



Police Department

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DEPARTMENT GENERAL ORDER 23-01

OFFICE of the CHIEF OF POLICE
REPLACES: General Order 07-61

DATE: January 3, 2023

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 regarding 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
- B. Overtime Pay
- C. Leave Program
- D. Medical Insurance
- E. Meal Periods
- F. Exercise Periods
- G. Retirement
- H. Uniforms
- I. Life Insurance
- J. Educational Assistance
- K. Wellness Program
- L. Fitness Program

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.

If an employee agrees to participate in the EAP because 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. SUPPLEMENTARY SUPPORT.

On occasion, an officer may handle a situation that is traumatic and distressful. Should an on-duty incident cause an officer to experience distress, they should notify a supervisor, a peer support officer, or the city's Office of Human Resources. Upon notification, the department may refer the officer to a specialized provider separate from EAP. The specialized provider will provide counseling for a limited number of sessions to assist with managing the effects of the traumatic incident. The specific number of sessions will be determined by Human Resources. On specific occasions, command staff may determine that an officer needs specialized counseling. In such instances, command staff in conjunction with Human Resources may mandate an officer to attend a specific number of counseling sessions. To maintain confidentiality between the officer and the specialized provider, no information regarding the content of the counseling sessions will be released to the department. Only the dates and billing information will be provided to the department. The rights and privacy of officers will be protected to the maximum extent possible. However, there are exceptions to confidentiality when circumstances indicate that the officer is a danger to themselves or others. In those circumstances, the provider may notify the department to ensure the safety of the officer, department members, and the public.

V. 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 "Funeral Protocol: Line of Duty Death, On-Duty Illness and Injury, and Disability."

V. HUMAN RESOURCES DEPARTMENT.

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

BY ORDER OF:

A handwritten signature in black ink, appearing to read 'Mark J. Smith', written in a cursive style.

MARK J. SMITH
Chief of Police

MJS:sak