

## FREDERICK POLICE DEPARTMENT GENERAL ORDER

**Section 19:** Employee Well Being **Order Number:** 1915  
**Topic:** EMPLOYEE ASSISTANCE PROGRAMS **Issued by:** Chief of Police  
**Approved:** 05/24/18  
**Review:** Annually in April by Support Services Division Commander  
**Supersedes:** G.O. 1915 dated 03/01/17

### **.01 PURPOSE:**

To provide access to confidential assistance for employees requiring professional services for well being. Nothing herein will be construed to prevent an employee from seeking additional assistance if the employee so chooses.

### **.02 CROSS-REF:**

G.O. [720](#), "Deadly Force Guidelines and Investigations"  
G.O. [1600](#), "Early Intervention System"  
G.O. [1910](#), "Employee Illnesses, Injuries, and Disabilities"

### **.03 DISCUSSION:**

The City of Frederick recognizes that personal and/or job related problems can affect an employee's health and job performance. Employee assistance programs offer help in dealing with employee problems in a constructive manner.

The City's Employee Assistance Program (EAP) and the Department's disciplinary procedures each have an appropriate use. An employee's agreement to use the Employee Assistance Program will not be used as a substitute for appropriate discipline, or as a basis to compromise applicable rules, regulations or working agreements. An additional resource, Safe Call Now, is also available and described herein.

### **.04 POLICY:**

The City of Frederick believes it is in the interest of the employee and the City to offer a service that aids employees in overcoming personal problems and those that affect job performance. Employees can obtain confidential assistance in dealing with such problems through the City's EAP and/or by contacting Safe Call Now, a confidential, comprehensive, 24-hour crisis referral service available to public safety employees and all emergency services personnel and their family members nation wide..

### **.05 DEFINITIONS:**

### **.10 ELIGIBILITY:**

All employees of the Frederick Police Department, whether part time or full time, are eligible to take advantage of the EAP. In addition, their immediate family members are also eligible to receive the benefits of these services. A confidential 24-hour crisis referral service, Safe Call Now, is also available to all employees and their family. Participation will not jeopardize or impair an employee's job security, promotional opportunities or reputation.

### **.20 COST FOR PARTICIPATION:**

The City covers the cost of the EAP to evaluate the issue, and will provide up to four sessions with a counselor at no cost to the participant. If the issue will take more than the four sessions to resolve, the EAP counselor will offer a referral to the participant. The counselor will help locate appropriate diagnostic, treatment, and follow up services, whether through workplace or community resources, and will assist with the coordination of the employee's individual insurance plan.

In addition, Safe Call Now is a free service provided to employees and family members. The City of Frederick and the Department do not assume any responsibility or liability for an employee who decides to use the program. Its availability is voluntary, and the City imposes no fees or charges. The employee will be responsible to pay for any additional services in accordance with his insurance.

**.30 SELF-REFERRAL to EAP or Safe Call Now:**

1. An employee who chooses to take advantage of the EAP service offered by the City may contact the EAP to arrange for an initial consultation. Counselors can provide the employee and/or family member(s) with help to understand personal concerns. These problems may include, but are not limited to, health issues, emotional/stress problems, marital and family difficulties, alcoholism, drug abuse, depression, financial pressures and other personal problems.
2. When an employee and/or family member(s) has an emergency that requires immediate assistance, he may contact the EAP to arrange for counseling that is available twenty-four hours a day.
3. Both types of contact may be made by phone (1-800-327-2251). The employee should advise the receiving operator that he is a City of Frederick employee calling in reference to the Employee Assistance Program. The employee may arrange an appointment at his own convenience.
4. Safe Call Now is an additional resource available for issues such as excessive drinking, prescription drug abuse, financial trouble, family and marital counseling, addiction issues, depression, erratic behavior, loss of interest in the job, suicide prevention, alienation, and changes in weight, feelings of hopelessness and an inability to sleep.
5. Safe Call Now can be accessed by contacting 206-459-3020, and additional information can be located for reference in PowerDMS.
6. All records and discussions of the problem for which an employee voluntarily seeks assistance will be regarded as highly confidential. The records, which are maintained by the counselor, will not become a part of the employee's personnel file, nor will they be reported to the Department, unless the employee specifically requests it.

