

Critical Incident Manager (CIM)

AUTHORITY:	Administrative Directive Orange County Board of Supervisors Resolution dated August 9, 1977 (77-1297)
RESCINDS:	New Item
FORMS:	Death in Custody Reporting Form (Attachment)
PURPOSE:	To provide sworn managers the guidelines for responding to a critical incident in the field.

I. GENERAL INFORMATION

- A. A critical incident is any event out of the range of normal operations, which involves a threat of injury/death or is likely to cause an officer to feel emotionally and psychologically overwhelmed. A critical incident includes, but is not limited to, the following events:
1. Officer Involved Shooting (OIS).
 2. Use of force resulting in serious bodily injury or death to a Deputy Probation Officer (DPO).
 3. Use of force resulting in serious bodily injury or death to another.
 4. Injury or death of an individual in our custody (e.g. detention at local area office or police department, during transportation, etc.).
 5. Major disturbance (e.g. hostage crisis).
 6. Serious on duty injury to officer (e.g. traffic collision).
 7. Event resulting in significant damage to County property.

II. PROCEDURE

- A. DPO
1. The primary Critical Incident Manager (CIM) for each DPO is their respective Assistant Division Director and/or Division Director.
 2. Prior to a DPO going to the field, he/she must identify their CIM and relay that information to [REDACTED] when going 10-8 (In service) pursuant to PMI 1-5-317 (Use of [REDACTED] Equipment and Dispatch Operation). Upon receiving information of a critical incident having occurred, [REDACTED] will notify the CIM.

3. In addition to [REDACTED] notifying the CIM, the involved DPO(s) shall contact their CIM of the critical incident as soon as possible and/or practical.
4. When working outside of dispatch hours or using the dispatch services of another law enforcement (LE) agency, it is the responsibility of the involved DPO(s) to notify their CIM of the critical incident as soon as possible and/or practical.
5. Outside of standard business hours (e.g. nights, weekends, and holidays), the Department maintains an Administrator in Charge (AIC). In the event the primary CIMs cannot be reached or are unable to respond, the AIC will serve as the CIM. The AIC calendar can be accessed via [REDACTED]
→ [REDACTED] The Custody Intake Officer of the Day maintains a list of all AIC contact numbers and can be reached at [REDACTED].

B. Manager

1. Upon notification, the CIM shall confirm that all emergency personnel needed have been deployed to the scene (e.g. law enforcement, emergency medical personnel, etc.).
2. The Chief Probation Officer (CPO) will be notified via the chain of command whenever a critical incident occurs. In the event any person within the chain of command cannot be reached in a timely manner, that person may temporarily be left out of the notification process in order to ensure the CPO is notified in a timely manner.
3. If the critical incident involved any employee represented by the Association of Orange County Deputy Sheriff's (AOCDS), the CIM will notify the organization by calling 714-285-2800 as soon as practical and/or possible.
4. Pursuant to Orange County Board of Supervisors Resolution 77-197, it is the duty of each department head or agency director to make specific notifications to the Clerk of the Board of Supervisors, the County Administrative Officer, and the Risk Management Section of the Personnel Department when a death occurs to an officer acting in an official capacity. The CIM shall ask for direction from the CPO regarding notifications and comply with any directive of the CPO.
5. Any critical incident involving serious bodily injury, death, or use of a firearm requires the CIM or designee to physically respond to the incident.
 - a. "Serious bodily injury" refers to a bodily injury that involves a substantial risk of death, unconsciousness, protracted and obvious disfigurement, or protracted loss or impairment of the function of a bodily member or organ.
6. Specific protocol for follow-up to an OIS is covered in PMI 1-4-107 (Authorization to Carry Firearms).

7. If the CIM physically responds, he/she shall go to the location of the involved DPO (e.g. scene, police station, hospital, etc.). Upon arrival, the CIM shall do the following:
 - a. Make contact with the involved DPO(s).
 - b. Contact the LE incident commander on scene.
 - c. Collect basic information including time and location of incident, nature and extent of injuries, DR numbers, names and contact information for all involved personnel, and name and dates of birth of suspects. If there is an outstanding suspect, the CIM may ask information that would assist in capturing the suspect such as physical description, direction of flight, and whether or not the suspect is armed. The CIM shall not ask probative questions that are outside the basic information needed for a Public Safety Statement.
 - d. Assess needs of DPO(s) – medical, physical, emotional, etc.
 - e. Address immediate needs of DPO(s) – e.g. water, food, making contact with family members, etc.
 - f. Provide, coordinate, or ensure transportation home.
 8. As soon as practical after initial notification, the CIM shall notify the assigned Supervising Probation Officer (SPO). Typically, the assigned SPO will be responsible for the initiation of Worker's Compensation paperwork as detailed in PMI 1-3-304 [Workers' Compensation (Employee Injuries, Accidents, Blood/Body Fluids Exposure)] and collection of all Special Incident Reports (SIRs). However, if the assigned SPO cannot be reached, the CIM will assume responsibility for the initiation of the Worker's Compensation paperwork and collection of the SIRs.
- C. Employee Assistance Program (EAP), The Counseling Team International, and the Peer Support Team (PST)
1. Involved staff shall be given a referral to EAP and an opportunity to contact a representative from EAP.
 2. The CIM shall contact The Counseling Team International at 1-800-222-9691 to provide critical incident/crisis intervention counseling services if deemed necessary.
 3. Members of the PST do not self-deploy. However, the CIM shall contact a member of the PST Advisory Board or a PST Coordinator within twenty-four (24) hours of the critical incident and provide the nature of the incident and the names of staff involved.
 4. The involved DPO(s) can contact a member of the PST directly or request to have a PST member respond to the scene. If the involved DPO(s) requests a non-PST support officer to be contacted and/or remain with

them, the CIM will attempt to contact the requested officer and inform them of the request.

