



1-10 PEER SUPPORT PROGRAM

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

1-20 Behavioral Sciences Section (Formerly 1-11)

B. Form(s)

None

C. Other Resource(s)

Peer Support Program Handbook

D. Rescinded Special Order(s)

None

1-10-1 Purpose

The purpose of this policy is to outline the roles and responsibilities of the Peer Support Program (PSP) for both sworn and civilian personnel.

Furthermore, it is also the purpose of this policy for PSP personnel to support sworn and civilian personnel who may be exposed to emotionally disruptive experiences during the performance of their duties. These experiences may lead to emotional or psychological injury, resulting in mental or emotional distress and job dissatisfaction. These situations may adversely affect the sworn or civilian employee's professional and personal well-being.

1-10-2 Policy

It is the policy of the Albuquerque Police Department (Department) to provide opportunities and procedures for Department personnel to give support to and receive support from their peers during stressful times.

N/A 1-10-3 Definitions

A. Peer Support Program Coordinator (PSPC)

A civilian employee who performs administrative functions for the PSP, including, but not limited to: scheduling training or meetings, coordinating an on-call list, maintaining contact numbers, and preparing statistical data for reporting and monitoring purposes.

B. Peer Support Team Member (PSTM)



A current sworn or civilian employee who provides peer support by assisting Department personnel who may be experiencing difficulties while coping with specific mental and psychological stressors related to duty assignments. PSTMs do not provide professional mental health care.

N/A 1-10-4 Training

- A. All PSTMs, regardless of their position within the Department, will become active upon completion of all required peer support program training as outlined in the Peer Support Program Handbook.
 - 1. Prospective PSTMs are not added to the on-call roster until they have completed training.
- B. The PSPC coordinates training for PSTMs on certain topics including, but not limited to:
 - 1. Peer crisis intervention;
 - 2. Peer support; and
 - 3. Ethics and confidentiality.
- C. The Peer Support Program Board (PSPB) may consult with a Behavioral Sciences Section (BSS) clinician regarding recommendations for additional PSTM training.
 - 1. Any recommendations for training made by a BSS clinician, or another mental health professional, may be offered to PSTMs as in-service training if it is relevant to the mission and purpose of the PSP.

6 1-10-5 Rules and Responsibilities

- A. The PSPC Shall:
 - 1. Maintain a dedicated telephone line to receive and route requests for emotional support and assistance from Department personnel or their family members to PSTMs;
 - 2. Create and update an on-call roster for PSTMs and provide the on-call roster to an Emergency Communications Center (ECC) supervisor;
 - 3. Post the PSTM flyer on bulletin boards at each of the Department's facilities and the Department's SharePoint site;
 - 4. Ensure PSTMs complete the required peer support program training;



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GENERAL ORDERS

SOP 1-10

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5. Maintain the confidentiality of peer support activity summary records to review at quarterly team meetings; and

6. Compile a quarterly use report for the PSP.

B. A PSTM shall:

1. Ensure that they are available for phone call contacts when on-call;

2. Provide peer support services during critical incidents when requested by an officer, on-scene supervisor, or ECC supervisor;

3. Provide emotional support to Department personnel or their family members, or those exposed to a critical incident, consistent with SOP Behavioral Sciences Section;

4. Provide additional follow-up resources and referrals for mental health and well-being assistance;

5. Provide a contact phone number to the PSPC to facilitate communication;

6. Complete a confidential peer support activity summary for each contact and provide it to the PSPC; and

7. Attend all peer support program training and quarterly meetings.

N/A

C. Sworn personnel may participate in an on-call rotation to respond to requests for assistance.

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D. Confidentiality

1. Confidentiality is essential to the integrity of the PSP.

2. PSP personnel shall:

a. Maintain the confidentiality of all communications with Department personnel who seek assistance unless otherwise required by this Standard Operating Procedure (SOP);

b. Confer with the on-call BSS clinician, which may require sharing information that would otherwise be confidential, under the following circumstances:

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

ii. There is reasonable suspicion of elder or child abuse;

iii. An emergency medical response is required;

iv. Criminal activity is reported; or

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



- c. Only use the confidential peer support activity summary to evaluate and improve the PSP; and
- d. Advise peers seeking assistance that communications are confidential, provided that maintaining such confidentiality does not violate any law or Department SOP.

2 3. A PSTM shall not include identifying information regarding Department personnel who seek peer support in the confidential peer support activity summary.

