	DEPARTMENT OF CORRECTIONS AND REHABILITATION DEPARTMENT ADMINISTRATION POLICY AND PROCEDURES	EFFECTIVE DATE: DEC 05 2025	POLICY NO.: ADM:04.08
		SUPERSEDES (Policy No. & Date): NEW	
	SUBJECT: STAFF WELLNESS RESPONSE TEAM (SWRT)		Page 1 of 9

1.0 **PURPOSE:**

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

2.0 **SCOPE:**

This policy applies to all divisions, branches, sections, programs, units, and staff offices within the Department of Corrections and Rehabilitation (DCR).

3.0 **REFERENCES, DEFINITIONS & FORMS:**

.1 **References.**

- a. Chapters 76, 78, 378, and 396, Hawaii Revised Statutes;
- b. Title 14, Subtitle 1, Hawaii Administrative Rules, Human Resources Rules;
- c. Department of Human Resources Development, Policy No. 502.006, Resources for Employee Assistance and Counseling Help (REACH) Program;
- d. Department of Human Resources Development, Policy No. 801.001, Worksite Wellness

.2 **Definitions.**

- a. Canvass – service provided by a group of SWRT members when coming to a work location and breaking off into smaller teams to initiate discussions, provide resources, and check on staff's wellness at every post within the work location the team is visiting.
- b. Chief Administrative Officer (CAO) – Shall be the Deputy Director for Correctional Institutions (DEP-C).
- c. Debriefing – a proactive intervention involving a group meeting or discussion about a particularly distressing critical incident, usually provided one to 10 days post crisis, and designed to mitigate acute symptoms, assess the need for follow-up, and complete an after-action review to determine next steps.
- d. Defusing – a shortened version of the debriefing focused on small homogeneous groups within eight (8) hours of the conclusion of an event.
- e. Department – refers to the Department of Corrections and Rehabilitation (DCR).

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- f. Employee – for the purpose of this policy, shall mean any Department employee whether full-time or part-time, contractual or temporary.
- g. Facility Coordinator (aka Facility SWRT Coordinator) – for the purpose of this policy, shall mean the facility Warden, or if he/she is unavailable, his/her designee.
- h. Nonwork-Related Situations/Incidents – for the purpose of this policy, any traumatic or stressful situations/incidents that occur during an employee's personal time outside of work hours, which adversely impact their physical or emotional well-being.
- i. Peer Support – a way of relating to someone through shared humanity, experiences, and commonalities.
- j. Program Administrator (aka SWRT Program Administrator)– for the purpose of this policy, the Program Administrator shall be the Deputy Director for Administration (DEP-A) or his/her designee.
- k. Resources for Employee Assistance and Counseling Help (REACH) Program – contracted counseling services available to all DCR employees and their family members.
- l. SWRT Team Member – a DCR employee trained and certified in critical incident stress management by the International Critical Incident Stress Foundation and/or other appropriately licensed entity, who is selected by the CAO, Program Administrator and/or Facility Coordinator to perform SWRT duties.
- m. Training Officer – The training officer shall be the DCR Training Officer (CRTO) with the Training and Staff Development (TSD) Division.

.3 Forms

- a. DCR 1115 - Training Staff Wellness Response Team (SWRT) Member Application Form
- b. DCR 1116 - Staff Wellness Response Team (SWRT) Request for Service Form
- c. DCR 1117: Staff Wellness Response Team (SWRT) Confidentiality Agreement

4.0 POLICY:

It is the Department's policy to ensure that timely and comprehensive support is available to employees affected by priority 1 incidents, other traumatic events, and/or non-work-related situations that warrant support from a SWRT member.

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5.0 PROCEDURES:

.1 General Provisions:

- a. To assist during, and following situations of distress, support shall be available to all employees through the SWRT. Assistance may include, but are not limited to, providing information, education, referrals, peer support and debriefing.
- b. Nothing herein shall interfere with or supersede emergency response or Priority 1 procedure; however, an employee's supervisor Facility SWRT Coordinator, Chief of Security or designated staff may initiate the activation for assistance of the SWRT for priority 1 incidents or other situations which warrant employee assistance.

.2 Requirements:

Information and procedures to access SWRT support shall be made available to all employees for work-related and non-work-related events and shall be included in training and orientation for new employees.

