

## **DEPARTMENT GENERAL ORDER 01-05**

OFFICE of the CHIEF OF POLICE  
REPLACES: General Order 99-03  
SOP: 300.16.00

DATE: August 7, 2001

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### **EMPLOYEE SUPPORT SERVICES**

#### **I. PURPOSE.**

A key ingredient to the success of an organization is the ability to promote quality performance by its employees. Personal job satisfaction and a package of employee benefits and/or support services which are competitive with market standards are essential factors in realizing the desired levels of performance. With this in mind, the Police Department, acting as an extension of the City administration, offers a full program of employee benefits and support services which are available for staff use. Information in regard to the provision of these services will be disseminated to all department employees, with policy/benefit revisions issued as necessary.

#### **II. GENERAL INFORMATION.**

The City of Clayton provides a variety of benefit and support services to department employees. These include, but are not limited to:

- A. Salary Structure - Refer SOP 300.45.00.
- B. Overtime Pay - Refer SOP 300.35.00.
- C. Leave Program - Refer SOP 300.28.00.
- D. Medical Insurance - Refer SOP 300.24.00 - 300.24.04.
- E. Meal Periods - Refer SOP 300.32.00.
- F. Exercise Periods - Refer SOP 300.38.00.
- G. Retirement - Refer SOP 300.44.00.
- H. Uniforms - Refer SOP 300.53.00.
- I. Life Insurance - Refer SOP 300.31.00.
- J. Educational Assistance - City Personnel Policies and Procedures Manual.
- K. Computer Loan Program - City Personnel Policies and Procedures Manual.
- L. Wellness Program - City Informational Brochure.
- M. Fitness Program - Refer SOP 300.38.00.

### III. EMPLOYEE ASSISTANCE PROGRAM.

In addition to the support services listed in Section II, the City has also contracted with a professional counseling firm to provide an Employee Assistance Program (EAP) which makes confidential, professional assistance available to department employees and their families. The EAP may provide problem assessment services, short-term counseling and, if necessary, referral to appropriate care.

The EAP is designed to be both a management tool and a personal resource to assist employees with problems or personal concerns that may be having a negative impact on their job performance. These personal concerns may include, but are not limited to, health, marital problems, family concerns, financial status, substance abuse, emotional problems, and stress. However, as an employee's job performance remains the determining factor for any disciplinary action, the program is not intended to supersede existing disciplinary or grievance procedures.

There are two ways that an employee may enter the EAP:

- A. Self-Referral
- B. Supervisor's Referral.

Yet, while others may suggest or recommend that an employee seek assistance, the final decision rests solely with the employee. Should an employee refuse participation in an EAP due to a supervisor's (department) referral, the employee may be subject to disciplinary action, up to and including dismissal, for those negative job-related factors that led to the referral in the first place.

In those cases where an employee initiates a self-referral, the employee should contact the EAP office at the appropriate phone listing and schedule an appointment. The employee's inquiry as well as any information subsequently disclosed to the EAP staff shall be entirely confidential. The Police Department will not be contacted by the EAP, nor will any information about the employee be disclosed to any individual without the employee's written consent to do so.

Supervisors may suggest and/or require that an employee seek a consultation with the EAP when 1) there is a noticeable decline in the employee's job performance which has not been rectified through normal supervisory counseling, or 2) when a specific on-the-job incident occurs that indicates the presence of a personal problem. Supervisors may contact the EAP to receive assistance in convincing an employee to request a consultation, but the ultimate decision to participate shall rest with the employee.

In the event that an employee agrees to participate in the EAP as a result of a supervisory referral, the supervisor may be notified of the employee's attendance at scheduled appointments, suitability for EAP referral, and compliance with a suggested action plan. However, the disclosure of such information shall again require the express written consent of the employee. All other information concerning the employee's case shall be treated as confidential and will not be released to the department.

Attendance and/or participation in the EAP will not preclude an employee's opportunities for advancement or change of assignment.

#### A. Supervisory Training

Department supervisors will receive periodic in-service training in regard to the Employee Assistance Program. Such training will address the following areas:

1. Types of program services.
2. The supervisor's role and responsibility in this area.
3. Identification of employee behaviors which may indicate personal problems or concerns that could negatively impact job performance.

#### IV. LINE OF DUTY DEATH.

During those critical periods when an employee has lost their life or suffered serious physical injury in the line of duty, the Police Department will render a maximum of assistance to the affected employee and his/her family. Specific responsibilities to be assumed by the department, along with available and/or potential benefits, are addressed in SOP 300.31.00, "Line of Duty Death," SOP 300.34.00, "On-Duty Illness and Injury," and SOP 300.10.00, "Disability."

V. PERSONNEL DEPARTMENT.

Acting in concert with the Office of the Chief of Police and the Commander of the Investigations and Support Bureau, the City personnel department shall be responsible to administer and maintain appropriate records in regard to the provision of benefit/support service programs. Should a question arise in regard to a specific benefit or support service, which has not been addressed in existing policy or procedural directives, the staff of the City personnel department will render such assistance as is necessary.

BY ORDER OF:

RICHARD T. MORRIS  
Chief of Police

RTM:dld

CALEA Reference: 22.2.5/22.2.10