



## Illinois Department of Corrections

### Administrative Directive

Number: <b>03.01.405</b>	Title: <b>Staff Wellness Response Team</b>	Effective: <b>7/1/2020</b>
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<b>Authorized by:</b>	<i>[Original Authorized Copy on File]</i> <b>Rob Jeffreys</b> Acting Director
<b>Supersedes:</b>	03.01.405 effective 11/1/2019

<b>Authority:</b> 20 ILCS 5/3-2-2	<b>Related ACA Standards:</b> 5-ACI-1C-25, 5-ACI-1D-10
<b>Referenced Policies:</b>	<b>Referenced Forms:</b>

#### I. POLICY

The Department shall ensure timely and comprehensive support is available to employees affected by events, both duty-related and otherwise.

#### II. PROCEDURE

##### A. Purpose

The purpose of this directive is to establish a written procedure for the selection, training and requirements of the Staff Wellness Response Team (SWRT).

##### B. Applicability

This directive is applicable to all correctional facilities, offices, programs and parole services within the Department.

##### C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

##### D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

##### E. Definitions

Chief Administrative Officer (CAO) – for the purpose of this directive, shall mean the Chief of Parole; for Central Office, the Chief of Staff; or the highest ranking official of a facility.

Employee – for the purpose of this directive, shall mean any Department employee whether full-time or part-time, contractual or temporary and approved volunteers.

##### F. General Provisions

1. To assist during and following situations of distress, support shall be available to all employees through the Staff Wellness Response Team (SWRT). Assistance may include, but not be limited to, providing information, education, referrals, peer support and debriefing.
2. Nothing herein shall interfere with or supersede emergency response or critical incident procedures; however, an employee's supervisor, executive staff or the Incident Commander during a critical incident may initiate the activation or assistance of the SWRT.

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**G. Requirements**

Information and procedures to access SWRT support shall be made available to all employees and shall be included in pre-service training and orientation for new employees.

**H. Access and Confidentiality**

1. Employees may access SWRT support on their own behalf through a self-referral, or supervisors may refer employees if they are aware of a need for support.
2. Supervisor referrals shall be made confidentially and directly to the Facility SWRT Coordinator.
3. The CAO or respective Deputy Director may request SWRT assistance through the Statewide Coordinator following a major facility incident.
4. Participation shall be confidential and voluntary.
5. Specific content from the assistance provided by the SWRT shall not be shared with an employee's supervisor or other staff unless there is a clear indication of danger to themselves or others.

**NOTE:** Employees found non-compliant with the confidentiality guidelines established herein shall be subject to discipline up to and including discharge.

**I. Team Selection and Criteria**

1. Team Composition - The SWRT shall consist of diverse membership from security and non-security staff, including, but not limited to, administration, mental health, clinical services and chaplaincy.
  - a. The Director shall appoint a Statewide SWRT Coordinator (Statewide Coordinator) and an Assistant Statewide SWRT Coordinator (Assistant Statewide Coordinator) to oversee the deployment and resources of the SWRT.
  - b. The Statewide Coordinator (no designee), with the approval of the Director, shall appoint Regional SWRT Coordinators (Regional Coordinators) for Parole and the designated districts.

**NOTE:** The Regional Coordinators shall be selected from current SWRT members.

- c. The respective Regional Coordinator, with approval of the CAO, shall designate:
  - (1) With the approval of the Statewide Coordinator, a Facility SWRT Coordinator (Facility Coordinator) and an Assistant Facility SWRT Coordinator (Assistant Facility Coordinator); and
  - (2) With the assistance of the Facility Coordinator, SWRT members (team members). The number of team members at each facility shall be dependent upon facility staffing and shall normally follow a ratio of one team member for every 100 staff, or a minimum of four team members, whichever is greater. Department head, shift supervisor or higher may be represented, but shall account for no more than one member or 10%, whichever is greater, of the facility's total team membership.

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2. Selection Criteria

- a. Facility team membership shall be voluntary.
- b. The Regional Coordinators, Facility Coordinators and team members shall be professional and reliable and have demonstrated skills and abilities necessary to effectively assist and support others.
- c. Persons chosen for the SWRT shall, at minimum:
  - (1) Have completed five years of institutional experience.
  - (2) Have no documented disciplinary action unless otherwise approved by the Statewide Coordinator (no designees).
  - (3) Maintain and provide proof of a valid driver's license.
  - (4) Have not been suspended within the last two years.
- d. Persons chosen to serve as a Facility Coordinator or Assistant Facility Coordinator shall normally, at minimum:
  - (1) Have completed two years experience as a team member.
  - (2) Have a demonstrated ability to command and lead specialty teams.
  - (3) Have a thorough knowledge of facility operations and emergency procedures.

**J. SWRT Training**

1. All persons serving on the SWRT shall complete required training prior to activation and shall attend quarterly training. Failure to complete training may result in removal from the SWRT.
2. The Statewide Coordinator shall:
  - a. Establish and maintain a protocol manual that shall, at minimum, provide procedures for:
    - (1) Team member recruitment and selection;
    - (2) Team member responsibilities and expectations, including objectives, annual reviews and disciplinary procedures;
    - (3) Training requirements;
    - (4) Activation criteria;
    - (5) Notification requirements and activation procedures for:
      - (a) Self referrals;
      - (b) Facility limited events; and
      - (c) Statewide response.
    - (6) Response protocol including peer support, group intervention, debriefing and defusing procedures;

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- (7) Confidentiality requirements and duty to report; and
  - (8) Response critique and overall program evaluation.
- b. With the approval of the Manager of Staff Development and Training, develop standardized training programs based on Critical Incident Stress Management principles. Training programs shall include, but not be limited to:
- (1) All information contained in the SWRT protocol manual.
  - (2) Basic Critical Incident Stress Management theory and application strategies.
  - (3) Peer support strategies.
3. The Facility Coordinator shall ensure all team members complete quarterly training.
- a. Quarterly training shall consist of a refresher on Critical Incident Stress Management application strategies but shall be specific to the needs and response procedures for the individual facility or office.
  - b. The Regional Coordinator shall provide the CAO with the dates of quarterly training by July 1<sup>st</sup> of each year. A copy of the notice shall be provided to the Facility Coordinator.
4. Documentation of training shall be entered and tracked by the Department's electronic training tracking system. A hard copy will be maintained in the employee's training file.

**K. Program Evaluation**

1. To ensure program effectiveness, the Statewide Coordinator, Mental Health Training Coordinator and facility teams shall meet annually to, among other matters, discuss team management and training requirements. Additionally, a review of the protocol manual and response application and strategies employed shall be evaluated.
- a. The Statewide Coordinator shall coordinate semi-annual meetings and shall provide the dates and locations to the CAO of each facility and all attendees as early as possible to give sufficient notice for scheduling.
  - b. An agenda and summary of discussions shall be maintained by the Statewide Coordinator and a copy shall be distributed to the Chief of Staff.
2. Within 72 hours following a critical incident response, activated Coordinators and team members shall meet to assess the overall response effectiveness and identify areas of strength and areas for improvement for SWRT protocol.
- a. The review shall be limited to a critique of the response efforts and shall not include specific information about the incident, participants or any information about the conversations between participants and team members.
  - b. The response critique shall be documented and a copy, including areas requiring improvement, shall be submitted to the Statewide Coordinator for review and appropriate action.
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