

JUNEAU POLICE DEPARTMENT PROCEDURES



Title: Employee Wellness Program Chapter: 2.020

Date Issued: July 31, 2023

Revised:

Reviewed:

I. PURPOSE

Traditional leadership and strategies have placed tremendous focus on physical safety, training, and tactics. While these are important, equally important is the mental, emotional, and psychological well-being of our employees. The Juneau Police Department is committed to an approach to employee wellness and mental health that focuses on the holistic wellness of our employees by providing education, training, resources, and leadership support. It is our goal to improve the employee's ability and capacity to heal from, prepare for, and adapt in the face of stress, adversity, trauma, and tragedy.

II. POLICY

It is the policy of JPD to provide employees with resources, training, and education for their mental, emotional, and psychological well-being and to provide guidance to employees on when and how to utilize the Employee Wellness Program.

III. DEFINITIONS

Critical Incident – An incident that falls outside of a person's typical or expected ability to cope.

Critical Incident Stress Debriefings (CISD) – A formal group discussion conducted by a qualified mental health professional that is designed to assist participants in understanding their emotions and strengthening their coping mechanisms following a critical incident. CISDs are generally done in homogenous groups, meaning people with similar experiences in

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relation to a critical incident will debrief together. This reduces vicarious trauma for employees who did not have a shared experience in a critical incident and allows employees who did have a shared experience to feel heard and understood by each other. As a general rule, Command Staff are their own homogenous group for the purposes of CISDs and do not attend other debriefs to allow employees to feel safe to share among peers.

Critical Incident Stress Management (CISM) – A method of helping first responders and others who have been involved in critical incidents which leave them emotionally and/or physically affected by those incidents. The CISM umbrella can include tools such as CISDs, Crisis Management Briefings, defusings, and individual crisis interventions.

EAP – City & Borough of Juneau Employee Assistance Program

Qualified Mental Health Professional (QMHP) – An individual who is licensed as a mental health professional and has an in-depth understanding of the law enforcement culture.

Serious Violent Crimes Against Adults – Violent crimes that involve the use of a weapon or result in serious physical injury to the victim.

Significant Use of Force – A use of force that is generally outside of a standard use of force to restrain an uncooperative subject. Factors that contribute include duration, number of force options used, and injury to the officer or suspect.

Wellness Coordinator – A member of command staff appointed by the Chief of Police whose role will be to administer the Employee Wellness Program

IV. PROCEDURES

This program will be administered by the Wellness Coordinator in conjunction with clinical oversight and will consist of the following:

A. Counseling services

1. Each employee will be allotted 10 free sessions per calendar year to speak with a QMHP approved by JPD.

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- (a) These do not replace the employees' option to seek services through CBJ's EAP.
- (b) The session content does not have to be work related.

2. These sessions may be used with family or significant others if the employee is in attendance.
3. These sessions are completely confidential, and JPD will only learn that a session occurred on a certain date, not who attended or what was talked about.

B. Annual Wellness Visits for all employees

Annual wellness visits are not a fit for duty examination, and there is no requirement as to the content of the conversation employee has with the QMHP.

1. The wellness visit will be a mandatory meeting with a department approved mental health professional. This annual visit must be conducted within the month preceding or following the employee's anniversary of their hire date and will be at the city's expense.
2. The content of these visits is entirely confidential.

C. Training and education for employees and their families.

The Department will ensure that all staff receive initial and continuing education related to wellness, which will include the following:

1. Mandatory annual resiliency training for employees.
2. Recommended annual training for employees and their families.
 - (a) Families will not be required to attend but will be encouraged.
3. Annual training on other wellness topics.
4. Resiliency training for new hires and their significant others.
 - (a) Training will differ based on position.

D. Peer support team

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A peer support team is a group of specifically trained colleagues, sworn or civilian, but they are not a counselor or therapist. A peer support team is meant to augment outreach programs like the Employee Wellness Program, but they are not a replacement for professional psychological services and resources. A peer support person (PSP) is trained to provide both day-to-day emotional support for department employees, as well as, to participate in the department's comprehensive response to critical incidents. PSPs are trained to recognize and refer people who require professional intervention or are beyond their scope of training to a licensed qualified mental health professional.

1. JPD will develop employee and significant other peer support teams.
2. Peer support team members may be sworn, non-sworn, or significant others.
3. Peer support team members will be trained to provide confidential emotional support and mentoring upon request.
4. Peer support team members will be responsible for providing CISM when needed, encouraging, and facilitating employees to use the services provided in this wellness program, and reaching out to employees and their significant others after a critical incident.

C. Tier-based Critical Incident Management System

All employees, regardless of rank, are encouraged and empowered to alert the Peer Support Team, Wellness Coordinator, or QMHP when they believe an employee or group of employees has been involved in a critical incident or when they feel an employee may benefit from support. The categories below are not meant to be a definite delineation, but rather a guideline when thinking about what types of calls may be critical incidents. The Peer Support Team, Wellness Coordinator, and QMHP will work to ensure that proper CISM steps are taken in the event of a critical incident.

1. Category 1 – anything that falls outside of a person's typical or expected ability to cope which includes, but is not limited to, natural death, structure fires, suicidal callers, CPR in progress, violent crimes against adults, and animal cruelty.

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- (a) Response – Peer support
2. Category 2 – includes, but is not limited to suicide, violent crimes against children, serious violent crimes against adults, significant use of force, assault on an officer, traffic related death, accidental death, major search and rescue, and aircraft crashes.
 - (a) Response –Peer support, mental health, and CISM at the discretion of the Wellness Director.
3. Category 3 – includes, but is not limited to homicide, infant death, death of a person under 18 years old, significant or violent injury of a child, death of a relative or friend, structure fire resulting in death, violent suicide, accident involving multiple deaths, accident involving death from significant disfigurement, officer involved shooting, first responder killed or seriously injured in the line of duty, mass casualty or violent events, or other incidents that cause significant visible psychological trauma to multiple first responders.
 - (a) Response – shift coverage, approved by the Wellness Coordinator or designee, for involved employee, if possible, mandatory peer support response, significant other contact by spouse peer support, visit with QMHP, and/or CISM.
4. These events may compound in a short period of time. The goal is to take pressure off the employee to ask for help. Multiple Category 2 events in a short period of time may require a Category 3 response.

D. Confidentiality

1. All annual wellness visits and counseling sessions are confidential and are provided by companies who are vetted and contracted by JPD.
2. An employee's attendance at an Annual Wellness visit will be reported to ensure that employees are fulfilling their requirement to attend, however, the provider will not report what is said during the session.
3. Employees who utilize counseling services will not be identified, and the content of the sessions is not released to JPD. The provider will only provide a monthly invoice that shows

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anonymous information on the date, cost, and clinical hours associated with visits.

4. The only exception to confidentiality in both the Annual Wellness Visit and counseling sessions are those that fall within the state mandated reporting laws and include the following:
 - a. Any reports of child, vulnerable adult, or elder abuse or neglect.
 - i. This does not apply to cases employees are discussing that are part of work.
 - b. If the provider feels the person they are seeing is at imminent risk of killing themselves or someone else.
5. Records and documentation of these sessions are kept by the companies contracted by JPD and are protected by federal law (HIPAA). JPD does not and will not have access to these records.

Ed Mercer

A handwritten signature in cursive script that reads "Ed Mercer".

Chief of Police