

Kansas City Kansas Fraternal Order of Police Lodge #4 Peer Support Standard Operating Procedure

MISSION

The Kansas City, Kansas Fraternal Order of Police Lodge #4 Peer Support Team provides peer mentoring for all employee of the Kansas City, Kansas Police Department and offers assistance and appropriate support resources to employees when personal or professional problems negatively affect their work performance, family unit, or themselves.

DEFINITIONS

- A. Peer Support Team Coordinator - Shall be appointed by the President of the Fraternal Order of Police and shall be an Active Bargaining Unit Member of the Lodge.
- B. Peer Support Mental Health Professional - Person whose background and practice includes experience working with law enforcement officers and the unique problems associated with the law enforcement profession.
- C. Peer Support Team Member – Shall be chosen by a committee appointed by the President of the Fraternal Order of Police. The Team Member shall provide support and assistance to employees in time of stress or crisis.

GENERAL GUIDELINES

- A. Participation in the Peer Support Program is strictly voluntary.
- B. Provide emotional support during and after times of personal or professional crisis to members who express a need for assistance.
- C. Promote trust, allow appropriate anonymity and preserve confidentiality for persons using the Peer Support Program within the guidelines of the program.
- D. Identify personal conflicts and provide guidance or referrals to professional or alternate resources as required.
- E. Maintain an effective Peer Support training and response program.
- F. Check on the status of illnesses and those injured on duty and provide support when desired and needed.
- G. As mentors, Peer Support Team members provide support, guidance, and encouragement to all employees.

CONFIDENTIALITY

- A. Strict confidentiality shall be maintained between the Peer Support Team member and the employee/family member in accordance with provisions of this procedure.
- B. Peer Support Team members should inform the person, of the confidentiality limitations and exceptions. Peer Support Team members should consult with the Peer Support Team Coordinator in those cases where a concern or question arises regarding confidentiality issues.
- C. When the Peer Support Team member is assisting an employee who is or becomes the subject of an internal investigation, the Peer Support Team member should adhere to the confidentiality procedure set forth:
 - 1. A Peer Support Team member should not volunteer any information received in confidence;
 - 2. A Peer Support Team member should not hamper or impede the actual investigation or attempt to shelter the employee from the investigation; and
 - 3. The Peer Support Team member's role should be one of support and assistance for employees experiencing the stress of an investigation.
- D. Information divulged to a Peer Support Team member concerning the danger to self or others shall not be held confidential.
- E. Any communication that pertains or is related to any criminal act shall not be held as confidential.

PROCEDURES

- A. Requesting of Peer Support Services
 - 1. Any employee may contact a Peer Support Team member of their choice at any time, whether on or off duty, to request assistance or support.
 - 2. A list of Peer Support Team members will be made available to each member of the Lodge and Police Department and will be posted on the already existing Fraternal Order of Police Boards located in each Bureau, Division, and Unit.
- B. Notification
 - 1. The Peer Support Team Coordinator shall be notified of the following incidents and will provide Peer Support Team members for assistance when:
 - a. Death of a member of the Police Department;

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- b. Serious illness or injury of a member, (only with the members express permission; in compliance with HIPPA);
- c. Any death or serious injury where SCORE was deployed;
- d. Any Officer involved incident where an Officer has been injured and/or has discharged their weapon in defense of themselves or in defense of others;
- e. When an incident results in serious harm, injury, or death to an employee;
- f. Any vehicle accident in which an employee has been seriously injured or killed;
- g. Death of an employee's immediate family member; and
- h. Crisis situations when identified by a supervisor.

C. Peer Support Mental Health Professional

- 1. Provide instruction for Peer Support training; and
- 2. Attend meetings whenever possible and act as an advisor to Peer Supporters.

D. Peer Support Team Coordinator

- 1. The program coordinator shall be appointed by the President of the Fraternal Order of Police and shall be an Active Bargaining Unit Member of the Lodge.
- 2. The primary duties associated with this post include:
 - a. Act as the primary liaison between the Peer Support Team and various department resources.
 - b. Oversee the program on a daily basis;
 - c. Maintain and distribute current peer support personnel listings which include current contact information;
 - d. Serve as chairperson of all Peer Support Team meetings;
 - e. Coordinate with the department and recommended support activities during times of need;
 - f. Coordinate training of the Peer Support Team;
 - g. Develop resources to assist members when problem areas are identified;

- h. Maintain general statistical data of reported contacts by the Peer Support Team;
- i. Maintain records of expenses associated with the program;
- j. Offer guidance to the Peer Support Team as needed; and
- k. Furnish an overview of the program's activities to the President of the Lodge.

E. Peer Support Team Members

1. All Peer Support Team members must:

- a. Agree to maintain confidentiality within the guidelines provided in the confidentiality section of this procedure.
- b. Have no restrictions regarding psychological stress;
- c. Be empathetic and possess strong interpersonal and communication skills.
- d. Successfully pass a structured oral interview.
- e. Attend and successfully complete the training program, which will focus on:
 - i) Effective listening;
 - ii) General assessment skills;
 - iii) Problem solving skills;
 - iv) Relationship termination (death, divorce, etc.);and
 - v) Referral and follow-up.
- f. Be willing to attend and successfully complete training associated with Peer Support Programs.

2. Peer Support Team Members responsibilities will include:

- a. Mentor new and current employees;
- b. Provide support and assistance on a voluntary basis to fellow members and/or their families in time of personal and/or professional crises.

- c. Convey trust, anonymity and assure confidentiality within this procedure to members who seek assistance from the Peer Support Program.
 - d. Assist employees by referring them to the appropriate outside resource when necessary.
 - e. Maintain contact with the Peer Support Team Coordinator regarding program activities.
 - f. Be available to be contacted and if practical, to respond at any hour.
3. Peer Support Team members may voluntarily withdraw from participation at any time. They are, however, required to notify the Peer Support Team Coordinator in writing.
4. Peer Support Team members may be removed by the President of the Lodge or his designee at any time for:
 - a. Conduct inconsistent with the program procedures;
 - b. Failure to fulfill training requirements and/or attend regular training;
 - c. Unsatisfactory work performance;
 - d. Failure to assist after requested three times within a twelve (12) month period.

F. Rules and Regulations

1. An attempt will be made to activate an off duty Peer Support Team member. If an on duty member is to be activated, the Peer Support Coordinator shall consult the affected team members Bureau Director prior to the activation.
2. Members of the Peer Support Team are permitted to consult with employees off duty.
3. Peer Support Team is a Lodge sponsored program. Peer Support Team members will not receive overtime compensation when given a specific assignment by the Peer Support Team Coordinator.
4. Peer Support Team members are allowed to consult with employees while on duty with the approval from their immediate supervisor. No names or personal identifiers will be given to the supervisor.
5. Agency facilities may be utilized for Peer Support activities when necessary with coordination between PEER Support Team Coordinator and Department Personnel.