

TALLAHASSEE POLICE DEPARTMENT GENERAL ORDERS

 Proudly Policing Since 1841	SUBJECT Stress Management		 Nationally Accredited 1986
	CHIEF OF POLICE <i>Signature on file</i>		
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AUTHORITY/RELATED REFERENCES

FS 112.1815 (6), Educational Training Related to Mental Health Awareness ...
 COT Administrative Policy 705.07, Employee Assistance Program

ACCREDITATION REFERENCES

CALEA Chapters 4, 22, 35
 CFA Chapter 10

KEY WORD INDEX

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POLICY

The Department is committed to providing for the physical, mental, and emotional well-being of its employees by requiring members meeting specified criteria, working in certain assignments, and involved in traumatic events to obtain professional counseling services, as well as affording all members access to these services to help them cope with circumstances both on and off the job which may have a negative impact on job performance.

DEFINITIONS

Contract Service Provider: A local, privately-operated facility, under contract with the City of Tallahassee, which provides counseling services and/or fitness for duty assessments for sworn and non-sworn members at no charge to the member.

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Early Intervention Program (EIP): A program designed to identify members who may be experiencing unusually high levels of stress and offer assistance before the stress adversely impacts their job performance.

EIP Alert: The notification when a member is involved in a certain number of work events (e.g., internal investigations, contact reports, preventable crashes and/or vehicle pursuits) within a twelve (12) month period. An EIP Alert requires a review of the incidents precipitating the alert but does not automatically mandate the affected member's placement in the EIP.

Employee Assistance Program (EAP): A program sponsored by the City of Tallahassee through which members and their immediate family may obtain counseling services on a confidential basis to address personal and work concerns. Additionally, the Department may send members for mandatory counseling sessions or fitness for duty assessments by means of the EAP.

Fitness for Duty Assessment: A contract service provider's evaluation of a member's emotional stability and psychological competence to fulfill the requirements of their work assignment(s) because of either a) a single event or series of events places the member's fitness for duty into question, or b) the member's job assignment requires periodic assessments to ensure the member's fitness to continue in the assignment.

Post-incident Assessment: A contract service provider's counselling session with a member who was involved in a work-related traumatic event (e.g., officer-involved shooting), typically occurring within 24 hours of the incident, designed to assess the member's emotional state and provide any resources and referrals as may be needed.

PROCEDURES

I. VOLUNTARY PARTICIPATION

- A. Members experiencing medical, psychological, or social problems which may influence their work performance are encouraged to seek counseling services.
 - 1. Under these circumstances, members are responsible for scheduling their counseling appointments.
 - 2. Members may seek assistance from either the Department's contract service provider or the City's Employee Assistance Program (EAP).

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3. Members may obtain counseling service information from their supervisors or from Employee Resources.
 4. The Department will not request or require the counseling agency to furnish information resulting from voluntary participation in counseling services.
 5. Any billing statements sent by the contract service provider to the Department will not identify the member(s) receiving counseling services.
 6. The fact a member has voluntarily requested professional counseling assistance shall not be utilized by the Department for any purpose.
- B. Nothing in this policy shall preclude any member from retaining the services of a professional, at their own expense, from an outside source.

II. MANDATORY PARTICIPATION

At the direction of the Chief of Police or designee, a member shall undergo a fitness for duty assessment and/or enroll in mandatory counseling in the following circumstances.

A. Training Process

1. Visits to the Department's contract service provider shall be periodically scheduled for newly hired police officers as part of the training process.
2. These mandatory counseling sessions, informal in nature, provide an opportunity for new members to obtain help in adjusting to the unusual stresses inherent in providing emergency services. The sessions are not intended to judge the trainee's fitness to continue in the training process.
3. These counseling sessions shall be scheduled by the member within the time frame mandated by the training program. The contract service provider will not provide feedback to the Field Training Coordinator unless a counselor recommends a fitness for duty assessment or the member does not appear for their scheduled appointment.

