



GENERAL POLICE ORDER CLEVELAND DIVISION OF POLICE



EFFECTIVE DATE: December 24, 2010	REVISED DATE:	NO. PAGES: 1 of 2	NUMBER: 1.1.41
SUBJECT: EMPLOYEE ASSISTANCE AND SUPPORT			
ASSOCIATED MANUAL:		RELATED ORDERS: 1.1.20, 1.1.32	
CHIEF OF POLICE: <i>Michael McGrath, Chief</i>			

PURPOSE: To establish support services and communicate the existence of resources that members of the Division can utilize when members experience declining job performance, self-destructive habits and dependencies, strained interpersonal relationships or other manifestations of stress.

POLICY: The Division of Police not only has the responsibility to meet the needs and expectations of the citizens they serve, but the Division also has a great degree of responsibility to its members to ensure that they are high functioning contributors to the protection of those citizens.

The law enforcement profession is demanding, challenging and often dangerous. Stress is a natural result of police work. It is our reaction to stress that is the key to our ability to deliver superior services to our citizens and the key to our own mental and physical health. Cumulative stress makes police officers more vulnerable to the normal pressures and traumatic events of life. Failure to manage this stress can have catastrophic consequences.

Therefore it is the policy of the Division of Police to have in place or provide access to resources that members may utilize to promote their mental wellness and resultant physical health.

PROCEDURES:

- I. The Employee Assistance Unit
 - A. The Employee Assistance Unit (EAU) shall be comprised of sworn members whose duty is to provide direct assistance or act as intermediary to other resources for members seeking assistance in dealing with personal issues that are affecting the well being of the member. EAU shall carry out their duty primarily through peer counseling and referral to a wide range of resources. EAU services are also available to any person in the member’s household. Also refer to General Police Order 1.1.32 Wellness Program.

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- B. The Employee Assistance Unit shall be directly under the chain of command of the Office of the Chief of Police
1. All member interactions with EAU shall be strictly voluntary, confidential and anonymous.
 2. In instances involving a disciplinary action, a member may, by written request, divulge efforts at rehabilitation relative to the issue for which the member is seeking assistance.
 3. EAU may be contacted directly at 623-5678 or 5679. Outside of normal business hours, voicemail will direct callers to EAU cell phone numbers. Members may also contact the Communications Control Section for EAU contact information.
- C. The Police Psychologist is a full time stress consultant located in Police Headquarters that shall be available to members for any assistance. The Police Psychologist shall be available during general business hours and be contacted at 623-5670.
- D. The Department of Public Safety has an employee "CARE-Line" (664-CARE) that enables other caring employees to anonymously report members who may be exhibiting stress indicators, inappropriate behaviors, diminished interpersonal skills or unexplained declines in personal appearance. The use of this resource shall never be used for punitive purposes but rather for rehabilitative purposes.
- E. The EASE@Work Employee Assistance Program
1. The EASE@Work Employee Assistance Program is a program that provides the services of qualified professionals who can assist on a wide variety of issues such as stress, alcohol abuse, financial counseling, elderly concerns, personal health, legal issues, mental wellness and other sources of employee concern.
 2. EASE@Work services are available 24 hours a day and are private and confidential. EASE@Work may be contacted at (216) 241-3273 or 1-800-521-3273, or contact EAU for additional information.