
	GAITHERSBURG POLICE DEPARTMENT		
	Employee Assistance Program		
	GENERAL ORDER	202.4	
Effective Date	06/02/2022		
Authorized by:	Mark P. Sroka CHIEF OF POLICE	SIGNATURE	DATE 06/02/2022

1. DEPARTMENT POLICY

- 1.1. The challenges faced by law enforcement agency personnel can result in a great deal of stress. Personal, family, and work-related problems can have a direct impact on a member's well-being and work performance.
- 1.2. To help employees deal with these challenges, the City's Employee Assistance Program (EAP) is available to benefit-eligible Department members and their eligible family members.
- 1.3. The Department encourages its members to avail themselves of this important benefit when needed. The Department will refer members to the EAP whenever it is deemed to be in the best interests of both the member and the Department.

2. PROGRAM SERVICES

2.1. In General

- 2.1.1. The Department shall provide sworn officers and employees access to an Employee Assistance Program. The Program shall include:
 - 2.1.1.1. Counseling Services;
 - 2.1.1.2. Crisis Counseling;
 - 2.1.1.3. Stress Management Counseling;
 - 2.1.1.4. Resiliency Sessions; and
 - 2.1.1.5. Peer Support Services for sworn officers.
- 2.1.2. The EAP Program must provide confidential mental health services at no cost to sworn officers.
- 2.1.3. A mental health consultation and counseling service provider shall be confidential.
- 2.1.4. The Employee Assistance Program (EAP) provide short-term

professional, confidential counseling services to eligible members who are experiencing personal problems that may be affecting work performance, job satisfaction, or overall quality of life.

2.1.5. The member and each of his/her eligible family members may receive up to six free counseling sessions. If an issue requires referral to other resources, the EAP professional will work with the individual to identify the most appropriate and affordable resource to help meet the individual's needs.

2.1.6. All supervisory personnel are trained in the availability of EAP program services. The training includes the supervisor's role and responsibility, the identification of employee behaviors which would indicate the existence of employee concerns, problems and/or issues that could impact employee job performance.

2.2. **Obtaining Services**

2.2.1. Members may contact the Employee Assistance Program (EAP) in an anonymous, confidential and secure manner by calling them directly at the number listed for them in the General Orders Phone Number WIP.xlsx or via their website.

2.2.2. Following a thorough assessment, a credentialed EAP professional may refer the member for treatment or provide short-term problem solving, as appropriate.

2.2.3. In an emergency, an on-call EAP counselor is available by telephone 24 hours a day, seven days a week by asking the operator to contact the emergency, on-call EAP Counselor.

2.3. **Confidentiality**

2.3.1. EAP professionals carefully follow the laws and regulations regarding confidentiality.

2.3.2. No information is disclosed to anyone without the member's specific written consent - except in cases where there is an imminent threat of harm to self or others.

2.3.3. EAP records do not become part of a member's personnel file.

3. REFERRALS OF MEMBERS BY SUPERVISORS

3.1. Behaviors That May Warrant Referral

- 3.1.1. A supervisor's decision to refer a member to the EAP must be made after a careful consideration of the facts and circumstances warranting referral. On many occasions, participation by the member is optional.
- 3.1.2. A supervisor may temporarily relieve a member from duty if it is believed to be in the best interests of the member and the Department. Relief from duty shall be handled in accordance with the procedures outlined in General Order 102.2.
- 3.1.3. Some behaviors for which a supervisor may refer to the EAP, include, but are not limited to:
 - 3.1.3.1. A member has reported for duty, or is on-duty, in a condition that renders them psychologically unfit/unable to perform the necessary job functions of the position.
 - 3.1.3.2. A member is experiencing personal or work-related problems that are or have the potential to impact their work performance.

3.2. Behaviors That Warrant Referral

- 3.2.1. Participation in the EAP is mandatory when a supervisor observes or has reasonable grounds to believe a member is exhibiting behaviors that include:
 - 3.2.1.1. The potential for causing harm to themselves and/or others, due to the employee's illness/injury(s), emotional status, and/or statements made by the employee and heard by the supervisor or others.
 - 3.2.1.2. Any recurrence of an incident or worsening of the member's behavior for which initial participation in the EAP was optional.
- 3.2.2. Referral is warranted when participation in the EAP is in the best interests of the member and the Department.

3.3. Supervisory Monitoring

- 3.3.1. Supervisors making referrals to the EAP shall monitor the behavior and performance of the member they referred. Supervisors shall be cognizant of member morale, disposition and/or recurring behaviors requiring further EAP intervention.

3.4. **Notification**

3.4.1. When any EAP referral is made, the supervisor shall notify their Bureau Commander by the most expedient means.