



## LINCOLN POLICE DEPARTMENT GENERAL ORDERS

**NUMBER:** 1150  
**TOPIC:** EMPLOYEE ASSISTANCE  
**ISSUED BY:** TERESA EWINS, CHIEF OF POLICE  
**DATE:** 1-1-2022  
**SUPERSEDES:** G.O. 1150, 2021  
**REFERENCE:**

### I. POLICY

The Lincoln Police Department recognizes that personal and work related stressors may affect job performance. The department encourages employees to seek assistance and shall make an Employee Assistance Program (EAP) and the First Responders Foundation (FRF) available to all employees and their immediate family members. (22.1.7, 35.1.9)

### II. PROCEDURE

#### A. Peer Support Officers (22.1.4)

1. The chief of police will designate several employees to serve as peer support officers for employee assistance.
  - a. A member of the command staff will be assigned as a peer support liaison.
  - b. The Peer Support Leadership Team will be chaired by an employee selected by the group.
2. Peer Support Officers may be the initial EAP or FRF contact for employees and family members and shall provide ongoing support and follow-up to meet the needs of the employee and the department.
3. The Peer Support Officers will receive training pertaining to EAP and FRF resources and will promote the availability of these resources to employees.
4. Peer Support Officers will not keep written files and will keep all correspondence and conversations in the strictest confidence.

#### B. Employee Assistance Program Resources (22.1.4)

1. The City contracts with an employee assistance program to provide professional employee assistance counseling services for employees and their immediate family members.
2. Employee assistance program services include initial assessment, counseling, referral to community resources, consultation, and follow-up.(22.1.7)

#### C. First Responder Foundation

1. The city contracts with the FRF to provide professional services to support the overall health of our employees and their families.
2. The professional services include clinical hours, support groups, unit sessions and training.

#### D. Types of Referrals to EAP and FRF (22.1.7)

1. Referrals to the employee assistance programs may be of the following types:
  - a. Self referral by the employee;
  - b. A supervisory referral because of unsatisfactory job performance or employee request;
  - c. Self referral by an immediate family member of the employee.
2. Self Referrals(26.1.4)
  - a. Employees are strongly encouraged to seek assistance before their personal or work related stressors affect job performance.
  - b. Self referrals have the option of contacting a peer support officer for assistance, the EAP or FRF staff directly.
3. Supervisory Referrals to EAP or FRF may be of two types (26.1.4, 26.1.5)
  - a. Voluntary referrals, made upon the suggestion of a supervisor due to personal or work related stressors or work performance problems;
  - b. Mandatory referrals, in which the employee is required to seek EAP or FRF services due to job performance problems.
  - c. The following guidelines may be used to determine the proper referral;
    - (1) Work performance problems such as organizational skills, time management or ability to multi-task should be referred to EAP.

- (2) Work related stressors due to exposure from critical or traumatic events should be referred to FRF.
- (3) The employee shall be allowed to make the final determination based on their comfort.

4. Client information from EAP and FRF may only be obtained with written permission of the employee involved.

#### E. Mandatory Referrals to EAP or FRF

1. Mandatory supervisory referrals may be made only for a job performance problem documented with either an Employee Incident Report, or a Personnel Action Report or documentation in a Daily Observation Report (DOR) and may be made by any supervisor or command officer.
2. If an employee disagrees with a mandatory referral, they may contact the chief of police, who will review the facts and circumstances to determine if a mandatory referral is justified.
3. When a mandatory referral is made, the employee shall contact EAP or FRF directly within five days to schedule an initial appointment. Job-related information related to the mandatory referral will be provided to the selected program.
4. The employee will be required to sign a release which allows EAP or FRF to report the following to the chief of police or a designate:
  - a. The dates of contact with EAP or FRF;
  - b. Verification that the employee is following through with the recommended course of action.
5. The employee must follow through with the supervisor's referral and the recommended course of action. Employees who refuse assistance, do not respond to, or fail to successfully complete the recommended course of action will be subject to disciplinary action for unacceptable job performance.

#### G. EAP and FRF Training(22.1.7)

1. All employees will be given an orientation to the services available through the department Peer, EAP and FRF.
2. All supervisors will receive training on working with employees with unsatisfactory work performance, when to take disciplinary action, and when and how to refer an employee to EAP or FRF.
3. EAP and FRF training will be arranged and coordinated by the Education and Personnel Unit, and may include assistance from them and/or the City Human Resources Department.
4. Consultation and assistance from Peers and EAP is available to supervisors involved with an employee with job performance problems. Services include assistance in documenting job performance problems, preparing for a corrective interview, and monitoring job performance after EAP contact.

#### H. Fees

1. Fees for services provided by the EAP will be paid for by the City of Lincoln. Fees for services provided by the FRF will be paid for by the Department.
2. Neither the City, nor the department will be obligated to pay fees of referral resources beyond EAP or FRF, except to the extent that employee health plans provide for insurance coverage.

#### F. Confidentiality(22.1.7)

1. All information given to department Peer Support Officers and supervisors regarding employees' personal problems will remain confidential.
2. Employees should understand that Peer Support Officers and supervisors are required to report violations of the law and serious violations of department written directives to the appropriate chain of command.
3. All information given to EAP and FRF will be kept confidential, within statutory guidelines.