6 1-10-6 **PSPB Procedures**

A. Appointments to the PSPB

- 1. The Chief of Police or their designee, along with the assistance of the PSPC, shall select a seven (7) member board.
- 2. PSPB members shall serve a maximum term of three (3) consecutive years.
- 3. The PSPB shall consist of:
 - a. One (1) sworn supervisor at the rank of sergeant or above;
 - b. One (1) sworn Field Services Bureau (FSB) Patrolman 1st Class (P1/C);
 - c. One (1) sworn Investigative Bureau detective;
 - d. One (1) civilian supervisor;
 - e. One (1) civilian employee;
 - f. One (1) Albuquerque Police Officers' Association (APOA) union representative (non-voting member); and
 - g. One (1) BSS clinician (non-voting member).
- 4. PSPB members may be removed for cause at any time by the Chief of Police.
- 5. The criteria for board membership are set out in the Peer Support Program Handbook.

B. Rules and Responsibilities of the PSPB

- 1. The PSPB shall recruit and select PSTMs based on criteria developed by the PSPB.
 - N/A a. Criteria include factors such as the applicant's education, relevant training, maturity, judgment, and professional standing in the Department.
- 2. The PSPB shall be responsible for the long-term effective operation of the PSP, including guiding the PSPC and selecting PSTMs.
- 3. The PSPB shall evaluate and update the PSTM training requirements every two (2) years, following consultation with a BSS clinician.



C. PSPB Meetings

1. The PSPB shall meet quarterly to review and evaluate the PSP.
 - a. The PSPB may hold additional meetings to meet the needs of the PSP's responsibilities.
2. The PSPC shall serve as the chair and is a non-voting member of the PSPB, except in cases of a tie.

N/A

REDLINED



1-10 PEER SUPPORT PROGRAM

Related SOP(s), Form(s), and Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

~~1-20 Behavioral Sciences Section (Formerly 1-11)~~
1-20 Behavioral Sciences Section (Formerly 1-11)

B. Form(s)

None

C. Other Resource(s)

~~International Critical Incident Stress Foundation (ICISF)~~
Peer Support Program Handbook

D. Rescinded Special Order(s)

None

1-10-1 Purpose

The purpose of this policy is to ~~establish a~~ outline the roles and responsibilities of the Peer Support Program (PSP) for both sworn and civilian personnel.

~~The Albuquerque Police Department (Department) recognizes that~~ Furthermore, it is also the purpose of this policy for PSP personnel to support sworn and civilian personnel who may be exposed to emotionally disruptive experiences during the performance of their duties. These experiences may lead to emotional or psychological injury, resulting in mental or emotional distress and job dissatisfaction. These situations may adversely affect the sworn or civilian employee's professional and personal well-being.

1-10-2 Policy

N/A

It is the policy of the Albuquerque Police Department (Department) to provide opportunities and procedures for Department personnel to give support to, and receive support from, their peers during stressful times.

~~**1-10-3 Peer Support Roles and Responsibilities**~~

~~A. Peer Support Program Board (PSPB)~~

~~The PSPB is responsible for the long-term, effective operation of the PSP, including guiding the PSPC and selecting Peer Support Team Members (PSTM). The PSPC serves as the chair and non-voting member of the PSPB, except in cases of a tie.~~



1-10-3 Definitions

~~B~~A. Peer Support Program Coordinator (PSPC)

A civilian employee who performs administrative functions for the PSP, including, but not limited to: scheduling of training or meetings, coordinating an on-call list, maintaining contact numbers, and preparing statistical data for reporting and monitoring purposes.

~~C~~B. Peer Support Team Member (PSTM)

A current sworn or civilian employee who provides peer support. ~~The PSTM's role is to by assisting~~ Department personnel who may be experiencing difficulties while coping with specific mental and psychological stressors related to duty assignments. ~~PSTMs are required to attend Department training and quarterly meetings. PSTMs shall provide a contact phone number to facilitate communication. PSTMs do not provide professional mental health care.~~

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N/A

1-10-4 Training

A. All PSTMs, regardless of their position within the Department, will shall become active upon completion of all receive required Peer Support program training as outlined in the Peer Support Program Handbook offered by the International Critical Incident Stress Foundation (ICISF) or a similar organization.

