

SALINA POLICE DEPARTMENT		Number
GENERAL ORDER		P3109
SUBJECT: PEER AND CRITICAL INCIDENT SUPPORT		
EFFECTIVE: 2/26/18 ISSUED: 2/26/18 REVIEW: Annual		
CANCELS:		
AMENDS:		Distribution
CALEA References: 35.1.9.		A

POLICY

The Peer and Critical Incident Support program is a peer-driven unit primarily designed to assist coworkers in dealing with stressful personal or professional events. The unit strives to help the employee continue to be a productive member of the Department and enable that individual to return to their daily routine more quickly and with less likelihood of experiencing trauma.

DEFINITIONS

- D1** **Critical Incident Stress Management** - A comprehensive, organized approach for the reduction and control of the damaging stress resulting from a traumatic incident.

- D2** **Peer Support Specialist** – is a person:
 - D.2.1. Designated by the Department to lead, moderate or assist in peer support counseling sessions;
 - D.2.2. Is a member of a peer support team; and
 - D.2.3. has received training in counseling and providing emotional and moral support to law enforcement personnel or emergency services providers.

- D2** **Peer Support Team** – A group of peer support specialists serving law enforcement personnel or emergency services providers.

- D3** **Peer Support Services Meeting** – Usually a one-on-one meeting between an employee and a PSP team member to provide services within the abilities of the team member.

- D4** **Critical Incident** – Any event outside the usual realm of human experience that is markedly distressing. Trauma events may be characterized by a wide range of physical, cognitive, emotional, and behavioral signs and symptoms.

- D5** **Debriefing** – A process of group meetings or discussions about a traumatic event.

- D6** **Post-Incident Professional Counseling** – A process of group or individual meetings or discussions about a critical incident with a Licensed Clinical Professional Counselor (LLPC), psychologist or psychiatrist. This is usually in critical events where normal Peer Support Team Member support is insufficient.

- D7** **Fit-for-Duty Evaluation** – An evaluation by a professional psychiatrist/psychologist, normally is following a critical incident, to determine if an individual is psychologically capable of performing the essential functions of their position.

- D8** **Peer Support Team Coordinator** – The Peer Support Program Coordinator, designated by the Chief of Police, acts as the primary liaison between the peer support specialist, resource persons and programs, and the Department. The Peer Support Team Coordinator reports to the Support Division Commander on issues, concerns, training needs, and any other business pertaining to the operation of the Peer Support Program.

GOALS

- G1** Provide emotional support during and after times of personal or professional crisis to employees who express a need for assistance, or for whom supervisory staff feel could benefit from program involvement.
- G2** Promote trust, allow anonymity, and preserve confidentiality for employees utilizing peer support specialist within established guidelines.
- G3** Develop peer support specialist who can identify personal conflicts and provide guidance or referral to professional or alternate resources as required.
- G4** Provide personnel to **listen, assess** and whenever necessary, **refer** for professional assistance to employees and their families during times of trauma, grief or other personal and professional problems.
- G5** Maintain an effective peer support specialist training and response program.
- G6** Establish procedures for events which exceed the capabilities of the Department's Peer Support Team.

PROCEDURE

1. Notifications

- 1.1. The Peer Support Team Coordinator shall be notified of the following incidents:
 - 1.1.1. Death of a member of the Department;
 - 1.1.2. Serious illness or injury of a member of the Department;
 - 1.1.3. Any incident where police personnel have been seriously injured and/or involved in a traumatic event;
 - 1.1.4. Critical incidents where the employee request or the supervisor believes that the use of the Peer Support Program would benefit the Department's employees.
- 1.2. The Peer Support Coordinator will contact appropriate peer support specialist members for response or coordinate future services to meet the needs of the employee(s).

2. Non-critical Incidents

- 2.1. Incidents may occur that do not rise to the level of a critical incident that have an adverse effect on an individual employee. In these events, peer support specialist members may provide services and may assist the employees in seeking services provided by the Employee Assistance Program.

3. Debriefings

- 3.1. Post incident counseling will be available to employees that were directly and indirectly involved on the following critical incidents:
 - 3.1.1. Line of duty death.
 - 3.1.2. Multiple fatalities.
 - 3.1.3. Traumatic deaths of children.
 - 3.1.4. Critical incidents deemed appropriate by supervisory personnel.

- 3.2. All personnel who were involved in the critical incident will be encouraged to attend.

4. Fit-for-Duty Evaluations

- 4.1. Fit-for-duty evaluations will not be required unless, in the Police Chief's discretion, there is cause to believe it is necessary for the health and welfare of the employee or the safety of the community.
- 4.2. The Department will provide every reasonable effort to assist an employee involved in a critical incident and return them to productive employment.

