



ADMINISTRATIVE POLICIES  
AND PROCEDURES  
State of Tennessee  
Department of Correction

Index #: 103.02.1

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Effective Date: October 1, 2016

Distribution: A

Supersedes: N/A

Approved by: Tony Parker

Subject: COMMUNITY SUPERVISION INCIDENT REPORTING

- I. AUTHORITY: TCA 4-3-603, TCA 4-3-606.
- II. PURPOSE: To establish procedures for reporting significant incidents occurring within the Department's jurisdiction.
- III. APPLICATION: Assistant Commissioner of Community Supervision (ACCS) and all Tennessee Department of Correction (TDOC) Community Supervision staff.
- IV. DEFINITIONS:
  - A. Central Communication Center (CCC): A TDOC work unit that receives and processes internal critical incident reporting, electronic monitoring and provides other support services for the Department.
  - B. Critical Incidents: Serious incidents which require immediate notification to Central Office due to an incident requiring an emergency response for safety purposes, an incident involving a use of force, and an incident involving motor vehicle accidents in the course of an employee's official duties.
  - C. Critical Incident Stress Management (CISM): A comprehensive, integrated, systematic, and multi-tactic crisis intervention approach to manage critical incident stress after traumatic events for TDOC employees, under the umbrella of a National critical incidence response group: International Critical Incident Stress Foundation (ICISF).
  - D. Incident: An event or crisis that may compromise the safety and security of employees and offenders and which requires employee response and written documentation.
  - E. Use of Force: Actions used against an offender to compel him or her to do something against his or her will or to compel compliance with order.
  - F. Weapons: Commercially manufactured firearms and explosives; homemade firearms and explosives; commercially manufactured knives or sticks; homemade knives or sticks; or any item or device recovered in use, attempted use, or concealment which has been taken and/or altered for the express and obvious purpose of using it as a weapon.
- V. POLICY: TDOC Community Supervision staff manages incidents through an approved process.
- VI. PROCEDURES:
  - A. General Requirements
    1. Incidents occurring within TDOC Community Supervision that involve the safety and security of field offices, staff, and offenders or which may result in media attention shall be documented and reported timely, accurately, and completely.

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2. All incidents involving the use-of-force continuum beginning with hard empty hand control and beyond shall be reported in accordance with Policy #506.08. All injuries occurring at the field offices, or involving on-duty staff members, shall be addressed immediately and reported to the ACCS in writing on the Incident Report, CR-0525.
3. Information gathered through incident reviews shall be analyzed to identify activities that contributed to successful outcomes; improve TDOC Community Supervision procedures, training, and practices; and determine if improvements are needed.

**B. Reporting Requirements**

1. Probation Parole Managers (PPM) shall ensure that all staff under their supervision document and report incidents in accordance with this policy.
  - a. Community Supervision staff shall document and report all incidents identified in this policy to their supervisor according to established timeframes.
  - b. PPM shall report all significant and critical incidents to the District Director (DD) immediately by telephone on a 24-hour basis.
  - c. DDs shall report significant and critical incidents to the Correctional Administrator (CA) for his/her region immediately by telephone on a 24-hour basis.
  - d. All incidents not considered significant or critical shall be reported to the supervisor/DD as soon as practical after the incident occurring.
2. CA, or designees, shall report all significant and critical incidents identified in Section VI.(H) and (I) of Policy #103.15 to the CCC within 30 minutes of the incident becoming known.

**C. Incident Reporting Procedures**

1. Staff members who are involved in or discover an incident or critical incident shall immediately notify his/her supervisor. As soon as possible after notifying the supervisor, the reporting staff member shall provide the supervisor with a summary of the incident on the Incident Summary, CR-0525. The summary shall include:
  - a. Date and time of incident
  - b. Location of incident
  - c. Correct name and TOMIS ID number of each offender involved
  - d. Correct name and title of each Community Supervision staff member involved
  - e. Correct name of other persons involved and their relationship to the situation
  - f. Link to news or media, if any
  - g. Incident reports involving the serious injury or death of an offender shall include the offender's date of birth and race.

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- h. Staff members reporting the discovery of a weapon brought into a field office by an offender shall document the following additional information:
        - (1) Type of weapon
        - (2) Location the weapon was found
        - (c) Circumstances of the discovery
        - (d) Any persons directly involved in possessing or confiscating the weapon
      - i. The reporting staff member shall write the incident summary in a clear and concise manner and shall include the facts surrounding the incident. The reporting staff member shall not include an assessment of the facts or personal opinions. Abbreviations shall not be used in the report.
2. Upon verbal notification, the supervisor shall:
  - a. Verify that the incident meets the criteria for a critical incident as outlined in Policy #103.15.
  - b. If the incident does not meet the criteria for a critical incident, the supervisor shall instruct the reporting staff to complete the Incident Summary, CR-0525, and forward it to the DD as soon as possible.
  - c. Upon verification that an incident is critical, the supervisor shall contact the DD immediately after verification and advise of all pertinent information to include:
    - (1) Incident location
    - (2) Time of incident
    - (3) Incident type
    - (4) Offenders involved
    - (5) Staff members involved
    - (6) Current status
  - d. The supervisor shall review and approve the Incident Summary for clarity, detail, and consistency of information between verbal and written accounts. Once approved, the Incident Summary shall be submitted to the DD. The DD shall forward the CR-0525 through the chain of command to the ACCS and maintain a file of the incident summary in the District office.
3. The ACCS/designee shall be notified in writing (i.e., text, email) as soon as possible after the critical incident. Upon approval from the ACCS/designee, the DD/designee shall call the CCC pursuant to Policy #103.15.
4. In addition to any other reporting requirement contained in this policy, the ACCS may require DD to submit reports analyzing the events of an incident, weaknesses or failures in procedures, staff failures, or other factors that contributed to the incident.
5. Use of Force incidents beginning at hard empty hand control up to and including lethal force shall be reported according to Policy # 506.08.

