

GENERAL ORDER

Rev. 06/23/04

EMPLOYEE ASSISTANCE PROGRAM/STRESS UNIT

I. POLICY

- A. **PURPOSE.** It is the policy of the San Francisco Police Department to maintain the Employee Assistance Program (EAP) and Stress Unit for the purpose of providing confidential services to members and their families in dealing with job-related and personal problems.
- B. **COUNSELING.** Staff are trained to assess problems and counsel the individual and, when necessary, refer to appropriate professional resources. The Stress Unit specializes in issues dealing with substance abuse and chemical dependency.
- C. **RESOURCES TO SUPERVISORS.** The Employee Assistance Program and the Stress Unit are resources available to supervisors when dealing with a subordinate who is experiencing a personal or job-related problem.
- D. **CONFIDENTIALITY.** Staff members will maintain strict confidentiality as mandated by law. In matters of substance abuse, staff members shall maintain the confidentiality of the client as required by federal law.
- E. **COORDINATION/COMMUNITY RESOURCES.** It is the responsibility of the EAP to coordinate the Peer Support Program, the Psychological Professional Group and other support resources. The EAP will also identify community resources and maintain liaison with other City Departments' Employee Assistance Programs.

II. PROCEDURES

- A. **CONTACTING THE EAP OR THE STRESS UNIT.** To contact the Employee Assistance Program or the Stress Unit during business hours, telephone the unit directly. Telephone numbers are listed in the Department Telephone Directory. After business hours, call the Operations Center.

References

DGO 2.02, Alcohol Use by Members
DGO 2.03, Drug Use by Members
DGO 8.04, Critical Incident Response Team
DGO 11.04, Peer Support Program