



**CITY OF MADISON POLICE DEPARTMENT  
STANDARD OPERATING PROCEDURE**



**Employee Assistance Program (EAP)**

Eff. Date 12/22/2016

**Purpose**

The City of Madison is responsible for carrying out varied and complex programs, policies and missions. The City's key resource in meeting this responsibility is its employees. The City is therefore concerned about problems that employees experience which may interfere with their job performance and/or jeopardize their ability to effectively carry out their job responsibilities.

It is the policy of the City of Madison at all levels and locations to maintain and promote an Employee Assistance Program (EAP) that will help employees and their family members/significant others deal with personal, behavioral, or medical problems.

**Procedure**

The EAP utilizes three full-time staff and an internal network of employees, designated as Peer Support Officers who are nominated and receive special training. The program also contracts with an external EAP Provider giving employees or family members the option of being served internally or externally.

An employee or family member wishing to utilize the EAP has the following options:

1. Contact the City of Madison EAP Office. The City EAP Office provides direct services to city employees and their families. In addition, the City EAP Administrator is responsible for joint oversight of the MPD Peer Support Program.
2. Contact an MPD Peer Support Officer (PSO). Peer Support Officers have received specific training to be a resource for those seeking assistance with personal and work-related stress.
3. Contact the City's external EAP Provider. The external EAP Provider is a private EAP firm with which the City contracts for employees and families who wish to be assisted by a service outside of the City's program.

**EAP GENERAL GUIDELINES**

1. It will be the option of the employee to accept or reject referral for diagnosis or professional treatment. The Madison Police Department (MPD) encourages employees to seek help on their own initiative.
2. The fact that an employee accepts, rejects, or fails to respond to treatment for alcoholism, drug dependency or personal behavioral/medical problems will not diminish the employee's responsibility to meet required job performance standards.
3. Implementation of this policy will not require, nor result in, any special regulations, privileges or exemptions from administrative practices applicable to job performance requirements, nor, shall there be an inconsistency with labor agreements.
4. Management and supervisory personnel will follow procedures which assure employees that job security or promotional opportunities will not be jeopardized by a request and/or referral for diagnosis and treatment.

**CONFIDENTIALITY GUIDELINES**

All contacts (which includes dates, times and context of sessions with EAP staff) with City EAP staff, Peer Support Officers, and external EAP Provider shall remain strictly confidential unless:

1. Prior written consent is obtained from the employee using City EAP service, or the external EAP Provider, that specifies exactly what information may be disclosed, to whom, and for what purpose.
2. An unexplained, unusual, or suspicious death.
3. A case of suspected child neglect or abuse.
4. A threat to one's own life or safety, or that of another.
5. A report of committing; having committed; or threatening to commit a crime.

6. A threat to public health or safety.
7. A report or information required to be reported by police per S.S. 968.075 (WI Domestic Abuse Law).

Peer Support Officers are not afforded the same legal privilege regarding confidentiality that City EAP staff and external EAP Providers receive. There is no guarantee that a court, whether civil or criminal, will not under some circumstances be able to order either the individual seeking assistance through the Peer Support Program, or a Peer Support Officer to whom the individual spoke, to disclose any conversations which may have taken place, unless the Peer Support Officer has a confidentiality privilege under Chapter 905 of the Wis. Stats. (Clergy, etc.).

### **EAP REFERRAL OPTIONS**

Alcoholism, drug dependency and personal/emotional problems may become progressively more serious and uncontrollable, and this process often culminates in a person becoming involved in a crisis situation resulting in a disciplinary action, dismissal, criminal prosecution, hospitalization, or even death. The MPD recognizes that this process may be interrupted and reversed with effective intervention and treatment.

Often persons affected will be unaware or deny the extent of the problem, and they will not be motivated to seek help. It is an employee's best interest that positive or aggressive steps are taken to intervene before the situation deteriorates to the crisis point and that coworkers and supervisors intervene prior to that time whenever possible.