.3 Access and Confidentiality:

- a. Employees may access SWRT support on their own behalf through self-referral, or supervisors may refer employees if they are aware of a need for support from a SWRT team member.
- b. Supervisor's referrals shall be made confidentially and directly to the Facility SWRT Coordinator.

NOTE: In the event an employee uses a bereavement day, a referral shall be sent from their supervisor to the Facility SWRT Coordinator, unless explicitly declined by the employee.

- c. The Chief Administrative Officer (CAO) or any Deputy Director may request SWRT assistance through the Program Administrator following a major critical incident at a facility or any other property owned or leased by the Department.
- d. Participation shall be confidential and voluntary, unless/except there is a clear indication of danger to themselves or others.
- e. Specific content from the assistance provided by the SWRT shall not be shared with an employee's supervisor.
- f. Each SWRT member shall sign a Confidentiality Agreement (Form DCR 1117), affirming that any information obtained from DCR staff seeking assistance will be kept strictly confidential, with few exceptions as outlined in the Confidentiality Agreement.

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NOTE: Employees found non-compliant with the confidentiality guidelines established herein shall be subject to discipline up to and including discharge if after completion of a thorough investigation, the employee is found to have violated this policy.

.4 Team Selection and Criteria:

a. Team Composition:

1. The SWRT shall consist of diverse membership from security and non-security staff, including, but not limited to, security, case management, mental health, clinical services, and chaplaincy.
2. The CAO shall designate:
 - a) Facility SWRT Coordinator and;
 - b) With the assistance of the Facility SWRT Coordinator, SWRT members (team members). The number of team members at each facility shall be dependent upon facility staffing and may vary by facility. The total number should not exceed ten percent of the office/facility's uniform or nonuniform workforce. Team members who are working assigned posts may not be utilized.

b. Selection Criteria:

1. SWRT membership shall be voluntary. Interested DCR staff shall complete Form 1115 SWRT Membership Application Form to apply for membership.
2. The Facility SWRT Coordinators and team members shall be professional and reliable and have demonstrated skills and abilities necessary to effectively assist and support others.
3. Persons who volunteer and are selected for the SWRT shall, at minimum:
 - a) Have completed five years of corrections experience.
 - b) Have no documented disciplinary action unless otherwise approved by the CAO
 - c) Maintain and provide proof of a valid driver's license.
 - d) Have not been suspended within the last year preceding appointment to the SWRT.

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4. Persons who volunteer and are chosen to serve as a Facility SWRT Coordinator shall, at minimum:
 - a) Have a demonstrated ability to command and lead specialty teams.
 - b) Have a thorough knowledge of facility operations and emergency procedures.

c. Team Member Removal:

1. The Facility SWRT Coordinator may submit a request to the CAO to remove a facility team member from the SWRT if the Facility SWRT Coordinator feels there is justifiable reasoning, including, but not limited to initiation of investigation into misconduct, disciplinary actions on the team member's record, etc.
 - a) The request shall be submitted in writing, via email, to the CAO with a detailed reason for the removal.
 - b) The CAO shall discuss the request and make their recommendation to the Facility SWRT Coordinator.
2. The CAO shall:
 - a) Make the final determination of whether to remove, temporarily suspend or take no action; and
 - b) Submit notification of the determination to the Program Administrator and Facility SWRT Coordinator.
 - c) If it is determined that a team member is to be removed or temporarily suspended from the SWRT, notification shall be made by the Facility SWRT Coordinator to the team member, in person, as to why they are being removed or suspended.
 - d) A SWRT team member who is removed from the SWRT may appeal the decision to the SWRT Program Administrator.

