




City of Manassas Police Department General Duty Manual



Effective Date: 01-15-2006	GENERAL ORDER	Number: 03-15
Subject: Employee Assistance Program		
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Accreditation Standards: 22.2.3 / 22.2.6/ 35.1.9	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 3

PURPOSE:

To assist Department members in coping with personal and / or job related stress that might interfere with job performance. To provide professional, confidential counseling or referral to those in need by use of the City's Employee Assistance Program (EAP).

POLICY:

All members should take full advantage of the EAP and/or similar services when warranted.

DISCUSSION:

It is recognized that when members experience stress brought on by any one of several factors that job performance may be adversely affected. Members experiencing problems associated with alcohol and/or drugs, marital, financial and legal problems may wish to take advantage of the Employee Assistance Program (EAP). The EAP is available to all members of the Department and their family members.

Members who are involved in incidents resulting in the death or serious physical injury to another person will be reassigned to administrative duties pending a review of the incident by the Chief of Police.

PROCEDURE:

I. EAP, Generally

- A. The provisions of Section 9.5.5 of the City Employee Handbook govern the EAP.
- B. The EAP is developed and maintained by the City's professional consultant. These services are provided on a contractual basis and the provider is subject to change. If a member wishes to contact the EAP provider directly and confidentially, the provider's information is always maintained on the City's website and the intranet. The EAP provider is located locally, and may be contacted via a toll-free number or their website.
- C. The Human Resources Manager is the City's liaison with the EAP consultant.
- D. The EAP provides the City's employees and their families with services concerning personal and job-related issues drug and alcohol abuse, family crises, and financial and legal issues. The range of services includes, but is not limited to:
 1. Pretreatment evaluation and counseling.
 2. Information.
 3. Supervisor Manager Training
 4. Clinical Coordination and Consultation Services
 5. Crisis Intervention Services
 6. Individual, Marital, Family and Group Psychotherapy
 7. Appropriate Referrals for Financial, Legal or Health Plan needs
 8. Follow-up services.

Effective Date: 01-15-2006	GENERAL ORDER	Number: 03-15
Subject: Employee Assistance Program		Page: 2 of 3

II. Self Referral

- A. When a member experiences personal and / or job related problems, he may contact an EAP Counselor as noted in Section I, above.
- B. Issues discussed during a counseling session are kept confidential. The only exceptions to this confidentiality are:
 - 1. When the member and the Counselor desire to release information that is beneficial to the member, upon written consent from the member.
 - 2. When the Counselor determines that there is a clear and imminent risk of danger to the member or the community.
 - 3. When required by a Judicial Order.
 - 4. In cases of child abuse.
- C. Prior to any counseling session, the member is advised of the confidentiality procedures.
- D. Members may discuss personal and / or job related problems with their immediate supervisor at any time. During the course of supervisory counseling, supervisors may recommend the EAP to the member.
- E. If the member decides to use the EAP, he may request the assistance of the supervisor, and the supervisor may contact the EAP Counselor to schedule an appointment for the member.

III. Job Performance Referral / Formal Supervisory Referral

- A. This referral is based solely on a decline in a member's job performance that may be due to personal and / or job related stress problems.
- B. When a supervisor notes a decline in a member's job performance, he is responsible for counseling the member. During counseling, the supervisor may discuss the availability of EAP services.
- C. With the consent of the employee, the supervisor may contact the EAP Counselor to arrange an initial interview, or the member may make initial contact. In these cases, the appropriate Division Commander is notified of the referral.
- D. The supervisor completes a memorandum, describing the nature of the job performance problem(s), and forwards it through the appropriate chain of command to the Chief of Police.
- E. After the initial interview, and upon the employee signing a release of information form, the EAP Counselor releases the following information to the supervisor, normally within 72 hours:
 - 1. If the member kept the appointment.
 - 2. If further treatment was recommended.
 - 3. If the member accepted the referral.
 - 4. If the member will require time away from work.
- F. In the event that the member rejects the job performance referral and job performance improves, no further action is taken. Job performance referrals are voluntary, and no disciplinary action is taken because of a member's decision not to use the EAP.
- G. In the event that the member rejects the job performance referral and his job performance continues to deteriorate, the supervisor may use disciplinary procedures as applicable in regards to the unsatisfactory job performance.

IV. Disciplinary Diversion Referral

- A. Only non-probationary members and members not charged with criminal offenses are eligible for this type of referral.
- B. The goal of this referral is to intervene and correct poor job performance and / or misconduct problems before a member is suspended, demoted or facing termination.
- C. The Department should initiate disciplinary proceedings even in the event that the member accepts the referral. The referral does not automatically negate any disciplinary proceedings already begun, and may also be used along with other discipline methods.
- D. Supervisors believing this type of referral is appropriate notify the Chief of Police through the appropriate Division Commander. The EAP Counselor may be contacted to make a recommendation to the Chief of Police.
- E. The Chief of Police approves a referral, based on information from supervisors and / or recommendations for disciplinary actions.

Effective Date: 01-15-2006	GENERAL ORDER	Number: 03-15
Subject: Employee Assistance Program		Page: 3 of 3

- F. Upon approval by the Chief of Police, the initiating supervisor or designee of the Chief, completes a memorandum recommending a Disciplinary Diversion Referral. The memorandum should contain a complete description of the poor job performance and / or conduct problem(s).
- G. Copies of the memorandum are routed as follows:
 - 1. The supervisor retains one copy.
 - 2. One copy is forwarded to the Chief of Police.
 - 3. One copy is forwarded to the EAP Counselor.
 - 4. One copy is forwarded to the Director of Human Resources.
- H. During the initial EAP interview, the member is advised of all the requirements of the Disciplinary Diversion Referral, the maintenance of all records, location of storage and access of others to records, and the extent of clinical assessment.
- I. If the member agrees with the referral, he proceeds as directed by the EAP Counselor.

V. Administrative Review and/or Referral

- A. Any employee whose actions or use of force results in a death or serious physical injury, or who is involved in an accident in which there is a death or serious physical injury to another person, will be immediately reassigned to administrative duties, pending review by the Chief of Police. At the conclusion of the administrative review of the incident, the Chief has the authority to require the involved member to be evaluated and cleared by a mental health professional prior to resuming routine duties.
- B. The purpose of this action is to relieve the officer or employee of the onerous responsibility of effectively discharging his/her routine duties under the stressful conditions that accompany such a serious incident.

Attachments: N/A

Index as: Administrative Review/Referral
Employee Assistance Program.
EAP.
Disciplinary Diversion.

References: N/A