1. Prospective PSTMs shall are not be added to the on-call roster until they have completed training.

Peer Support Program Board () may

B. The PSPC shall coordinates training for PSTMs on certain topics including, but not limited to:

1. Peer individual crisis intervention;

2. Peer support; and

3. Ethics and confidentiality.

C. The Peer Support Program Board (PSPB) may consult with a Behavioral Sciences Section (BSS) clinician regarding recommendations for additional PSTM training.

1. Any recommendations for training made by a BSS clinician, or another mental health professional, may be offered to PSTMs as in-service training if it is relevant to the mission and purpose of the PSP.

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1-10-5 Rules and Responsibilities



~~—PSP personnel shall:~~

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

~~—Identify resources, including referrals for professional assistance;~~

~~—Recruit, select, and train PSTM who can identify personal struggles, offer support, and provide guidance to Department personnel; and~~

~~—Establish guidelines for PSP team functions and team members' roles.~~

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~~—The PSPC Shall: Duties~~

~~A.~~

~~The PSPC shall:~~

- ~~1. Maintain a dedicated telephone line to receive and route requests for emotional support and assistance from Department personnel or their family members to PSTMs;~~
- ~~2. Create and update an on-call roster for PSTMs and provide the on-call roster to an Emergency Communications Center (ECC) supervisor;~~
- ~~3. Post the PSTM flyer on bulletin boards at each of the Department's facilities and the Department's SharePoint website;~~

~~—Route requests for assistance to PSTMs;~~

- ~~4. Ensure PSTMs complete the required peer support program training;~~
- ~~5. Maintain the confidentiality of peer support activity summary records to review at quarterly team meetings; and~~
- ~~6. Compile a quarterly utilization report for the PSP.~~

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~~—A PSTM Duties shall:~~

~~—~~

~~B. A PSTM shall:~~

- ~~1. Assure~~ Ensure that they are ~~availability~~ available for phone call contacts when on-call;
- ~~2. Provide peer support services during critical incidents when requested by an officer, on-scene supervisor, or ECC supervisor;~~



- 3. Provide emotional support to Department personnel or their family members, or those exposed to a critical incident, consistent with SOP Behavioral Sciences Section;
- 4. Provide additional follow-up resources and referrals for mental health and well-being assistance;
- 5. Provide a contact phone number to the PSPC to facilitate communication;
- 6. Complete a confidential peer support activity summary for each contact and provide it to the PSPC; and
~~Ensure that sworn personnel may participate in an on-call rotation to respond to requests for assistance; and~~
- 7. Attend all Peer Support Program Department training and quarterly meetings.

N/A

C. Sworn personnel may participate in an on-call rotation to respond to requests for assistance.

D. Confidentiality

- 1. Confidentiality is essential to the integrity of the PSP.
- 2. PSP personnel shall:

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~~2. Maintain the confidentiality of all communications with individuals Department personnel who seeking assistance shall be kept confidential, unless otherwise required by this policy. Standard Operating Procedure (SOP);~~

a. ~~The PSTM is required to confer with the on-call Behavioral Sciences Section (BSS) clinician, which may require sharing information that would otherwise be confidential, under the following circumstances:~~

- i. The person seeking assistance expresses a threat of immediate or reasonably anticipated physical harm to self or others;
- ii. There is reasonable suspicion of elder or child abuse;
- iii. An emergency medical response is required;
- iv. Criminal activity is reported; or
- v. There is reasonable suspicion that domestic violence occurred or is occurring.

b. ~~A PSTM shall Only use The the confidential peer support activity summary shall only be used to evaluate and improve the PSP; and~~

c. ~~A PSTM shall not include identifying information regarding the individual seeking peer support in The the confidential peer support activity summary shall not include identifying information regarding the individual seeking peer support.~~



~~d. A PSTM shall advise peers seeking assistance that communications are confidential, providing that maintaining such confidentiality does not violate any law or Department policy.~~
d. A PSTM shall advise peers seeking assistance that communications are confidential, providing that maintaining such confidentiality does not violate any law or Department policy.

~~e. A PSTM shall not include identifying information regarding Department personnel who seek peer support in the confidential peer support activity summary.~~
e. A PSTM shall not include identifying information regarding Department personnel who seek peer support in the confidential peer support activity summary.