5. If a PST member responds to the scene or location of the involved DPO(s), their role is to ensure the DPO(s)'s basic physical and emotional needs are met, and to provide support and assistance to the DPO(s) involved or affected.
6. PST members will not inquire as to the facts of the incident. This is essential to preserve the DPO's Public Safety Officers Procedural Bill of Rights and the integrity of any subsequent investigation.

D. Media Contact

The CPO or designee will handle all press and public inquiries regarding critical incidents.

REFERENCES:

Procedures:	1-2-006	Peer Support and Assistance Program
	1-2-108	Contact with the News Media
	1-3-304	Workers' Compensation (Employee Injuries, Accidents, Blood/Body Fluids Exposure)
	1-3-307	Notification of Death or Serious Injury of an Employee
	1-4-006	Accessing Employee Emergency Notification Information: After Hours
	1-4-105	Use of Force (Field Services)
	1-4-107	Authorization to Carry Firearms
	1-5-317	Use of 800 MHz Two-Way Radio Equipment and Dispatch Operation
	3-1-303	Special Incident Reports
Policy:	A-10	Contact with News Media
	C-10	Administrator in Charge, Officer of the Day or Duty Officer

C. Stiver

APPROVED BY:

State of California

PRINT

CLEAR

Department of Justice

DEATH IN CUSTODY REPORTING FORM

BCIA 713 (rev. 11/05)

DOJ USE ONLY
RECORD KEY
AGENCY TYPE
<input type="checkbox"/> Police
<input type="checkbox"/> Sheriff
<input type="checkbox"/> Probation
<input type="checkbox"/> State
<input type="checkbox"/> Other Local
AGENCY NCIC NUMBER
COUNTY

ORIGINAL AMENDMENT

DATE OF DEATH

SUBJECT NAME

MM / DD / YYYY

Last _____ First _____ Middle _____

CII NUMBER

DATE OF BIRTH

MM / DD / YYYY

GENDER
 Male
 Female

RACE/ETHNICITY (Check One)

- | | |
|--|---|
| <input type="checkbox"/> Other Asian | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Black | <input type="checkbox"/> Laotian |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Other |
| <input type="checkbox"/> Cambodian | <input type="checkbox"/> Pacific Islander |
| <input type="checkbox"/> Filipino | <input type="checkbox"/> Samoan |
| <input type="checkbox"/> Guamanian | <input type="checkbox"/> Hawaiian |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> American Indian | <input type="checkbox"/> White |
| <input type="checkbox"/> Japanese | <input type="checkbox"/> Asian Indian |

DOJ USE ONLY
CUSTODY OFFENSE

CUSTODY STATUS

(Check One)

- Process of Arrest
- In Transit
- Awaiting Booking
- Booked - No Charges Filed
- Booked - Awaiting Trial
- Sentenced
- Out to Court
- Other

CUSTODIAL RESPONSIBILITY

AT TIME OF DEATH

(Check One)

- Process of Arrest
- City Jail
- County Jail
- Adult Camp or Ranch
- Local Juvenile Facility/Camp
- Adult Operations and Adult Programs (formerly CDC)
- Division of Juvenile Justice (formerly CYA)
- State Hospital
- Other

LOCATION WHERE CAUSE

OF DEATH OCCURRED

(Check One)

- Not Applicable (Natural)
- Crime/Arrest Scene
- Facility -- Administrative
- Facility -- Booking
- Facility -- Living
- Facility -- Common
- Facility -- Holding
- Facility -- Medical Treatment
- Other

FACILITY OF DEATH

(Check One)

- Crime/Arrest Scene
- Local Hospital
- City Jail
- County Jail
- Adult Camp or Ranch
- Local Juvenile Facility/Camp
- Adult Operations and Adult Programs (formerly CDC)
- Division of Juvenile Justice (formerly CYA)
- State Hospital
- Other

MANNER OF DEATH

(Check One)

- Pending Investigation
- Natural
- Accidental -- Injury to Self
- Accidental -- Injury by Other
- Suicide
- Homicide Willful (Law Enforcement Staff)
- Homicide Willful (Other Inmate)
- Homicide Justified (Law Enforcement Staff)
- Homicide Justified (Other Inmate)
- Execution
- Cannot Be Determined
- Other

MEANS OF DEATH

(Check One)

- Pending Investigation
- Not Applicable (Natural)
- Handgun
- Rifle/Shotgun
- Club, Blunt Instrument
- Hands, Feet, Fists
- Knife, Cutting Instrument
- Hanging, Strangulation
- Alcohol/Drug Overdose
- Execution: Lethal Gas/Injection
- Cannot Be Determined
- Other

DATA SUPPLIED BY (Please print the following information):	
Name: _____	Title: _____
Agency: _____	Telephone: _____
Address: _____	

Send completed form to: Department of Justice
Criminal Justice Statistics Center
P.O. Box 903427
Sacramento, CA 94203-4270
Facsimile: (916) 227-0427 or 227-3561
Telephone: (916) 227-3545