

OCCUPATIONAL AND ENVIRONMENTAL SAFETY & HEALTH OPERATIONAL PROCEDURE

Subject: Critical Incident Stress Management

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Supersedes: September 2010

Review Date: 3 years or legislation or job changes

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1.0 GUIDING PRINCIPLES

- 1.1 In keeping with the Winnipeg Regional Health Authority (WRHA) commitment to providing a safe and healthy workplace as noted in the WRHA "Workplace Safety and Health" policy (20.20.030), and the WRHA Violence Prevention Program for Health Care Workers (20.20.040) the following Operational Procedure has been developed to ensure that:
- 1.1.1 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.
 - 1.1.2 Critical incident debriefing and other supports to workers affected by a workplace violence incident is available and accessible.

2.0 DEFINITIONS

- 2.1 **The Act:** The Workplace Safety and Health Act W210 of Manitoba.
- 2.2 **Committee:** Means a workplace (occupational) safety and health committee established under section 40 of the Workplace Safety and Health Act.
- 2.3 **Employer:**
- 2.3.1 Every person who, by himself or his agent or representative employs or engages one or more workers,
 - 2.3.2 And The Crown and every agency of the government.
- 2.4 **Supervisor:** Means a person who has charge of a workplace or authority over a worker.
- 2.5 **Worker:**
- 2.5.1 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.

- 2.5.2 Any person engaged by another person to perform services, whether under a contract of employment or not
- 2.5.3 Any person undergoing training or serving an apprenticeship at an education institution or at any other place.
- 2.6 **Director:** means the person administratively responsible for the department or unit. Director includes heads of departments.
- 2.7 **OESH:** means the Occupational and Environmental Safety and Health Unit
- 2.8 **Critical Incident:** A traumatic event that falls beyond the usual range of human experience.
- 2.9 **Critical Incident Stress:** 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).
- 2.10 **Post Traumatic Stress Disorder:** Critical Incident Stress producing inability to function for more than 30 days.
- 2.11 **Critical Incident Stress Management:** A comprehensive approach to manage Critical Incident Stress.
- 2.12 **Pre-Incident Education:** 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.
- 2.13 **On Scene Support:** Brief, practical crisis intervention at the scene of the incident.
- 2.14 **Debriefing:** Formal debriefings are structured group meetings between staff exposed to the incident and the Critical Incident Stress Management Team within 24-72 hrs post event. Not an operational critique or review. Confidential, non-invasive. Discuss thoughts, reaction, and feelings.

3.0 OPERATIONAL PROCEDURE

- 3.1 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.
- 3.2 **Health Sciences Centre CISM:** 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.
- 3.3 **St. Boniface CISM:** 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.
- 3.4 **All Other sites and Programs:**

During days, Monday to Friday service are accessed through the WRHA Occupational Health Services at each site or through WRHA OESH @ (204) 926-1018. 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

After hours services are access 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.

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 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.

4.0 RESPONSIBILITIES

4.1 Directors/Managers/Supervisors:

4.1.1 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 critical incident.

4.1.2 Ensure completion of the WRHA Injury Near Miss Process (INM) for any Health Care Worker exposed to a critical incident in the course of their work.

4.2 Worker:

4.2.1 Report incidents of exposure to a critical incident through the Injury Near Miss Reporting Process and if applicable RL6.

4.3 Occupational and Environmental Safety & Health

4.3.1 Consult with the facility/site/program on all aspects of this operational procedure.

4.3.2 Ensure each INM for CI is reviewed and where applicable, staff provided with CISM support.

4.3.3 Ensure appropriate reporting to the WCB of Manitoba in the event that staff have lost time or incurred medical costs related to the critical incident.

5.0 TRAINING REQUIREMENTS

5.1 The training program must be workplace specific, effective and updated annually or when changes which may affect the procedure are introduced in the workplace.

5.2 CISM pre incident education should be included in all site general orientation, supervisory management education/orientation and departmental orientation.

5.3 The CISM pamphlet should be available at all education.

RESOURCES

WRHA Resources including WRHA CISM Brochure

<http://www.wrha.mb.ca/professionals/safety/ci.php>

Health Sciences Centre CISM Resources and Contact Information

<http://hschome.hsc.mb.ca/?action=display&department=yes&name=CISM>

St. Boniface Hospital CISM Resources

<http://hschome.hsc.mb.ca/?action=display&department=yes&name=CISM>