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4. If a fitness for duty assessment is recommended, the Field Training Coordinator shall forward the information through their chain of command to the Chief of Police. If the Chief approves the recommendation, a fitness for duty assessment shall be arranged as outlined in subsection F below.
5. Members who fail to attend these periodic sessions shall be suspended without pay pending the Department's decision on their continued employment.

B. Special Work Assignments

1. Members assigned to the following work units shall attend a mandatory, Department-sanctioned counseling session on an annual basis:
 - a. Forensics,
 - b. Violent Crimes,
 - c. Special Victims,
 - d. Traffic Homicide,
 - e. Records, and
 - f. Victim Advocate.
2. The Department's contract service provider or an EAP provider shall conduct the counseling session.
3. The member shall schedule these sessions during their birth month.
4. The contract service provider or the EAP shall send only a confirmation to the Department when a member attends their counseling session.
 - a. If, in the EAP counselor's or contract service provider's opinion, the member needs to be evaluated for fitness for duty, Employee Resources shall be notified.
 - b. Fitness for duty assessments pursuant to this section shall be arranged as outlined in subsection F below.

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5. A member's failure to schedule or attend a counseling session may result in corrective action and/or transfer from the unit.
6. Tactical Apprehension and Control (TAC) Team.
 - a. TAC Team applicants shall undergo a fitness for duty assessment during the selection process to be scheduled at the direction of the TAC Team Commander.
 - b. TAC Team members shall undergo a fitness for duty assessment every two years, during their birth month.
 - c. The fitness for duty assessments shall be conducted by the Department's contract service provider and shall be scheduled by the applicant or member.
 - d. The contract service provider shall send the results of the assessment, in the form of a conclusory statement, directly to the TAC Team Commander.
 - e. A TAC Team member's failure to undergo the fitness for duty assessment may result in corrective action, and/or suspension or dismissal from the TAC Team.

C. Traumatic Events

1. When members are involved in traumatic events (e.g., shootings, response to resistance actions resulting in serious injury or death), they will:
 - a. Initially be placed on administrative leave for a minimum of 72 hours (which may be extended at the discretion of the Chief of Police), pending an administrative review,
 - b. Attend an initial counseling session with a contract service provider as directed by the Chief of Police or designee, and
 - c. Be required to attend a post-incident assessment as directed by the Chief of Police or designee.
2. Members involved in traumatic events may be given an administrative assignment, as directed by the Chief of Police or designee, to allow adequate time to adjust emotionally and to ensure their availability for investigative interviews.

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3. Members providing assistance in emergency or disaster situations in which there is great bodily harm and/or loss of life shall be debriefed by their supervisor (or if more appropriate, another supervisor) as soon as possible after the conclusion of the event.
 - a. If the supervisor believes counseling or a post-incident assessment would be appropriate for their subordinate based on their involvement in the event, the supervisor shall submit a memorandum to the Chief of Police through their chain of command.
 - b. The Chief of Police shall make the final decision regarding a member's participation in mandatory counseling and/or post-incident assessment(s).
4. Post-incident assessments or mandatory counseling pursuant to this subsection shall be arranged as outlined in subsection F below.

D. Supervisory Recommendation

1. A supervisor shall submit a memorandum through their chain of command to the Chief of Police to recommend counseling or a fitness for duty assessment for a subordinate whose work performance has gradually or suddenly declined, as evidenced by these or other similar occurrences:
 - a. Co-workers and/or members of the public have complained about the member's rudeness or similar behavior.
 - b. The member exhibits mood swings or emotional outbursts or is withdrawn from or uncooperative with co-workers.
 - c. Minor policy violations such as tardiness occur more frequently than usual.
 - d. The member demonstrates a poor attitude when warnings or corrective actions are issued for policy violations.
 - e. The quality of the member's work is regressing, despite remedial training in specific areas, and the member's performance evaluation was or will be negatively impacted.
 - f. The member implies or admits to co-workers there is a problem affecting their ability to concentrate on their job assignment.