.5 SWRT Training:

- a. 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 suspension from the SWRT until training requirements are met, and/or removal from the SWRT if the required training is not completed in a specified time frame.
- b. The Program Administrator shall:

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1. Work with a qualified mental health professional or expert trained in trauma-informed care to establish and maintain a protocol manual that shall, at a minimum, provide procedures for:
2. Team member recruitment and selection;
3. Team member responsibilities and expectations, including objectives, annual reviews and disciplinary procedures;
4. Training requirements;
5. Activation criteria;
6. Notification requirements and activation procedures for:
 - a) Self-referrals;
 - b) Facility-limited events; and
 - c) Statewide response.
7. Response protocol including peer support, group intervention, debriefing and defusing procedures;
8. Confidentiality requirements and duty to report; and
9. Response critique and overall program evaluation.
- c. With the assistance of the CRTO, coordinate training programs based on Critical Incident Stress Management principles. Training programs shall include, but not be limited to:
 1. Basic Critical Incident Stress Management theory and application strategies;
 2. Trauma-informed care; and
 3. Peer support strategies
- d. The Facility SWRT Coordinator shall ensure all team members complete quarterly training.
 1. Quarterly training shall consist of refresher on Critical Incident Stress Management application strategies.

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- e. Documentation of training will be maintained in the employees' training file maintained by the TSD Division.

.6 Program Evaluation:

- a. To ensure program effectiveness, the Program Administrator, CRTO, and Facility SWRT Coordinators shall meet annually to, among other matters, discuss team management and training requirements. Data shall be collected on the SWRT usage by facility. Additionally, a review of the protocol manual and response application and strategies employed shall be evaluated.
- b. 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, including the actions taken by the SWRT.
 1. 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.
 2. The response critique shall be documented and a copy, including areas requiring improvement, shall be submitted to the Program Administrator for review and appropriate action.

.7 SWRT Activation to a Critical Incident:

- a. Notification of critical incidents or events to the CAO shall be required to ensure appropriate outreach and services are provided to employees. Notification shall prompt the CAO to determine the level of service that may be required. Services may range from informal contact to a formal response to a critical incident/event, such as a debriefing, defusing or canvassing.
- b. The CAO shall notify the affected Facility SWRT Coordinator to determine the level of service that may be required.
- c. Activation of all or part of the SWRT may be made dependent upon the type and scope of the incident and the number of employees involved. The CAO shall make the final determination.
- d. No SWRT member shall be paid stand-by pay, and overtime to respond to critical incidents or traumatic events will be approved by the CAO or Facility SWRT Coordinator on a case-by-case basis. Participation as a SWRT member cannot interfere with the SWRT member's normal duties and responsibilities unless approved by the facility coordinator on a case-by-case basis.

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- e. SWRT members shall determine if affected employee(s) should be referred for professional counseling through the REACH Program, or similar agency.
- f. The Program Administrator shall be added to the priority 1 list to monitor incidents and determine the proper response to reported incidents.
- g. The Program Administrator shall be notified by phone, immediately, of all the following:
 - 1. All assaults involving employees that require outside emergency medical care;
 - 2. Death of an employee on duty (regardless of the cause of death);
 - 3. Life threatening injuries of an employee on duty;
 - 4. Hostage incident;
 - 5. Loss of a portion of an institution where a planned response to regain control is implemented;
 - 6. Unexpected death of an employee off-duty;
 - 7. Any situation where employees are exposed to extreme violence or harm;
 - 8. Suicide or attempted suicide involving employees; and
 - 9. Any other incidents that have the potential to negatively impact the employee(s).
- h. A SWRT response shall be required for the following critical incidents:
 - 1. All staff assaults that require outside emergency medical care;
 - 2. Death of an employee on duty (regardless of the cause of death);
 - 3. Life threatening injuries of an employee on duty;
 - 4. Loss of a portion of an institution where a planned response to regain control is implemented;
 - 5. Unexpected death of an employee;
 - 6. Hostage incident;
 - 7. Any situation where employees are exposed to extreme violence or harm;

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8. Individual in custody suicide or serious suicide attempts, where staff members are involved in life saving measures;
9. Staff suicide or attempted suicide;
10. Significant threats of harm to the employee or their family;
11. Any situation where staff members are involved in life saving measures, such as a CPR response to an individual in custody, employee or other persons on site; and
12. Any other incidents that may negatively impact the employee(s).

.8 Response to Employees at Risk for Suicide:

- a. The CAO, in consultation with the respective Deputy Director, shall take immediate steps to ensure the employee at risk of harming themselves or others is provided the appropriate professional assistance.
- b. Employees shall never:
 1. Personally transport another employee who has attempted, or reported a plan, to harm themselves.
 2. Perform a wellness check at the residence of an employee who has attempted, or reported a plan, to harm themselves.

