



Colorado Springs Police Department

General Order

700 Employee Wellness

Section 700 – Employee Wellness

Effective Date: 7/20/2023

Supersedes Date: 5/18/2021

.01 Purpose

The purpose of this directive is to provide information regarding the various behavioral health and wellness, suicide prevention, and related employee support resources available to departmental personnel.

.02 Cross Reference

[GO 702 Peer Support Program](#)

[DL-210-03 Chaplaincy Corps](#)

.03 Discussion

Employees of police agencies are routinely exposed to physical and psychological hazards that can adversely affect their health, occupational functioning, and ability to function in their private lives. Adverse outcomes such as alcoholism, divorce, depression, and suicide can be reduced and possibly avoided through a combination of awareness, education, training, support, and an organizational climate, which encourages appropriate utilization of available professional and paraprofessional services.

.04 Policy

The Colorado Springs Police Department (CSPD) provides employees with a comprehensive array of services, which can help them cope more effectively with health, work-related, family, and other personal concerns and encourages them to make use of them in a timely manner. Use of such services is confidential and privileged in accordance with state, federal, and other legal guidelines with a few well-known exceptions (e.g., child abuse or neglect is subject to mandatory reporting to appropriate authorities).

Contact information for these resources is regularly posted to departmental bulletin boards and distributed department wide by e-mail. It is also available on the department website at the following link: [REDACTED].

.05 Definitions

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.10 Professional Services

Professional Services

The department currently has contracts with three psychological services, as follows:

- Nicoletti-Flatter Associates
- UCCS Veterans Health and Trauma Clinic
- Insight Services

Services through these agencies is free to employees and their families as long as the presenting problem is due to the employee's work. These providers have been vetted and have cultural awareness to the unique demands of police employees. Their contact information and links to their websites can be found in the lower part of the department website at the following link: [REDACTED]. Communication with any of these providers is legally privileged under CRS § 13-90-107.

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) provides confidential short-term consultation and counseling services to personnel. Employees and dependents are generally entitled to six free consultation sessions per person per problem area per year. For more detailed information, [REDACTED]. Communications with EAP staff are legally privileged under CRS § 13-90-107.

Private Treatment Providers

City of Colorado Springs health benefits afford employees access to many private mental health service providers including psychiatrists, psychologists, social workers, counselors, etc. Check with insurance provider to see who is covered. When seeking private treatment, you may want to ask if they have a cultural competence with first responders and/or are familiar with your needs. Communications with licensed mental health providers are legally privileged under CRS § 13-90107.

Teladoc is a free service offered to employees and their families under the city's medical coverage. Teladoc is not just for medical needs; it also has a behavioral health service that offers video appointments. The phone number for their services is 1-800-TELADOC (835-2362) or you can go to their website: Teladoc.com

.20 Paraprofessional Services

CSPD Peer Support Program

The Peer Support Program (PSP) is proactive, efficient, cost-effective, informal, discreet, and readily accessible. It complements and acts as a force multiplier for traditional employee behavioral health and wellness assets such as Employee Assistance Programs (EAPs), in-house psychological services, and third-party health providers. The PSP can act as an early warning system and first line of defense for employee behavioral health and related concerns that might otherwise not be addressed. The PSP team member's information can be [REDACTED].

Client communications with peer supporters are legally privileged under CRS § 13-90-107(1)(m) and in accordance with applicable directives.

Police Chaplains

CSPD police chaplains provide complimentary consultation services to employees. Communication with chaplains is also legally privileged under CRS § 13-90-107.

.30 Education, Training and Prevention Services

Recruit Instruction

CSPD police recruits receive basic instruction in the psychological hazards of police work and strategies for mitigating them.

Departmental Electives

CSPD offers elective classes on a variety of topics such as stress management and peer support.

Online Library

The CSPD Online Behavioral Health and Wellness Library is a source of authoritative information on topics relevant to sworn and civilian law enforcement personnel. Information can be found on the [REDACTED] page on the lower right side.

Outside Presenters

The department periodically arranges for presentations by guest speakers on issues such as emotional survival.

Suicide Prevention

The CSPD suicide prevention initiative endeavors to raise awareness about employee suicide and how it can be prevented. Components include in-service instruction, literature acquisition and distribution, and brief workplace presentations.