeg Regional Health Authority