**.35 SUPERVISORY REFERRAL to EAP (NON-MANDATORY):**

1. A supervisor may recommend use of the program either because of deteriorating job performance or the employee's need for assistance. In the event that a supervisor determines that referral to the EAP is in the best interest of the employee, he will remind the employee of the opportunities available through the EAP and allow the employee the option of voluntary treatment if, in the opinion of the supervisor, it is appropriate to do so.
2. Supervisors will follow these steps when making a referral:
  - A. Use record keeping systems as appropriate to document examples of changes in performance with specific data regarding dates, places, and events, including sick leave usage and performance evaluations;
  - B. Make appropriate notifications to his chain of command, and, if appropriate, review the issues with the Support Services Division Commander;
  - C. Discuss job performance with the employee, suggest that the employee utilize the EAP, provide the employee with the telephone number for the EAP and encourage him to call; and,

- D. Be cognizant to the employee's needs while the employee is using the program, and participate, as needed, in the continuing recovery plan.

**.40 CRITICAL INCIDENT EAP REFERRAL:**

1. When a supervisor determines that an employee has experienced a traumatic incident, such as a police shooting or serious injury to a police employee, the supervisor may coordinate with the Support Services Division Commander to refer the employee to the EAP. This referral is in addition to any referral to the Department Psychologist as addressed in G.O. 720, "Deadly Force Guidelines and Investigations."
2. The EAP can assist the employee by counseling over the telephone, by a referral to a counselor for evaluation and treatment, and by conducting a "Critical Incident Stress Debriefing" as soon as possible after the incident.
3. This type of referral is not mandatory, but is strongly recommended and encouraged in these instances.

**.45 MANDATORY SUPERVISORY EAP REFERRAL:**

1. In those situations when a supervisor reasonably believes that an employee needs evaluation and/or counseling to improve poor job performance or for another appropriate reason, the supervisor will coordinate with the Support Services Division Commander and their chain of command to make a mandatory referral of the employee to the EAP. This is separate from a "Fitness for Duty" evaluation that may be ordered in accordance with G.O. 1910, "Employee Illnesses, Injuries, and Disabilities."
2. If a mandatory referral to the EAP is to be made, the Support Services Division Commander will contact the EAP and inform them of the referral. Appointments will be scheduled while the employee is on duty, if possible, or the employee's schedule will be adjusted so that he can attend the appointment while on duty. The Support Services Division Commander will issue confidential Special Order directing the employee to attend and will include information about the referral, such as date, time, location, and other requirements. The order will be distributed to the employee, his immediate chain of command, and his psychological file. The original order will be sealed and placed in the Special Order book. No mention will be made in his personnel file.
3. Mandatory referral may be made based on the following conditions:
  - A. A supervisor observes or is notified of an employee's declining or deteriorating job performance;
  - B. A supervisor observes or is notified of circumstances that indicate alcohol or drug abuse by the employee; or,
  - C. A supervisor observes or becomes aware of a condition or situation that, if left untreated, can reasonably be expected to have an impact on the employee's fitness for duty.
4. Employees who have been served with mandatory EAP referrals:
  - A. Will follow the directives listed in the Special Order, unless other arrangements have been made **and approved by the employee's supervisor and the EAP**;
  - B. Will comply with all instructions given by the EAP and the contract provider to complete an initial evaluation;

5. A mandatory EAP referral is not a substitute for a fitness for duty examination or for a petition for emergency evaluation, but may be used in conjunction with those procedures when appropriate.

**.50 REFUSAL OF THE EMPLOYEE TO COOPERATE:**

1. If an employee receives a mandatory referral to EAP and refuses to attend or complete the initial evaluation, such a refusal may constitute a basis for disciplinary action.
2. Employees who are referred for mandatory appointments will be required to sign a release form that will permit the counselor to give the Department ONLY the following information:
  - A. Confirmation of the employees contact with the EAP; and
  - B. Confirmation of the employee's attendance for a complete face to face evaluation; and,

Failure to sign the release form may constitute a basis for disciplinary action.

3. After completion of the release form and initial evaluation, employees have the right to discontinue participation in the EAP program/treatment at any time. However, such discontinuation may result in the implementation by the Department of other recommendations based upon performance evaluations, fitness for duty examinations, etc.
4. The requirements for mandatory evaluations may be adjusted on a case-by-case basis by the Chief or his designee when the mandatory evaluation results from a recommendation by the Department physician or psychologist.

**.55 TRAINING:**

Management and Supervisory personnel will receive training through an EAP representative, to include the services offered by the EAP, the supervisor's role and responsibilities in using the EAP as a tool to help employee productivity, and the recognition and identification of behaviors that may signal a need for the services offered by the EAP. EAP training will be included by the Training Division in the Department's mandated post promotional training for both sworn and civilian supervisors.