There are three types of referrals to the EAP:

1. **Self-Referral:** Employees with personal problems are encouraged to seek help on their own initiative before health or job performance is affected. They can discuss their problems with City EAP staff, an EAP Facilitator of their choice (including the MPD Peer Support Officers) or the external EAP Provider. The EAP will assist the employee in contacting his/her health care provider or in contacting appropriate community resources to provide service for that type of problem. The EAP will also follow up with employees to make certain they gain access to needed services.
2. **Supervisory:** Whenever an employee with an established record of acceptable work evidences a pattern of inconsistent or deteriorating job performance that fails to respond to supervisory input (e.g., verbal instructions, written job instructions, discussion of job performance), the supervisor should encourage the employee to contact the City EAP Office, one of the Peer Support Officers, or the External EAP Provider.
3. **Co-Worker:** When an employee believes that a co-worker is experiencing one of these problems, but is not seeking treatment or is denying the problem, the employee should attempt to intervene by expressing concern in a caring manner and by making an informal referral to the EAP, the Peer Support Program, or other treatment sources. The employee may also contact the City's EAP Office to discuss available options.

### **MPD PEER SUPPORT PROGRAM**

The purpose of the Peer Support Program is to provide a core group of personnel who are trained to provide support, information and referral to employees and family members who are seeking assistance whether it is related to a critical incident, day-to-day work stress or personal life stress.

### **PROGRAM STRUCTURE**

Oversight of the Peer Support Program will be the responsibility of the MPD Program Administrator, the designated MPD Program Coordinator, and the EAP Administrator.

#### **Role of Program Coordinator**

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1. Work with the City EAP Office to facilitate program use and assure adherence to program guidelines.
2. Responsible for supervision of Peer Support Officers (PSO) and overall program implementation and utilization.

3. Work with the City EAP Office to provide ongoing training for Peer Support Officers, as well as other MPD training on EAP/CISM programs.
4. Coordinate regular meetings and share information with Peer Support Officers.

### **Role of Peer Support Officer**

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1. To serve as a peer support person for employees and their families seeking information on EAP resources for issues such as work or personal stress, emotional stress, addictions, financial stress, relationship difficulties, and family concerns.
2. Peer Support Officers will not provide therapy or counseling but will act as a referral person to available resources.
3. Peer Support Officers will coordinate group critical incident defusings/debriefings by working with the responding EAP/CISM Provider to assess specific intervention needs.

### **SUPERVISORY RESPONSIBILITY**

All supervisory personnel will fulfill their responsibilities by:

1. Focusing on job performance, not personal problems. Employees may choose to discuss personal problems with a supervisor, which is acceptable, however, it is not the responsibility of the supervisor to act in a diagnostic role.
2. Documenting specific instances where an employee's work performance, behavior, or attendance fails to meet acceptable levels or is deteriorating.
3. Planning and conducting all appropriate supervisory interventions when there is a job performance problem; (supervisory intervention may include job counseling, retraining or disciplinary action);
4. Explaining the City EAP when counseling or disciplining an employee for poor job performance.
5. Recognizing when an employee has a continuing work performance problem, conducting an interview with the employee, focusing on poor work performance (have specific documentation, including dates, times, places and specific employee behavior). Lengthy discussions about personal or family problems should be avoided.
6. Recommending the City EAP to deal with possible personal problems that may be causing poor work performance.
7. Continuing to monitor and document the employee's job performance until the job performance problem ceases.
8. Continuing to document the specific unacceptable work performance or behavior.

### **RECORDKEEPING**

1. City records of supervisory referrals and actions taken under this program will be maintained in strictest confidence.
2. No records shall be maintained when employees refer themselves; only anonymous information for statistical evaluation will be recorded.
3. No reference to any EAP records will be placed in an employee's personnel file, except as it applies to specific charges leading to disciplinary or corrective actions.
4. Discussion or speculation about an employee's personal problems violates EAP confidentiality requirements, and is prohibited.
5. Peer Support Officers who are EAP referral facilitators must, in good faith, follow all EAP guidelines and may deviate from them only when they are in conflict with applicable city ordinance, state statute and/or departmental policy. Prior to any deviation, contact with the EAP Program Administrator shall be attempted.

Original SOP: 02/25/2015  
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