

**Procedure  
11.23**

**EFFECTIVE  
DATE  
12-15-21**

**Eugene  
Police Department**



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## **Peer Support and Resiliency Team**

### **11.23.1 PURPOSE AND SCOPE**

The Eugene Police Department will maintain a trained Critical Incident Stress Management Team: hereafter referred to as the Peer Support & Resiliency Team (PSRT.) The Eugene Police Department values the mental health of all its employees and supports the functions of PSRT.

PSRT is a team of trained department members who offer assistance and appropriate support resources to other department employees who experience personal and/or professional problems that adversely affect their work performance, their family units, or themselves. In addition, PSRT is designed to proactively provide information and resources regarding employee wellness in order to help build resiliency within the Department.

(For information regarding Post-Critical Incident Procedures, refer to *Procedure 10.6 – Post-Critical Incident Procedures.*)

### **11.23.2 PEER SUPPORT AND RESILIENCY TEAM SERVICES**

Members of the PSRT are trained to deliver the following services:

- Provide emotional support to department employees and their family unit during and after times of personal or professional crisis.
- Promote trust, allowing appropriate anonymity, and preserve confidentiality for persons using PSRT members within the guidelines of the program.
- Develop PSRT members who can identify personal crisis and conflicts and provide guidance or referral to professional or alternate resources when required.
- Support employees who have experienced family tragedies.
- Monitor and check in on employees who are experiencing serious illness or injuries and provide support where desired or needed.
- Provide training and education on mitigating the effects of stress and critical incidents so they don't interfere with one's ability to function on the job or in their personal life.

## **11.23.3**

## **DUTIES AND RESPONSIBILITIES OF PSRT MEMBERS**

### **11.23.3.1 GENERAL DUTIES**

- Convey trust, anonymity and assure confidentiality to employees within the guidelines of *ORS 181A.835*.
- Attend training as required.
- Assist employees by referring them to the appropriate outside resource when necessary.
- Provide additional follow up support when needed.
- Maintain contact with the PSRT supervisor or their designee regarding program activities and needs.
- Agree to be contacted and, if practical, respond at any hour.
- A PSRT member will not act as an attorney or a union representative, or as a department investigator for an incident in which they are functioning as a PSRT member.
- PSRT members should ensure they properly care for themselves. It is highly recommended that PSRT members “check in” with a mental health provider at least once annually.
- Act as a liaison for an employee requiring time away from work for the benefit of their mental health. The PSRT member should work with the PSRT supervisor and the direct supervisor of the involved employee to accommodate time off.

### **11.23.3.2 SUPERVISORY APPROVAL AND WORK HOURS**

- a. A PSRT member who is on duty must receive supervisory approval to act, if doing so would take him or her away from their normal work assignment. If a PSRT member is requested to assist another employee in any manner which would require them to respond while off duty or incur callback compensation, they must contact the PSRT supervisors for approval or, if a PSRT Supervisor is unavailable, receive approval from another supervisor prior to responding to the request.
- b. 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, attending training or a formal debrief. 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.
- c. To facilitate necessary support and assistance to employees involved in critical

incidents, a PSRT member directly assisting an involved employee will be permitted to adjust their work hours as needed to assist with approval from their supervisor and the PSRT Supervisors.

- d. Employees involved in a critical incident will be allowed to attend a Critical Incident Stress Debrief (CISD) while on duty even if it requires backfill and will be compensated for their time if attending the debrief outside of their normal work hours.

#### **11.23.4 TEAM SELECTION AND TRAINING**

- a. The PSRT Supervisors will be responsible for selecting team members, with final approval by the Deputy Chief, or designee.
  1. The number of PSRT members may reflect up to 15-percent of the total number of Police Department personnel, both sworn and professional staff.
  2. When a vacancy occurs on the team, the PSRT Supervisors may request the vacancy to be filled through a department selection process.
  3. When possible and without compromising the selection process, new members shall be selected to provide representation on the team that is proportionate to the number of sworn and professional staff Police Department members.
- b. It is the responsibility of the PSRT Supervisors to ensure that all PSRT members receive their required training as soon as practical. PSRT members will only be allowed to act in that capacity after completing the following required trainings:
  - Assisting Individuals or Individual in Crisis
  - Group Crisis Intervention

#### **11.23.5 CONFIDENTIALITY**

- a. It is imperative that each PSRT member maintain strict confidentiality of all information learned from an individual in compliance with *ORS 181A.835*. Communications between team members and department personnel shall remain confidential except for those communications identified with *ORS 181A.835*:
  - Any threat of suicide or homicide by a participant in a peer support counseling session or any information conveyed in a peer support counseling session related to the 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.
- b. *ORS 181A.835* limits confidentiality to “Public Safety Personnel.” “Public Safety Personnel” means a sheriff, deputy sheriff, municipal police officer, police officers

commissioned by a university under *ORS 352.121 or 353.125*, state police officer, parole and probation officer, corrections employee, certified reserve officer, reserve officer, telecommunicator or emergency medical dispatcher. *ORS 181A.835* does not provide confidentiality in communications under this policy for employees or volunteers who are not defined above.

1. It is critical that all PSRT members become well versed in all aspects of *ORS 181A.835*. PSRT members will inform the participant, prior to discussion, of limitations and exceptions regarding the information revealed. In those cases where any question arises regarding confidentiality, PSRT members should immediately contact the PSRT Supervisor or their designee who will advise on the appropriate action to be taken. Communication between a PSRT member and the PSRT Supervisors should be limited to those details essential to allow each to perform his or her function.
2. 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. The role of the PSRT members in internal investigative circumstances should be one of support, including assisting the employee through stress they may face during the disciplinary process. If PSRT members have questions or concerns regarding these situations, they should consult with the PSRT Supervisors or their designee.

### **11.23.6 SUPERVISOR AND COMMAND PERSONNEL RESPONSIBILITIES**

- a. Notification / call-out
  1. A list of PSRT members, including phone numbers and availability, shall be listed in the EPD Resources section in Smart Force, and posted in the department.
  2. When an employee is involved in a critical incident (as defined in *Procedure 10.6 – Post-Critical Incident Procedures*), notification to the PSRT Supervisors is mandatory.
  3. Supervisors may provide approval to an on duty PSRT member to respond to the scene or contact an employee regarding a PSRT matter to the extent that their duties allow.
- b. Peer Support and Resiliency Team Supervisor
  1. The Lieutenant in charge of PSRT will designate the PSRT supervisors. The designated PSRT supervisors 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.) The overall management of the team will come from the PSRT supervisors who will ensure the program is being managed by its members in accordance with the goals and objectives established for the

program.

2. Duties of the PSRT supervisors include:

- Administration and supervision of the Peer Support & Resiliency Team.
- Serve as a liaison between the PSRT members and department command staff.
- Ensuring that a current list of PSRT members is posted in the department and available to supervisors and the Communications Center.
- Organizing and coordinating the efforts and response of the PSRT in assisting department employees and others as outlined in this policy.
- Coordinating any work schedule changes necessary to allow a PSRT member to fulfill their responsibilities.

**Chris Skinner**  
**Chief of Police**