APPROVAL RECOMMENDED:



12/05/2025

Deputy Director for Administration

Date

APPROVAL RECOMMENDED:

Deputy Director for Correctional Institutions

Date

APPROVAL RECOMMENDED:



12/05/2025

Deputy Director for Rehabilitation, Services and Programs

Date

APPROVED:



12/05/2025

DIRECTOR

Date

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Department of Corrections and Rehabilitation
STAFF WELLNESS RESPONSE TEAM (SWRT)
MEMBER APPLICATION FORM

APPLICANT INFORMATION (Please print or type clearly)

1. FIRST NAME	MIDDLE INITIAL	LAST NAME	SUFFIX
2. PHONE NUMBER	3. EMAIL ADDRESS		
4. GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say			
5. MAILING ADDRESS			APT #
CITY		STATE	ZIP CODE
6. EMPLOYEE ID #	7. POSITION TITLE		
8. FACILITY/PROGRAM LOCATION:			
9. ARE YOU SWORN OR CIVILIAN STAFF? <input type="checkbox"/> Sworn <input type="checkbox"/> Civilian			
10. BRIEFLY EXPLAIN WHY YOU ARE INTERESTED IN JOINING THE SWRT:			
11. ARE YOU WILLING AND ABLE TO ATTEND A 3-DAY CISM TRAINING COURSE AND QUARTERLY TRAINING COURSES? <input type="checkbox"/> Yes <input type="checkbox"/> No			
12. ARE YOU ABLE TO RESPOND DURING A CRITICAL INCIDENT WHEN ACTIVATED? <input type="checkbox"/> Yes <input type="checkbox"/> No			
13. DO YOU AGREE TO UPHOLD THE CONFIDENTIALITY AND ETHICAL STANDARDS OF THE SWRT? <input type="checkbox"/> Yes <input type="checkbox"/> No			

APPLICANT SIGNATURE

DATE

FOR OFFICIAL USE ONLY

To be completed by Facility SWRT Coordinator:

- Timesheet & Disciplinary Review Completed: ☐ Yes ☐ No
- Date of Interview Scheduled: _____
- Final Approval by Warden/Designee: ☐ Approved ☐ Disapproved

FACILITY COORDINATOR /DESIGNEE SIGNATURE

DATE



Department of Corrections and Rehabilitation
STAFF WELLNESS RESPONSE TEAM (SWRT)
REQUEST FOR SERVICE FORM

APPLICANT INFORMATION (Please print or type clearly)

1. FIRST NAME		MIDDLE INITIAL	LAST NAME		SUFFIX
2. PHONE NUMBER		3. EMAIL ADDRESS			
4. GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say					
5. MAILING ADDRESS					APT #
CITY			STATE	ZIP CODE	
6. EMPLOYEE ID #		7. POSITION TITLE			
8. FACILITY/PROGRAM LOCATION:					
9. REASON FOR REQUEST (check all that apply): <input type="checkbox"/> Personal hardship <input type="checkbox"/> Critical incident involvement <input type="checkbox"/> Work-related stress <input type="checkbox"/> Other (please specify): _____ Brief Description (optional): _____					
10. PREFERRED METHOD OF CONTACT: <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> In-Person					
11. DO YOU HAVE A PREFERRED SWRT MEMBER TO SPEAK WITH? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, name of SWRT member: _____					

DISCLAIMER: By submitting this form, I understand that SWRT is a peer support service and not a replacement for professional counseling or emergency services. I understand the limits of confidentiality as outlined by DCR policy.

APPLICANT SIGNATURE

DATE

FOR OFFICIAL USE ONLY

To be completed by Facility SWRT Coordinator:

- Date of Interview Scheduled: _____

COORDINATOR /DESIGNEE SIGNATURE

DATE



Department of Corrections and Rehabilitation
Staff Wellness Response Team (SWRT)
Confidentiality Agreement

Purpose: This agreement outlines the confidentiality expectations for all members and participants of the Staff Wellness Response Team (SWRT), a peer support program designed to promote staff well-being through compassionate, confidential, and voluntary support.

