



1-10 PEER SUPPORT PROGRAM

Related SOP(s), Form(s), and Other Resource(s):

A. Related SOP(s)

1-11 Behavioral Sciences Section

B. Form(s)

Confidential Peer Support Contact Sheet

C. Other Resource(s)

Peer Support Handbook

1-10-1 Purpose

The purpose of this policy is to establish a Peer Support Program and Peer Support Network for both sworn and civilian personnel.

The Albuquerque Police Department (Department) recognizes that sworn and civilian personnel are exposed to emotionally disruptive personal and professional experiences during the course of the performance of their duties. These experiences may lead to emotional and/or psychological insult or injury, as well as personal mental or emotional distress, and dissatisfaction. These job stressors also adversely affect the officer or civilian employee's professional and personal well-being.

~~This policy describes the opportunity and procedures for department personnel to give and receive support from their peers during stressful times.~~

1-10-2 Policy

~~The Department establishes peer support program and peer support network for both sworn and civilian personnel.~~

~~The Department recognizes that sworn and civilian personnel are exposed to emotionally disruptive personal and professional experiences during the course of the performance of their duties. These experiences may lead to emotional and/or psychological insult or injury, as well as personal mental or emotional distress, and dissatisfaction. These job stressors also adversely affect the officer or civilian employee's professional and personal well-being. The purpose of the peer support program is to:~~

- ~~A. Provide a means for immediate peer-driven emotional support during and after personal or professional crisis; or serious illness or injury;~~



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~~B. Provide resources including referrals for professional assistance; Develop peer supporters who can identify personal struggles, offer support, and provide guidance; and~~

~~C. — Set guidelines for peer support team functions and team member roles.~~ It is the policy of the Albuquerque Police Department (Department) to provide opportunities and procedures for Department personnel to give and receive support from their peers during stressful times.



1-10-3 Peer Support Roles and Responsibilities

A. Peer Support Program Coordinator (PSPC)

A civilian employee who completes administrative functions for the peer support program, such as scheduling of training or meetings, coordinating an on-call list, maintaining contact numbers, and preparing statistical data for reporting and monitoring purposes.

~~A civilian employee who provides oversight and completes administrative functions for the Peer Support Program such as scheduling of training or meetings, coordination of on-call coverage, maintenance of contact numbers, compiling of program utilization numbers, etc.~~

B. Peer Support Program Board (PSPB)

The Board is responsible for the long-term, effective operation of the Peer Support Program (PSP), providing guidance to the PSPC, and selecting all Peer Support Team Members. The PSPC serves as chair of the PSPB. The PSPC is a non-voting member of the PSPB, except in cases of a tie.

C. Peer Support Team Members (PSTM~~team members~~)

Team members are current law enforcement or civilian personnel, ~~in good standing with the department,~~ who provide peer support as needed. The peer support function differs from the care provided by mental health professionals.

~~1-10-4—~~The PSTM's' key functions areis to assist officers who may be experiencing unusual difficulties while coping with specific stressors related to duty assignments. ~~(not as mental health professionals, but as individuals who are familiar with, experienced or know the pressures and stresses of the police function.)~~ Team members are required to attend Department training and quarterly meetings. Team members will provide a contact phone number to facilitate communication.

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~~1-10.5~~ **Procedures**

A. Peer Support Program goals:

1. To provide a means for immediate peer-driven emotional support during and/or after a personal or professional crisis, serious illness, or injury.
2. To identify resources, including referrals for professional assistance.
3. To develop PSTM ~~peer support team members~~ who can identify personal struggles, offer support, and provide guidance.
4. To establish guidelines for peer support team functions and team members' roles.

~~A.B.~~ Appointments to the Peer Support Program Board:

- ~~1.~~ The Chief of Police or ~~his~~ their designee, along with the assistance of the P~~S~~PC, selects a seven-member Peer Support Board. ~~Members serve a maximum term of three~~ we consecutive years, ~~which will be staggered.~~ ~~The~~ Bboard consists of:
 1.
 - a. One ~~(1)~~ sworn supervisor (Sergeant or above);
 - b. One ~~(1)~~ sworn Field Services Bureau, Patrolman 1st Class (P1/C);
 - c. One ~~(1)~~ sworn Investigative Unit ~~detective~~ Detective;
 - d. One ~~(1)~~ civilian supervisor;
 - e. One ~~(1)~~ civilian employee;
 - f. One ~~(1)~~ APOA union representative (non-voting member); and
 - g. One ~~(1)~~ Behavioral sciences Section ~~SD~~ (BSS) clinician (~~advisory only~~; non-voting member).
 2. The criteria for board membership will be set out in the P~~peer~~ Support Program Handbook.
 - ~~2.~~ ~~The PSPB recruits and select team members, based on criteria developed by the PSPB. Criteria include factors such as the applicant's past education, relevant training, maturity, judgment and professional standing in the department.~~
 3. The P~~S~~PC, with the assistance of existing board members, will select incoming board members upon the expiration of each term in December.
 4. The P~~S~~PCB recruits and selects team members, based on criteria developed by the P~~S~~PCB. ~~Criteria include factors such as the applicant's education, relevant training, maturity, judgment, and professional standing in the Department.~~
- ~~3.5.~~ _____ Team members may be removed for cause at any time by the Chief of Police.



