



Employee Assistance Unit

City of Phoenix



Wellness from a national perspective

- President's Task Force on 21st Century Policing issued in May 2015
- Pillar focused on many of the issues that impact and are impacted by officer wellness and safety...focusing on:
 - physical, mental, & emotional health
 - vehicular accidents
 - officer suicide
 - shootings & assaults
 - partnerships with social services, unions, & organizations that can support solutions



Who is EAU?

- The Employee Assistance Unit (EAU) is dedicated to assisting department employees and their families by:
 - Confidential crisis intervention
 - Peer support
 - Referrals to medical professionals
- Our goal is to ensure the emotional and psychological well being of our employees.
- EAU employees are **NOT** *counselors* or *psychologist*. We **listen** and **connect** employees with resources matching their needs.



EAU Role & Follow-up

- EAU provides a variety of referral and support assistance with issues such as:
 - EAP Navigation (ComPsych)
 - Medical insurance and coverage (Mental health treatment whether in or out-patient)
 - Retiree Deaths
 - Funeral preparation
 - Industrial Injuries
 - Long Term Disability
 - Medical Retirement
 - Divorce
 - FMLA
- Follow-up is essential in building trust and helping employees through any issues



Qualities or traits of EAU personnel

- Servant mentality
- Credibility
- Past experiences
- Listening skills
- Problem solver
- Positive attitude
- Compassionate
- Honesty
- Empathy



What will you get calls for?

- EAP Referrals
 - stress
 - work
 - family
 - divorce
 - PTSI
 - financial
- Medical Issues
 - workers comp
 - illness
 - cancer
 - family illness
 - alcohol abuse
 - elder care



What calls you'll get, con't...

- Military deployment
- Suicidal employees
- Employee facing discipline
- An employee who “just isn’t themselves”
- Anything and Everything!!!



May 14, 2016 – June 14, 2016

- 7 Officer Involved Shootings
- 3 Officers shot
- 1 Officer killed
- 1 Officer shot at (did not return fire)
- 1 Officer involved Serious Injury Collision
- 2 voluntary in-patient committals
- Assisted with an officer's spouse in crisis
- Triple homicide involving children
- 15 critical incident de-briefs



Where to have resources

- Internal website
- External website
 - Bulletproof (100 Club of AZ)
- Brochures/pamphlets
- Flyers
- Bulletin board



Peer Support/CISM

- A support program that provides all employees access to a trained employee who can provide support during a time of personal crisis
- Goals of the program
 - To help employees through temporary crises by providing a network of readily accessible employees who are trained and willing to be of assistance to their peer employees
 - To develop awareness among employees that they are not alone and that others care about them
 - To develop a referral system that can provide, in more serious cases, appropriate professional care
 - To provide an intervention program that can assist in defusing a problem before it becomes a crisis situation



When should the team be activated?

- Officer-involved shootings
- Line-of-duty deaths
- Serious line-of-duty injuries
- Prolonged or violent tactical operations
- Major disaster scenes
- Other stressful situations, depending on the **needs of the employees** involved



Confidentiality

- Confidentiality must be understood and supported from the top, down
- Per ARS 38-1111, confidentiality will be maintained to protect the identity of an employee & content of any contact by a member of the CISM team, except:
 - Communication or advice indicates a clear & present danger to the employee or other persons
 - Employee gives express consent to the testimony
 - Communication or advices is made during the course of a criminal investigation
 - Exists a breach of department policy amounting to the violation of laws normally enforced by law enforcement



Department Psychologist

- Employed by department
- Contracted by department
- Resource for department



Mental Health Resources

- Counseling/EAP
 - Experience with police officers
 - Experience treating trauma
 - Works with children/adolescents
- Alcohol/Substance Abuse
- Intensive Out Patient (IOP)
- Partial Hospitalization Program
- In Patient

**Meet with staff and visit facilities
before sending employees**



Relationships

- Human Resources
 - Department
 - City
- Unions
- Internal Affairs/Professional Standards
- Command Staff
- Other public safety agencies EAU & CISM/Peer Support



Training your Department

- Module/Annual Department Training
- Briefing/Roll Call
- Detective's unit meetings
- Academy
- Post Academy
 - Spouses, significant others & loved ones
- Supervisor
- Videos
- Civilian Staff – Dispatchers, Crime Scene Techs, Lab, etc.



Workshops

- Look for topics related to issues your employees are asking for help with
- Spouse and Significant Other – Supporting Your Officer
- Financial Planning
 - Deferred Comp/Investments
 - Money Management
 - Life Insurance
 - Wills for Heroes
- Retirement Readiness



Response to Critical Incidents

- Officer Involved Shootings
 - Phoenix PD has had 37 OIS in 2018
 - Phoenix PD OIS 30-day protocol
- Other critical incidents
 - What's a critical incident
- Debriefings
- Employee in crisis



Critically Injured Employee

- Hospital Response
 - Meet with and Tour all trauma hospitals
 - Phx PD Operations Order 9.10
- Employees affected on scene
- Follow-up with effected employees
- Schedule a debriefing

- If the employee succumbs to their injuries...



Line of Duty Death

- Have a policy in place...these are highly emotional times and this allows consistency
- Administrative movements
- Funeral Planning
- Check in on all employees, affects everyone
- Day of Visitation & Funeral
- Debrief
- Paperwork – Federal benefits, Nat Law Enforcement Memorial, Workers Comp, etc.

*Non-Line of Duty Funeral



Financial Resources

- Resources for sworn and civilians
 - 100 Club
 - Unions
 - Phoenix Police Foundation
 - Other 5013c's



Tracking Systems

- Why track stats?
 - Identify training topics
 - Assist with growing unit, showing work load
 - Phoenix Police Department EAU Stats

2015 – 175

2016 – 446

2017 – 334

2018 – on pace for over 500
- How to track stats and keep confidentiality



Contact Information

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