

 <b>MIDDLETON POLICE DEPARTMENT</b>	DATE <b>October 19, 2016</b>	POLICY <b>12.2.03</b>
	REVIEWED July 23, 2018	
SUBJECT: <b>Peer Support Program</b>		

Refer to: [Peer Support Code of Ethics](#)  
History: 2016  
[WILEAG \(5th Ed.\) Standards:](#)

## Contents

PURPOSE.....	1
POLICY .....	1
PROCEDURE.....	1
Program Structure: .....	1
Role of the Program Administrator: .....	2
Role of the Peer Support Member (PSM):.....	2
Expectations of a Peer Support Member: .....	2
Confidentiality Guidelines: .....	3
Training Requirements: .....	3

## PURPOSE

The purpose of the Peer Support Program is to provide a core group of personnel who are trained to provide support, information and Employee Assistance Program (EAP) referral to employees and family members who are seeking assistance whether it is related to a critical incident, day-to-day work stress, or personal life stress.

## POLICY

It is the policy of this department to provide services to employees to help maintain and improve their wellbeing of employees after being exposed to significant trauma. The Peer Support Program will act as a liaison to the department’s Employee Assistance Program (EAP) and support for employees and family members. Peer Support Members will adhere to guidelines set forth in this policy including confidentiality and mandatory reporting guidelines.

## PROCEDURE

### Program Structure:

1. The Operations Captain will provide oversight of the Peer Support Program. The program administrator will be a department Supervisor.

### **Role of the Program Administrator:**

1. Responsible for supervision of Peer Support Members (PSM) and overall program implementation and utilization. Maintain roster of PSMs and assist in the selection of new PSMs, as needed.
2. Work with the EAP Provider to provide ongoing training for Peer Support Members, as well as other agency training on EAP/CISM programs.
3. Coordinate meetings and share information with PSMs as needed.
4. Work with the EAP Coordinator to facilitate program use and assure adherence to program guidelines.

### **Role of the Peer Support Member (PSM):**

1. To serve as a peer support person for employees and their families seeking information on EAP resources for issues such as work or personal stress, emotional stress, addictions, financial stress, relationship difficulties, and family concerns.
2. Peer Support Members will not provide therapy or counseling but will act as a referral person to available resources.
3. Peer Support Member(s) may be called in at the time of a Critical Incident to serve as a resource to the Command Post. PSM(s) will assist with coordinating a defusing immediately following a Critical Incident, as well the needed debriefing(s) in the hours and days following the incident.
4. Peer Support Members will be available to provide training on resources available and other related topics to department employees.
5. The Peer Support Member(s), called in during a Critical Incident, will be responsible for making follow up contacts with affected employees at intervals, to be determined by the mental health provider, related to that Critical Incident.

### **Expectations of a Peer Support Member:**

1. Convey trust, provide anonymity and assure confidentiality to employees seeking assistance.
2. Be available for peer contact and willing to provide support on a voluntary basis.
3. Complete all necessary paperwork for the purpose of documenting program utilization.
4. Attend mandatory orientation and annual refresher training.
5. Commitment to serve as a PSM for a minimum of three years.
6. Upon completion of training a Code of Ethics declaration is read and signed. Signature on the Code of Ethics document demonstrates that the PSM has read, understood and

agrees to abide by the EAP/PSM Code. PSMs must comply with all of the outlined ethical responsibilities or they will be removed from the Peer Support Program.

### **Confidentiality Guidelines:**

All contacts with the Peer Support Program Supervisor, Peer Support Members, and the City EAP Provider shall remain strictly confidential unless:

1. Prior written consent is obtained from the employee through the City's EAP Provider that specifies exactly what information may be disclosed, to whom, and for what purpose.
2. An unexplained, unusual, or suspicious death.
3. A case of suspected child neglect or abuse.
4. A threat to one's own life or safety, or that of another.
5. A report of committing, having committed, or threat to commit a crime.
6. A threat to public health or safety.
7. A report or information required to be reported by police per Wisconsin State Statue 968.075 (WI Domestic Abuse Law).

Peer Support Members are not afforded the same legal privilege regarding confidentiality that the EAP Providers receive. There is no guarantee that a court, whether civil or criminal, will not, under some circumstances, be able to order, either the individual seeking assistance through the Peer Support Program, or a Peer Support Member to whom the individual spoke, to disclose any conversations which may have taken place, unless the Peer Support Member has a confidentiality privilege under Chapter 905 of the Wisconsin State Statutes.

### **Training Requirements:**

1. All PSM's are required to complete a 3-day orientation training. The training shall occur as soon as practical after appointment as a Peer Support Member. Peer Support Members shall not function as a PSM until initial training has been received.
2. Periodic meetings/trainings may be called by the Program Supervisor and the EAP/CISM Coordinator, as needed.
3. All PSM's will receive a minimum of 8 hours annually of related/refresher training.