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~~1-10-4~~ **Procedures**

~~A. The goals of the PSP are:~~

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

1-10-6 Peer Support Program Board (PSPB Procedures)

~~B.A.~~ A. Appointments to the PSPB

- ~~1. The Chief of Police or their designee, along with the assistance of the PSPC, shall select a seven (7) member board.~~
1. The Chief of Police or their designee, along with the assistance of the PSPC, shall select a seven (7) member board.
- ~~2. PSPB Members shall serve a maximum term of three (3) consecutive years.~~
2. PSPB Members shall serve a maximum term of three (3) consecutive years.

~~3. The Board consists~~ 3. PSPB shall consist of:

- a. One (1) sworn supervisor ~~at the rank of Sergeant~~ at the rank of sergeant or above;
- b. One (1) sworn Field Services Bureau (FSB) Patrolman 1st Class (P1/C);
- c. One (1) sworn Investigative Unit ~~Bureau Detective~~ Bureau Detective;
- d. One (1) civilian supervisor;
- e. One (1) civilian employee;
- f. One (1) Albuquerque Police Officers' Association (APOA) union representative (non-voting member); and
- g. One (1) ~~Behavioral Sciences Section (BSS) clinician~~ (non-voting member).

4. PSPB members may be removed for cause at any time by the Chief of Police.

~~5.~~ 5. The criteria for board membership ~~is~~ are set out in the Peer Support Program Handbook.

B. Rules and Responsibilities of the PSPB



1. The PSPB shall ~~recruits and selects team members~~ PSTMs based on criteria developed by the PSPB.

N/A

~~3.a.~~ Criteria include factors such as the applicant's education, relevant training, maturity, judgment, and professional standing in the Department.

~~1. Team members may be removed for cause at any time by the Chief of Police.~~

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~~C.A.~~ PSPC Duties

2. The PSPB shall be responsible for the long-term effective operation of the PSP, including guiding the PSPC and selecting Peer Support Team Members (PSTMs).

3. The PSPB shall evaluate and update the PSTM training requirements every two (2) years, following consultation with a BSS clinician.

~~0. The PSPC performs the following duties:~~

- ~~• Maintains a dedicated telephone line to receive and route the requests for emotional support and assistance from Department personnel, or their family members;~~
- ~~• Creates and updates an on-call roster for team members and provides the on-call roster to the Emergency Communications Center (ECC) supervisor;~~
- ~~• Posts the team flyer on bulletin boards at each of the Department's facilities and on the APD Web/Protopage;~~
- ~~• Routes assistance requests to PSTMs;~~
- ~~• Ensures PSTMs complete the required peer support training;~~
- ~~• Maintains confidential peer support activity summary records to review at quarterly team meetings; and~~
- ~~• Compiles a quarterly utilization report for the program.~~

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~~L.~~ PSTM Duties

~~0. PSTMs perform the following duties:~~

- ~~• Assure availability for phone call contacts when on-call;~~
- ~~• Provide peer support services during critical incidents when requested by an officer, on scene supervisor, or ECC supervisor;~~
- ~~• Provide emotional support to Department personnel, family members, or those exposed to a critical incident, consistent with SOP Behavioral Sciences Section;~~
- ~~• Provide additional follow up resources and referrals for mental health and well-being assistance;~~
- ~~• Complete a confidential peer support activity summary for each contact and provide it to the PSPC; and~~
- ~~• Ensure that sworn personnel may participate in an on-call rotation to respond to requests for assistance.~~



~~W. Training~~

~~0. All PSTMs, regardless of position, shall receive training offered by the International Critical Incident Stress Foundation (ICISF) or a similar organization. Prospective team members shall not be added to the on-call roster until they complete this training.~~

~~27. The PSPB shall consult with the BSS clinician regarding recommendations for additional PSTM training.~~

~~29. Any recommendations for training made by a BSS clinician, or other mental health professional, may be offered to team members as in-service training if it is relevant to the mission and purpose of the PSP.~~

~~31. PSPB shall evaluate and update the training requirements every two (2) years, following consultation with a BSS clinician.~~

~~4. PSPC shall coordinate training for PSTMs topics for training to include, but are not limited to:~~

- ~~1. Individual crisis intervention;~~
- ~~Peer support; and~~
- ~~Ethics and confidentiality.~~

~~J.C. PSPB Meetings~~

1. The PSPB shall meet quarterly to review and evaluate the PSP.

N/A

a. The PSPB may hold Additional additional meetings may be held to meet the needs of the PSP's responsibilities.

2. The PSPC shall serve as the chair and is a non-voting member of the PSPB, except in cases of a tie.

2.