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2. A supervisor who believes, due to the nature of a policy violation, mandatory counseling or a fitness for duty assessment would be appropriate in lieu of, or along with, the issuance of corrective action shall include the recommendation on the Corrective Action Recommendation Form (PD 133), to be approved through their chain of command.
3. The Chief of Police shall make the final decision regarding a member's mandatory counseling and fitness for duty assessment(s).

E. Early Intervention Program (EIP)

1. The work events which trigger an EIP alert and are considered when determining if a member should be placed into the EIP include:
 - a. Three or more Internal Investigations against the member, regardless of disposition, within a 12-month period.
 - b. Four or more contact reports against the member within a 12-month period.
 - c. Any combination of Internal Investigations and Contact Reports totaling four or more in a 12-month period.
 - d. Two or more preventable traffic crashes involving City-owned vehicles within a 12-month period.
 - e. Three or more vehicle pursuits (regardless of disposition) within a 12-month period.
2. The work events listed in subsection 1 above will trigger an EIP supervisory alert when the above thresholds are met for a member, or combination of members, under the supervisor's immediate span of control.
3. When an EIP alert occurs, to include a supervisory alert, the Internal Affairs Commander is responsible for conducting a thorough review of the incidents precipitating the alert and determining if the member should be placed into the EIP.
4. Whenever the Internal Affairs Commander determines a member should be placed into the EIP, they are responsible for promptly

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notifying the Chief of Police, who shall review the information and make the final decision on the appropriate course of action.

F. Procedure

1. If the final decision is to send the member to mandatory counseling, a post-incident assessment, or a fitness for duty assessment, the appropriate Bureau Commander or designee shall coordinate the following with the Director of Employee Resources:
 - a. Notifying the contract service provider or EAP and scheduling the initial appointment,
 - b. Providing written notification to the member of the pending appointment(s) and a brief description of the underlying circumstances warranting the action, and
 - c. If temporary reassignment of the member to other duties is necessary, providing written notification to the member of the transfer.
2. The contract service provider shall assess the needs of the member and forward evaluation results, opinions, and recommendations regarding the post-incident assessment or fitness for duty assessment directly to the Chief of Police.
3. The Chief of Police shall advise the member, through the chain of command, if arrangements for remedial training are needed.
4. The Chief of Police shall advise the appropriate Bureau Commander when the member is released to return to full duty.
5. If the member has been sent for mandatory counseling only, the contract service provider or EAP shall notify the Director of Employee Resources if the member does not keep their appointment.
6. It is the member's responsibility to attend all appointments and comply with all recommendations made by the contract service provider or EAP.
7. If a member fails to participate fully in mandatory counseling, remedial training, or any portion of a post-incident assessment or fitness for duty assessment, the Director of Employee Resources is responsible for notifying the Chief of Police or designee.

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8. The Chief of Police or designee is responsible for reviewing the circumstances of the member's failure to participate in the activities outlined in subsection 7 above and directing appropriate follow-up activities with the member's chain of command (e.g., progressive discipline).

III. RECORDS AND REPORTS

- A. Confidentiality will be maintained at all times between Department members and the contract service providers and EAP except when imminent danger or harm to the member or others is involved. Under these circumstances, only necessary information will be relayed to the appropriate sources.
- B. The Internal Affairs Unit shall maintain a list of all members who were eligible during each calendar year for the EIP based on the criteria in subsection II E 1 above.
- C. Any reports sent to the Chief of Police by the Department's contract service provider, pursuant to this directive, will be maintained in the member's confidential medical file in Employee Resources.

IV. MENTAL HEALTH AWARENESS TRAINING

- A. The Training Section is responsible for providing mental health awareness training to certain members on a biennial basis (every other year).
- B. The training will address prevention, mitigation and treatment strategies, and include discussion of Post-Traumatic Stress Disorder.
- C. The training may be provided via Power DMS, or presented during in-service or check-on training, or in any other method deemed appropriate by the Training Section.
- D. The members who will receive the mental health awareness training include all:
 1. Sworn members,
 2. Victim Advocates,
 3. Forensic Specialists (to include the Forensic Unit Supervisor), and

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4. Community Service Technicians.

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