



## LINCOLN POLICE DEPARTMENT GENERAL ORDERS

**NUMBER:** 1150  
**TOPIC:** EMPLOYEE ASSISTANCE  
**ISSUED BY:** JEFF BLIEMEISTER, CHIEF OF POLICE  
**DATE:** 1-1-2019  
**SUPERSEDES:** G.O. 1150, 2017  
**REFERENCE:**

### I. POLICY

The Lincoln Police Department recognizes that personal problems may affect job performance. The department encourages employees to seek assistance, and shall make an employee assistance program (EAP) available to all employees and their immediate family members.(22.1.7, 35.1.9)

### II. PROCEDURE

#### A. Internal Resource Officers (IROs)(22.1.4)

1. The chief of police will designate several employees to serve as internal resource officers for employee assistance.
  - a. A member of the command staff will be assigned as an IRO liaison.
  - b. The IRO Committee will be chaired by an employee selected by the group.
2. IROs may be the initial EAP contact for employees and family members, and shall provide ongoing support and follow-up to meet the needs of the employee and the department.
3. The IROs will receive training pertaining to EAP resources and will promote the availability of these resources to employees.
4. IROs will not keep written files, and will keep all correspondence and conversations in the strictest confidence.

#### B. Employee Assistance Program Resources (22.1.4)

1. The City contracts with an employee assistance program to provide professional employee assistance counseling services for employees and their immediate family members.
2. Employee assistance program services include initial assessment, counseling, referral to community resources, consultation, and follow-up.(22.1.7)

### C. Types of Referrals to EAP(22.1.7)

1. Referrals to the employee assistance program may be of the following types:
  - a. Self referral by the employee;
  - b. A supervisory referral because of unsatisfactory job performance or employee request;
  - c. Self referral by an immediate family member of the employee.
2. Self Referrals(26.1.4)
  - a. Employees are strongly encouraged to seek assistance before their personal problems affect job performance.
  - b. Self referrals have the option of contacting an internal resource officer for assistance, or The EAP staff directly.
3. Supervisory Referrals to EAP may be of two types (26.1.4, 26.1.5)
  - a. Voluntary referrals, made upon the suggestion of a supervisor due to personal problems or work performance problems;
  - b. Mandatory referrals, in which the employee is required to seek EAP services due to job performance problems.

### D. Mandatory Referrals to EAP

1. Mandatory supervisory referrals may be made only for a job performance problem documented with either an Employee Incident Report or a Personnel Action Report, and may be made by any supervisor or command officer.
2. If an employee disagrees with a mandatory referral, he or she may contact the chief of police, who will review the facts and circumstances to determine if a mandatory referral is justified.
3. When a mandatory referral is made, the employee shall contact a department IRO or EAP directly within five days to schedule an initial appointment. The employee will be required to sign a release which allows:

- a. Job-related information to be given to EAP.
- b. EAP to report the following to the chief of police:
  - c. The dates of contact with EAP;
  - d. Verification that the employee is following through with the recommended course of action.
4. The employee must follow through with the supervisor's referral and the recommended course of action. Employees who refuse assistance, do not respond to, or fail to successfully complete the recommended course of action will be subject to disciplinary action for unacceptable job performance.

2. Neither the City, nor the department will be obligated to pay fees of referral resources beyond EAP, except to the extent that employee health plans provide for insurance coverage.

E. Confidentiality(22.1.7)

1. All information given to department IROs and supervisors regarding employees' personal problems will remain confidential.
2. Employees should understand that IROs and supervisors are required to report violations of the law and serious violations of department written directives to the chief of police.
3. All information given to EAP will be kept confidential, within statutory guidelines.
4. Client information from EAP may only be obtained with written permission of the employee involved.

F. EAP Training(22.1.7)

1. All employees will be given an orientation to the services available through the department IROs and EAP.
2. All supervisors will receive training on working with employees with unsatisfactory work performance, when to take disciplinary action, and when and how to refer an employee to EAP.
3. EAP training will be arranged and coordinated by the Education and Personnel Unit, and may include assistance from EAP and the City Human Resources Department.
4. Consultation and assistance from IROs and EAP is available to supervisors involved with an employee with job performance problems. Services include assistance in documenting job performance problems, preparing for a corrective interview, and monitoring job performance after EAP contact.

G. Fees

1. Fees for services provided by the Employee assistance program will be paid for by the City of Lincoln.