1. Scope of Confidentiality

All information shared within the context of SWRT activities - including conversations, disclosures, observations, and documentation - is considered confidential. This applies to:

- Peer support sessions
- Informal check-ins
- Debriefings
- Any written or electronic communications related to SWRT

2. Obligations of SWRT Members

Each SWRT member agrees to:

- Maintain strict confidentiality regarding any personal, emotional, or professional information shared by staff.
- Avoid discussing any SWRT-related information outside the program, including with supervisors, colleagues, or external parties.
- Refrain from recording, copying, or distributing any confidential materials without explicit written consent.

3. Exceptions to Confidentiality

Confidentiality may be breached only under the following circumstances:

- If there is a clear and imminent risk of harm to self or others.
- If required by law (e.g., court order, mandatory reporting of abuse).
- If authorized by the individual through written consent.

In such cases, SWRT members must follow the escalation procedures outlined in the SWRT Standard Operating Procedure.

4. Data Handling and Storage

Any notes or records (if applicable) must be:

- Stored securely and access-limited.
- Destroyed according to the retention policy outlined in the SWRT SOP.
- Never used for performance evaluation or disciplinary action.

5. Training and Accountability

All SWRT members must complete confidentiality training and review this agreement annually. Breaches of confidentiality may result in removal from the program and further administrative action.

6. Acknowledgment and Signature

By signing below, I acknowledge that I have read, understood, and agree to abide by the confidentiality standards of the Staff Wellness Response Team.

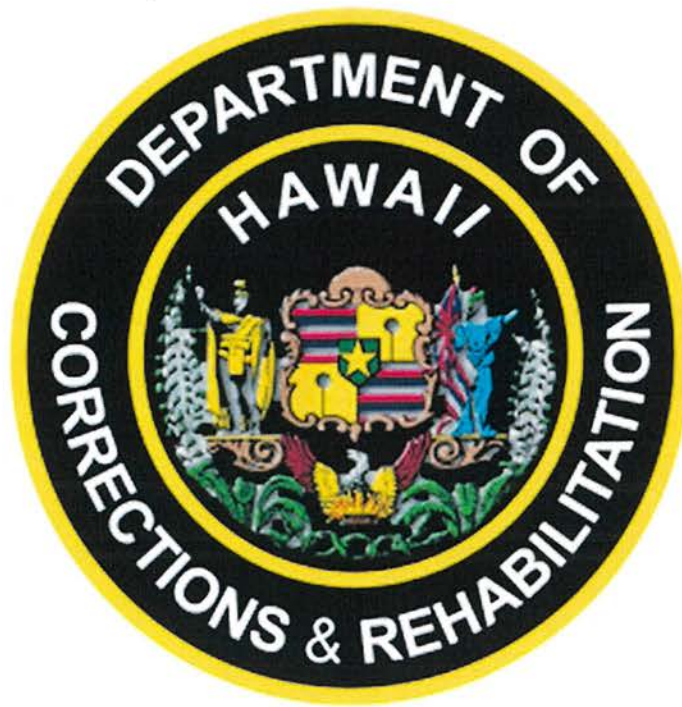
NAME

ROLE/TITLE

SIGNATURE

DATE

**State of Hawaii
Department of Corrections and Rehabilitation
Staff Wellness Response Team (SWRT)
Standard Operating Procedure**



December 2025

Hawaii Department of Corrections and Rehabilitation
Staff Wellness Response Team (SWRT)
Standard Operating Procedure

SWRT Mission Statement

The mission of the Staff Wellness Response Team (SWRT) is to support the employees of the Hawaii Department of Corrections and Rehabilitation (DCR) through the establishment of a high-quality, robust training program to address critical incident stress management, critical incident diffusing and debrief, and provide peer-based support for employees who experience work-related stress or personal hardship that negatively impact well-being.

Definitions:

SWRT Member is a sworn or civilian staff who is trained in critical incident stress management. The SWRT member is not a counselor or therapist, but a peer trained to provide support to co-workers who experience critical incidents or stressful situations at work or in their personal lives. A peer support program can augment outreach programs such as the REACH program, other external counseling services and resources, but **not** replace them. A peer support person is trained to provide both day-to-day emotional support for department employees as well as to participate in a department's comprehensive response to critical incidents. They are trained to recognize and refer cases that require professional intervention or are beyond their scope of training to a licensed mental health professional.

Privacy is the expectation of an individual that disclosure of personal information is confined to or intended only for the SWRT member.

