

**Procedure
11.23**

**EFFECTIVE
DATE
6-29-18**

**Eugene
Police Department**



Peer Support and Resiliency Team

11.23.1 PURPOSE AND SCOPE

The Peer Support and Resiliency Team (PSRT) consists of a group of police department employees who have been trained as peer counselors to provide assistance and support to department members and their families who have been affected by traumatic incidents or other serious issues. In addition, the PSRT is designed to proactively provide information to employees as to what to expect if they are involved in a traumatic incident. Other responsibilities of PSRT members are to provide resources regarding employee wellness to Department members and help Command Staff build resiliency within the Department. The PSRT will reside in the Office of the Chief. (For information regarding Post-Traumatic Incident Procedures, refer *Procedure 10.6 – Post Traumatic Incident Procedures*).

11.23.2 RESPONSIBILITIES AND PROCEDURES FOR ALL PERSONNEL

a. Generally

1. *PSRT Member* (defined): An employee of this agency who has been selected and trained to provide physical and emotional support to employees involved in traumatic incidents or other serious issues. (NOTE: PSRT members are not mental health care professionals, and are not intended to be a substitute for mental health care professionals in situations where such professional assistance is indicated.)
2. A PSRT member's duties include:
 - a. Providing assistance to department employees involved in a traumatic incident or facing other serious issues;
 - b. Providing immediate and continuing emotional support to an employee involved in, and family exposed to, a traumatic incident; and
 - c. Being knowledgeable of mental health professionals and other resources available in the department and the community, and providing this information as needed to employees.
 - d. Educating department employees about resources and programs that

are available regarding overall employee wellness.

3. A PSRT member will not act as attorney or union representative, and will not act as a department investigator of a traumatic incident for which s/he is functioning as a PSRT member.
4. If the EPEA is involved in a situation, a PSRT member will respect any request from an EPEA representative or an attorney representing the EPEA or the involved employee to have a private conversation with the involved employee.
5. A PSRT member who is on duty must receive supervisory approval to act, if doing so would take him or her away from a normal work assignment. If a PSRT member is requested to assist another employee in any manner which would incur overtime compensation, s/he must contact the PSRT Supervisor for approval or, if the PSRT Supervisor is unavailable, receive approval from another supervisor prior to responding to the request.
6. Activities by a PSRT member which would normally be appropriate for compensation (either being done while on duty, or on overtime with prior supervisory approval) would be situations where the counselor is meeting one-on-one with the employee to provide assistance and support. This could include, when appropriate, accompanying the employee to an appointment to provide support. Activities which would normally be considered recreational (e.g., attending a movie or sporting event, going fishing) are permissible, but would not be compensable.
7. To facilitate necessary support and assistance to employees involved in traumatic incidents, a PSRT member directly assisting an involved employee will be permitted to adjust his/her work hours as needed to assist the officer, with approval of his/her supervisor and the PSRT Supervisor.
8. PSRT members should ensure they care for themselves. It is highly recommended that PSRT members “check in” with the City’s EAP provider at least annually.

b. Selection

The PSRT Supervisor will be responsible for selecting team members, with final approval by the Chief of Police, or designee.

c. Training

PSRT members will be allowed to act in that capacity only after having successfully completed a department-prescribed course of training.

d. Confidentiality

1. Statements made by public safety personnel (e.g., police officer, certified reserve police officer, tele-communicator, and emergency medical dispatcher) to PSRT members who are acting in that capacity are confidential to the extent authorized by ORS 181.860. Statements made to other department members

who are not designated by the department as PSRT members are not confidential under this law. It should be noted that this statute does not provide confidentiality in any case for:

- Any threat of suicide or homicide;
 - Any information relating to abuse of children or of the elderly, or other information that is required to be reported by law; or
 - Any admission of criminal conduct.
2. Strict confidentiality will be maintained between the PSRT member and the person being counseled. Nothing discussed between counseling participants is to be divulged to any third party without the express written consent of the person being counseled, except for:
- Admission of criminal activity;
 - Information that an employee presents a clear and present danger to himself/herself or others (in which case this information must be reported to the employee's division manager or to the Patrol Division Manager);
 - Information required by law to be disclosed, to the extent of that legal requirement; or
 - Communication which is necessary between the PSRT member and the PSRT Supervisor.
3. Communication between a PSRT member and the PSRT Supervisor should be limited to those details essential to allow each to perform his or her function.
4. Department investigators will not ask for information from a PSRT member regarding a person or situation for which the PSRT member is serving as a counselor in accordance with this policy.

11.23.3 RESPONSIBILITIES AND PROCEDURES FOR SUPERVISORS AND COMMAND PERSONNEL

a. Notification / call-out

1. A list of PSRT members, including phone numbers and availability, listed on EPD Applications, and posted in the department.
2. When an employee is involved in a traumatic incident (as defined in *Procedure 10.6 – Post Traumatic Incident Procedures*), notification of the PSRT Supervisor is mandatory.

3. If a PSRT member is on duty, they may go to the scene and assist to the extent that their duties allow, with PSRT supervisor approval.

b. Program supervision

1. The lieutenant in charge of PSRT will designate a supervisor to serve as the PSRT supervisor. This person must undergo the same training as peer counselors, and may serve as a PSRT member in situations where that would be appropriate (e.g., to other supervisors, or if specifically requested by a person of lower rank.)
2. The PSRT Supervisor will be responsible to:
 - Administer and supervise the Peer Support Resiliency Team;
 - Act as a liaison between the PSRT and department command staff;
 - Ensure that a current list of PSRT members is posted in the department and available to supervisors and the Communications Center;
 - Organize and coordinate the efforts and response of the PSRT in assisting department employees and others as outlined in this policy; and
 - Coordinate any work schedule changes necessary to allow a PSRT member to fulfill their responsibilities.

**Chris Skinner
Chief of Police**