5. Confidentiality

- 5.1. All communications between the Peer Support Team and Department personnel shall be considered confidential. Team members will not discuss such conversations with other members of the department to include supervisors or investigative personnel. Exceptions to confidentiality as outlined in KSA 60-473 occur when there is:
 - 5.1.1. Threat of suicide or criminal act made by a participant in a peer support counseling session, or any information conveyed in a peer support counseling session relating to a threat of suicide or criminal act;
 - 5.1.2. Information relating to abuse of spouses, children or the elderly, or other information that is required to be reported by law;
 - 5.1.3. Admission of criminal conduct;
 - 5.1.4. Disclosure of testimony by a participant who received peer support counseling services and expressly consented to such disclosure.
 - 5.1.5. Disclosure of untruthfulness as it relates to General Order M1107-2.
- 5.2. Peer support specialist shall inform the person, before discussion, of the confidentiality limitations and exceptions. Peer supporters should consult with the program coordinator in those cases where a concern or question regarding confidentiality arises.
- 5.3. When peer support specialist assist employees who are or become the subject of an internal investigation, the peer supporter should adhere to the confidentiality policy set forth herein.
 - 5.3.1. A peer supporter should not volunteer information received in confidence, hamper or impede the actual investigation, or will not attempt to shelter the employee from the investigation.
 - 5.3.2. The peer supporter's role should be one of support and assistance for employees experiencing the stress of an internal investigation.
- 5.4. Post incident counseling is for the benefit of the employees and shall not be used as an investigative tool for a criminal investigation or an administrative investigation.
 - 5.4.1. Comments made during a group post incident counseling session shall not be repeated outside the group.
 - 5.4.2. Contents of an individual post incident counseling session are confidential and protected to the extent possible under KSA 60-473 and this policy.

- 5.5. This section does not prohibit communications between peer support specialists who conduct peer support counseling sessions, or any communications between peer support specialists and the supervisors or staff of an employee assistance program.
- 5.6. This section does not prohibit communications regarding fitness of an employee for duty between an employee assistance program and an employer.
- 5.7. Any notes, records or reports arising out of a peer support counseling session shall not be public records and shall not be subject to the open records act, K.S.A. 45-215 et seq., and amendments thereto.

6. PSP Team Member Selection

- 6.1. Selection procedure shall be in accordance with the Salina Police Department's Specialized Assignment Selection Process.
- 6.2. Removal: Peer support specialist may voluntarily withdraw from participation at any time. They are, however, required to notify the program coordinator in writing. Peer Support Team Members may be removed or temporarily suspended from the program at the discretion of the Chief of Police for:
 - 6.2.1. Breach of confidentiality;
 - 6.2.2. The team member is the subject of a major investigation, poor work performance, or conduct for which criminal action is likely;
 - 6.2.3. Failure to attend training;
 - 6.2.4. Team member not providing services to employees.

7. PSP Team Member Responsibilities:

- 7.1. Provide support and assistance on a voluntary basis to fellow employees and/or their families in time of personal and/or professional crises;
- 7.2. Convey trust, anonymity and assure confidentiality within policy to employees who seek assistance from the Peer Support Program;
- 7.3. Assist the employee by referring him/her to the appropriate outside resource when necessary;
- 7.4. Be available for additional follow-up support;
- 7.5. Maintain contact with the program coordinator regarding program activities;
- 7.6. Be available to be contacted and, if practical, to respond at any hour;
- 7.7. Attend peer support training and meetings.
- 7.8. Volunteerism: Participation in the Peer Support Program is strictly voluntary. Overtime and/or compensatory time is authorized for time expended by personnel performing peer support duties. Any Department member may contact the peer support team member of his or her choice at any time, whether on or off duty.
- 7.9. Time of services: Peer support team members are authorized to consult with employees while on duty with approval from their immediate supervisor. Absent exigent circumstances, supervisors shall categorically grant such approval. No names or personal identifiers will be given to the supervisor.

- 7.10. Facilities and support: Department facilities and vehicles may be utilized for peer support activities when available.

8. PSP Team Member Training

- 8.1. Peer support specialist must complete a basic training program coordinated by the program coordinator. Training will focus on the following topics:
 - 8.1.1. Effective listening.
 - 8.1.2. General assessment skills.
 - 8.1.3. Problem-solving skills.
 - 8.1.4. Relationship termination (death, divorce, etc.), and,
 - 8.1.5. Referral and follow-up.
- 8.2. Successfully complete the 40 hour basic course of Crisis Intervention Team (CIT);
- 8.3. Periodic follow-up training and workshops will be scheduled by the program coordinator to enhance problem-solving skills, provide group sharing, and allow an exchange of experiences.

9. PSP Team Coordinator Responsibilities

- 9.1. Supervising the program on a daily basis;
- 9.2. Recruiting and coordinating the screening of peer support applicants;
- 9.3. Coordinating training of peer support specialist;
- 9.4. Developing resources to assist employees when problem areas are identified;
- 9.5. Maintaining monthly statistics regarding contacts made by peer support specialist;
- 9.6. Offering advice and guidance to peer support specialist as needed;
- 9.7. Maintaining and distributing to all employees a current peer support personnel listing which includes the peer support specialist's names, addresses, and home and work telephone numbers;
- 9.8. Furnish an overview of Peer Support Team services to the post-academy as requested.
- 9.9. Provide an annual report to the Chief of Police summarizing that year's Peer Support Program activities.

BY ORDER OF

CHIEF OF POLICE