Confidentiality is a professional or ethical duty for the SWRT member to refrain from disclosing information from or about a recipient of peer support services, barring any exceptions that should be disclosed at the outset.

Privilege is the legal protection from being compelled to disclose communications in certain protected relationships, such as between attorney and client, doctor and patient, priest and confessor, or in some states, peer support persons and sworn or civilian personnel.

I. The SWRT objectives include, but are not limited to:

1. Helping employees through a temporary crisis.
2. Promoting an atmosphere of support and trust among employees.
3. Promoting an awareness of the self-help alternatives available to employees.
4. Providing trained personnel who can assist in problem resolution before a point of crisis is reached.
5. Developing an additional system of referral for appropriate professional care.
6. Developing a readily accessible network of employees trained to be of service to their fellow employees.

II. Facility SWRT Coordinator(s)' (wardens or designees) responsibilities

- A. The Facility SWRT Coordinator(s) shall be responsible for:
 1. The ongoing training of all SWRT personnel.

2. Assist, as needed, in the ongoing training of DCR personnel seeking to improve their skills in critical incident stress management as it applies to a correctional employee's situation.
3. In the event of a critical incident situation at any DCR facility or program site, SWRT, in conjunction with facility management, shall immediately evaluate, and if necessary, respond to the incident under the authority of the SWRT Program Administrator (i.e. Deputy Director for Administration).
4. SWRT shall advise, support, augment, and collaborate with the facility SWRT team members as directed by the Facility SWRT Coordinator.
5. SWRT shall work in coordination with Facility SWRT Coordinator and the Chief Administrative Officer (CAO) (Deputy Director for Correctional Institutions).
6. SWRT shall be available to provide advice and assist the facility SWRT, or if necessary, take over as needed in the effort to successfully support affected employees following a critical incident.

III. SWRT Size and Composition

- A. The SWRT shall be composed of:
 1. CAO (DEP-C)
 2. SWRT Program Administrator (DEP-A)
 3. Facility SWRT Coordinator (Warden or designee)
 4. Selected Team Members

IV. Chain of Command

- A. SWRT Chain of Command
 1. CAO
 2. SWRT Program Administrator
 3. Facility SWRT Coordinator(s)
 4. Facility SWRT members

V. Selection Process

- A. Institutional SWRT Members
 1. Facilities and programs shall give all employees both sworn and unsworn the opportunity to submit in writing their interest in becoming a SWRT member utilizing Form DCR 1115, SWRT Member Application.
 2. All applications shall be submitted to the respective warden or branch administrator.
 3. All applicants shall have their time sheets and disciplinary histories reviewed (a minimum of one year).
 4. The Facility SWRT Coordinator will then schedule the candidates for an interview.
 5. Upon the warden's/branch administrator's final approval, the selected candidate shall be enrolled in the SWRT Training Program.

VI. Training

- A. Training shall be conducted by Critical Incident Stress Foundation, Inc. on Assisting Individuals in Crisis and Group Crisis Intervention, which is a three-day program. Individuals will receive a certificate of completion. If this training is not available, similar training shall be made available to the SWRT.

- B. Quarterly training shall be coordinated by the Training and Staff Development (TSD) Division. The respective Facility SWRT Coordinator shall be responsible for notifying SWRT members of quarterly training requirements.
- C. Responsibility for training
 - 1. TSD shall be responsible for conducting all quarterly training of SWRT members.
 - 2. Previously approved training curriculum should be used in order to ensure that all requirements for quarterly training are completed.
 - 3. In addition to the previously approved training curriculum, training may also include additional peer support, correctional fatigue, health and wellness, and critical incident stress management - related materials to enhance the training. -
 - 4. Scenario-based training may also be conducted to provide attendees with the opportunity to collectively utilize, enhance and evaluate their critical incident response skillset.
 - 5. All trainings, drills, meetings, etc., scheduled shall be entered into the SWRT calendar on an annual basis and be completed by the beginning of the FY year (July 1st)
- D. Responsibility for curriculum development
 - 1. Curriculum development shall be the responsibility of the Program Administrator in coordination with the Corrections and Rehabilitation Training Officer (CRO) with the TSD.
 - 2. Approved training curriculum shall be made available to all SWRT members.
 - 3. Curriculum modification process
 - a. Any recommendations for changes, or additions, to the approved training curriculum shall be submitted in writing to the SWRT Program Administrator for initial review.
 - b. If appropriate and deemed necessary, DCR shall have a mental health professional provide consultation on best practices with respect to peer support, trauma informed care, individual and group crisis intervention. The role and scope of the professional mental health consultant will be determined by the CAO in consultation with the SWRT Program Administrator.
 - c. The SWRT Program Administrator, shall work with a qualified mental health professional or expert in trauma-informed care, and shall give final approval for all recommended changes, or additions, to the training curriculum.
 - d. It shall be the responsibility of the Facility SWRT Coordinators to notify the SWRT members any time a new training curriculum has been approved, or existing training curriculum has been modified.
- E. Annual review and sign-off of established curriculum by the SWRT Chain of Command.
 - 1. Any updates shall be made by TSD and approved by the Program Administrator.
- F. Establishment of distribution protocol for updates to training materials and Operational Procedures.
 - 1. Updates will be distributed by the SWRT Program Administrator.