C. Peer Support Program Coordinator Duties

1. The PSPC assists the program by performing the following duties:

- a. Maintaining a dedicated telephone line to receive and route the requests for emotional support and assistance from law enforcement officers, civilian employees, or family members;:
- b. Creating and updating an on-call roster for team members;:
- c. Posting the team flyer on bulletin boards at each police building, on APDWeb, and by providing the on-call list to the Emergency Communications Center (ECC) supervisor;:
- d. Routing assistance requests to team members;
- e. Ensuring team members complete required peer support training;
- f. Maintaining contact sheet records to review at quarterly team meetings;: and
- g. Compiling a quarterly utilization report for the program.

D. Peer Support Team Member Duties

~~B. Peer Support Program Coordinator and Team Member Duties~~

~~—PSTM respond to peer requests for assistance by performing the following duties~~The PSC oversees and assists the Peer Support Program by:

1.

- ~~a. — Maintaining a 24-hour, toll-free hotline and responding to requests for emotional support and assistance from a law enforcement officer, civilian employee or family member;~~
- ~~b. — Creating and updating an on-call roster for team members;~~
- ~~c. — Posting the on-call list of team members on bulletin boards at each police building, listing on the APD Webpage, and providing the on-call list to Dispatch Control;~~
- ~~d. — Routing assistance requests to team members;~~
- ~~e. — Ensuring team members complete required peer support training;~~
- ~~f. — Maintaining contact sheet records to review at quarterly team meetings;~~ and
- ~~g. — Compile a quarterly utilization report for the program.~~

~~2. — The team members respond to peer requests for assistance by:~~

- ~~a. Assuring availability for phone call contacts when on-call;~~
- ~~b. Providing peer support services during critical incidents when requested by an officer, on-scene supervisor, or ~~FIT activation~~ECC supervisor;~~
- b. Providing emotional support to officers, ~~or~~ employees, or family members in crisis, or to those exposed to a critical incident;
- d. Providing additional follow-up resources and referrals for mental health and well-being assistance;:



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~~c.~~ Completing a Confidential Peer Support Contact Sheet for each contact and providing it to the PSPCB within 24 hours. ~~The of~~ contact sheet documents the following information:~~ing:~~

e.

- i. Name of the team member completing the contact sheet;
- ii. Date, time, and length of contact with personnel using program;
- iii. Summary of needed support; and;
- iv. Additional resources requested;

~~—~~ PSTM will be placed in an on-call rotation in order to respond to requests for assistance.

f.

2. Confidentiality is essential to the integrity of this peer support program.

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a. Peer Support Team Members shall keep all communications with individuals seeking assistance confidential unless otherwise required by this policy. ~~Each peer support team member signs a confidentially agreement.~~

b. The Confidential Peer Support Contact Sheet is kept in confidence and used only to evaluate and improve the peer support program.

c. The contact sheet will not include identifying information regarding the individual seeking peer support.

d. PSTM ~~Team members~~ will advise peers seeking assistance that communications are confidential, providing that maintaining such confidentiality does not violate any law or Department regulation. ~~not disclose the identity of the caller, or the subject of the call to any departmental supervisor or employee.~~

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3. Under the following circumstances, ~~h~~ However, in the following circumstances, the PSTM ~~team member~~ is required to report to the on-call Behavioral Sciences Section ~~BSS Division~~ clinician to receive ~~for~~ guidance in providing ~~on~~ appropriate intervention;

~~3.~~ _____:

a. The person seeking assistance ~~Caller~~ expresses a threat of immediate or reasonably anticipated physical harm to self or others;

~~b.~~ ~~A threat of immediate or reasonably anticipated threat of physical harm to others;~~

~~c.~~ b. There is reasonable suspicion of elder or child abuse;

~~d.~~ c. An emergency medical response is required;

~~e.~~ d. Criminal activity is reported; or; ~~or~~

e. There is reasonable suspicion that domestic violence occurred or is occurring.

f. _____

~~When any one of these circumstances occurs, the team member will not continue in a peer support role, but will contact the on-call Behavioral Science Division clinician to follow up with caller.~~

G.E. ~~Department Training and In-Service~~



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~~All team members, regardless of position, will complete the following courses from the International Critical Incident Stress Foundation (ICISF) or equivalent; Team members will not be added to the on-call roster until completing training.~~

1. All team members, regardless of position, will receive training offered by the International Critical Incident Stress Foundation (ICISF) or by a similar organization. -Prospective team members will not be added to the on-call roster until they complete this training.
2. The PSPB consults with the BSS clinician regarding recommendations for additional team member training.
3. Any recommendations for training made by BSS or other mental health professionals may be offered to team members as in-service training if such training is relevant to the mission and purpose of the PSP.
4. PSPB will evaluate and update the training requirements every two years, following consultation with Behavioral Sciences personnel.
5. PSC will coordinate training for team members.
6. PSTM will be trained by an approved ICISF or equivalent organization, and the training will be consistent with this SOP.

~~1. Individual Crisis Intervention;~~

~~—~~

~~—Peer Support;~~

~~—~~

~~2. Ethics and Confidentiality;~~

~~—~~

~~3. Group Crisis Intervention; and~~

~~—~~

~~4. Advanced Individual Crisis Intervention and Peer Support~~

~~The PSPB consults with the Behavioral Science Division regarding recommendations for additional training. Any recommendations for training from BSD or other mental health professionals will be offered to team members as in-service training. PSPB will evaluate and update the training requirements in consultation with the Behavioral Science Division every two years.~~

~~PSC will organize and lead training for Team members.~~

~~D.F.~~ PSPB meetings

1. The PSPB will meet quarterly to review and evaluate the peer support program.



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2. ~~and any data gathered. Occasionally~~ Additional meetings may be held ~~needed to carry out the~~ meet the needs of the peer support program's responsibilities.