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D. Critical Incident Procedures

1. All concerns regarding the immediate safety of individuals involved in the incident, law enforcement notification, medical attention, and family notification shall be dealt with expediently by the DD or CA or Probation Administrator or Parole Administrators or ACCS or designee.
2. The officer(s) involved shall immediately assess the scene for safety and request medical attention for any person or persons who are injured. Officers shall, if able and if the area is safe, provide emergency medical attention until emergency medical personnel arrive and secure the scene. The officer involved or another officer shall immediately notify the supervisor. The supervisor shall immediately notify the chain of command.
3. The supervisor and DD shall proceed to the scene of the incident. If needed, the DD/supervisor shall ensure that local law enforcement and/or emergency responders have been notified.
4. In instances of use-of-force beginning with hard empty hand control and beyond, motor vehicle accidents, and any other critical incidents as identified by the DD, the supervisor and/or DD shall accompany the staff member(s) involved for substance use screening. Results shall be reported to the ACCS.
5. In instances involving offenders, all TDOC staff involved shall be prepared to defer to law enforcement control of the scene.
6. The CA or designee shall notify family members of the involved officers as soon as possible after the incident and the whereabouts of the officer or officers involved.
7. All media contact shall be directed through the media contact liaison. Staff members shall not provide statements to the media without authorization by the Commissioner or designee.
8. The CA shall contact the TDOC legal division for legal issues.

Critical Incident Investigation, Review, and Follow-up

1. All officers involved in a critical incident shall prepare an Incident Summary, CR-0525, detailing the incident, which is submitted to the DD, and forwarded to the ACCS or designee through the appropriate chain of command. The CR-0525 shall be completed on the date of the incident.
2. The involved officer(s) shall cooperate with the law enforcement investigation and any subsequent investigation by the Attorney General's Office.
3. Within 72 hours after a critical incident has occurred, the DD shall review the incident to decide if Critical Incident Stress Management for Employees (CISM) interventions are warranted (See Policy #305.04). The DD shall inform the CA who shall consult with the State Clinical Director in cases of line-of-duty death, sudden death while on the job, or other special circumstances involving a staff member's involvement in a critical incident. In such situations, the CA shall follow procedures outlined in Policy #305.04.

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4. Each CA shall be responsible for conducting a comprehensive incident review of any critical incident involving a staff member as well as any application of the use-of-force continuum (regardless of injury). Such review shall occur as soon as possible but no later than 24 hours after the incident.
  - a. The CA shall interview all staff that has knowledge of the incident and conduct a critical review of the facts. During the review, the CA shall consider all available information and statements to determine if approved procedures were followed. In cases where multiple staff assaults may occur resulting from one incident, the review may cover all assaults from the incident.
  - b. The CA shall prepare a detailed summary of the review as well as recommendations and findings on the Incident Review, CR-0525.
    - (1) The report must be submitted to the ACCS and the Director of OIC by electronic copy within three calendar days of the completed review.
    - (2) Although the CA's review may reveal facts that are relevant to any OIC investigation, the OIC investigation is a separate investigation and subject to timelines established by OIC protocol.
    - (3) The ACCS, or designee, shall review the report and communicate with the CA regarding future actions. In all cases where immediate corrective action is necessary, the CA shall ensure that immediate corrective action is initiated as directed by policy.
    - (4) The completed reports shall be filed with the CA and with the ACCS. The reviews may be used for training purposes and in developing procedures to help reduce the risk of critical incidents involving staff.

VII. ACA STANDARDS: 4-APPFS-1C-01; 4-APPFS-3G-02; 4-APPFS-3G-04.

VIII. EXPIRATION DATE: October 1, 2019.



## TENNESSEE DEPARTMENT OF CORRECTION INCIDENT REPORT

Institution/Field Office		Incident ID#	
Type of Incident		TOMIS Incident Code	
Date/Time Occurred	Date/Time Reported		Date of this Report
Vehicle Used	Type of Property Loss	\$ Loss Value	
Weapon, Tool, Force or Means Used in Incident			
Codes:	V – Victim S – Suspect	E – Escape W – Inmate Witness	R – 1 <sup>st</sup> Employee Reporting EW – Employee Witness
Name	Code	Name	Code
Narrative: (Utilize additional pages as needed)	(1)	Identify additional suspects or witnesses	
	(2)	Summarize details of incident (When, Where, What, Why, What action taken?)	
	(3)	Describe physical evident, location found and disposition	
<hr style="width: 10%; margin-left: 0;"/>			
Status (check one) <input type="checkbox"/> Closed		<input type="checkbox"/> Referred I.A.	<input type="checkbox"/> District Attorney
Reporting Employee		<input type="checkbox"/> Other:	<input type="checkbox"/> Disciplinary Board
		AC. Reviewing	Commissioner