G. SWRT requirements (CISM, appropriate cross training, etc.) shall include, but not be limited to:

1. Establishment of minimum hours of quarterly training attendance required to keep annual certification in accordance with Departmental policies and administrative directives.
2. Established a protocol for requests and approval for SWRT Members to attend and participate in cross training and cross training opportunities with external instructors.

H. Re-certification requirements

1. Any SWRT member, that voluntarily relinquishes their position for a period of less than one year or is on leave of absence for a period of less than one year, may be required to attend other supplemental training prior to reinstatement. The training requirements will be assessed on a case-by-case basis and will be evaluated by both the respective Facility SWRT Coordinator and the Program Administrator.
2. Any SWRT member, that voluntarily relinquishes their position for a period of more than one year but less than two years or is on a leave of absence for a period of more than one year but less than two years for any reason, shall be required to attend any training designated by the Program Administrator, or attend other supplemental training prior to reinstatement. The training requirements will be assessed on a case-by-case basis.
3. Any SWRT member that voluntarily relinquishes their position for a period of more than two years or is on a leave of absence for a period of more than two years for any reason shall be required to attend training prior to reinstatement. The training requirements will be assessed on a case-by-case basis. The final decision shall be rendered by the Program Administrator.

VII. Standards of Conduct

A. Code of conduct

1. All SWRT members are expected to carry themselves in a professional manner at all times and follow the DCR's Standard of Conduct (UPW employees only). SWRT members should set the standard for others to follow whether on or off duty.
2. All SWRT members shall be required to respond immediately upon notification of a drill or actual critical incident.
3. All SWRT members responding to a drill or incident shall comply with all federal and state laws, Hawaii Administrative Rules DCR policies and procedures, and DCR's Standards of Conduct. Further, members shall act in a safe and responsible manner when traveling to the location of the incident.

B. Reporting of discipline; law enforcement involvement

1. Any SWRT member at a facility shall also be required to report any discipline or involvement/interaction with any law enforcement entity to the Facility SWRT Coordinator within seventy-two hours of receiving the discipline. Discipline that is required to be reported includes any oral reprimand, written reprimand, or suspension. Placement on leave pending investigation shall also be required to be reported within seventy-two hours."

C. Removal procedure

1. Facility SWRT Coordinators may request a team member be removed from the SWRT if they feel there is justifiable reasoning, including but not limited to the lack of attendance at quarterly training or inability to participate in SWRT activations.
 - a. The request shall be sent to the CAO.
 - b. The CAO shall discuss the request and make their recommendation to the Facility SWRT Coordinator .
 - c. If it is determined that a team member is to be removed or temporarily suspended from the SWRT, notification shall be made by the CAO or Facility SWRT Coordinator to the team member in person, as to why they are being removed or suspended.
 - d. The SWRT member who is removed from the SWRT may appeal the decision to the SWRT Program Administrator.

VIII. Confidentiality

- A. Confidentiality is essential to the integrity and sustainability of the SWRT program. As such, it is required that any communications within an official SWRT response be held in confidence. Any reported breaches of confidentiality may result in removal from the team.
- B. Each SWRT member shall sign a Confidentiality Agreement (Form DCR 1117), affirming that any information obtained from DCR staff seeking assistance will be kept strictly confidential.
- C. The SWRT is a program designated exclusively for staff. The SWRT is not a forum for unprofessional discussions of staff issues. SWRT members are prohibited from engaging in any conversations or written communications that could be characterized as gossip, rumors, or that are in contradiction to the goals and mission of the program.
- D. Nothing in this order relieves supervisors of their responsibility to counsel employees as set forth in existing policy.
- E. Limits to confidentiality must be consistent with state and federal laws as well as departmental policy. Recipients of peer support should be advised that there is usually no confidentiality for threats to self, threats to others, and child and elder abuse. Additional exceptions to confidentiality may be defined by specific state laws or department policies.
- F. SWRT Members shall advise employees to the level of, and limits to, confidentiality and legal privilege that they can offer.

IX. Employee Access to SWRT

- A. The SWRT may provide assistance, when requested, under the following circumstances:
- B. Whenever an employee requests peer support assistance from an SWRT member.
- C. When an employee has been involved in a critical incident which may emotionally impact the employee.

- D. When any other circumstances are present, wherein the SWRT may provide peer support and/or referral services.
- E. The SWRT is available to all employees. A list of team members will be posted at all facilities and offices. SWRT members will be available during their normal shift and will not receive standby pay. Further, team members will not be removed from assigned posts, unless expressly approved and directed by Facility SWRT Coordinator. Employees may contact any team member of their choice. This request can be made on or off duty.
- F. Following an interaction with an SWRT member for any reason, an employee may be provided workplace contact information for the team member in which to receive further assistance. SWRT members should be cognizant of the risk of employees becoming dependent upon individual members instead of the process. If this situation arises, team members should contact their SWRT chain of command to discuss other assistance appropriate for affected employee.
- G. SWRT Members need to be aware of their personal limitations. They should seek advice and counsel in determining when to disqualify themselves from working with problems for which they have not been trained or problems about which they may have strong personal beliefs. SWRT members are encouraged to discuss, confidentially, these concerns with their facility and/or Facility SWRT Coordinators.

X. Critical Incident Stress Debriefing (CISD)

- A. This type of response provides employees the opportunity to understand and put into perspective the emotional and/or psychological impact of a traumatic incident. The debriefing process is not a critique of any assignment or action taken by the employee.

XI. Activation and Call-out Procedures

- A. When the Program Administrator is made aware of an occurrence that requires an SWRT response, the following procedure shall normally be followed:
 - 1. The Facility SWRT Coordinator shall request responding team members, provide response location, date, and time.
 - 2. The Facility SWRT Coordinator shall share pertinent incident information with the responding team members.
 - 3. Upon activation, the Facility SWRT Coordinator shall notify the CAO as soon as possible which team members will be responding.
 - 4. Prior to facility entrance, the responding team shall meet to receive instructions from the team lead and enter the affected facility together.
 - 5. Within 72 hours following a critical incident response, activated team members shall 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. One of the team members shall provide the critique to their Facility SWRT Coordinator.
 - b. The response critique shall be emailed to the SWRT Program Administrator, including areas requiring improvement.

XII. Response Protocol

A. Critical Incident on Duty

1. Upon notification that an on-duty incident has occurred the SWRT Program Administrator, in conjunction with the Facility SWRT Coordinators, will decide an appropriate response for the staff involved.
2. The debrief process shall occur, when possible, the same day and shift the week following the initial incident. When situations arise where affected staff have not returned to duty due to injuries sustained during the incident, the SWRT will provide a CISM debrief with other affected staff on duty.
3. Should an affected staff member remain on extended leave, a member of SWRT will contact the staff member via phone to offer support and information in a timely manner. When the affected staff member returns to work, a facility SWRT member will make contact in person and offer support, information, or other contact information if the employee requests assistance.
4. Should an affected employee request to meet with an SWRT member off grounds, depending on the circumstance, reasonable attempts to accommodate will be made. The following criteria shall be met before such request is granted:
 - a. The respective Facility SWRT Coordinator and Program Administrator will discuss the situation and the program Administrator will determine if the request can be granted.
 - b. The meeting will take place at a mutually agreed upon public establishment.
 - c. The responding SWRT members may NOT meet alone off grounds with any employee as part of a response.