

**Oakland County Sheriff's Office**  
**General Order # 2.9**



<b>SUBJECT:</b> Peer Support Program, Employee Assistance Program and Critical Incident Stress Management Services		<b>NUMBER:</b> 2.9
<b>EFFECTIVE DATE:</b> 3/6/2023 <b>REVIEW DATE:</b> Annually		<b>MACP Standard Impact:</b> 2.1.1 and 2.1.6
<b>REPLACES AND RESCINDS:</b> GO 2.9 dated 9/15/2023	<b>DISTRIBUTION:</b> All Personnel	<b>NUMBER OF PAGES:</b> 5

This order replaces and rescinds all previously issued orders, procedures, rules and regulations, notices and/or practices in conflict with this General Order.

**I. PURPOSE**

To establish guidelines that members of the Oakland County Sheriff's Office have awareness and access to the Oakland County Sheriff's Office Critical Incident Stress Management Services, including the Peer Support Program and the Oakland County Employee Assistance Program. **(MACP Standard 2.1.1)**

**II. POLICY**

It shall be the policy of the Oakland County Sheriff's Office to operate a confidential Peer Support Program, dedicated to assist Sheriff's Office personnel with Critical Incident Stress Management (CISM) Services. The Peer Support Program (PSP) is designed to offer assistance in the following areas: peer support during times of personal and/or professional stress, early intervention to help mitigate the impacts of stress, referral to program services and education-based training.

**III. DEFINITIONS**

- A. Critical Incident Stress – The acute or cumulative psychological stress or trauma that a Sheriff's Office employee may experience as a result of providing services in response to a critical incident.
- B. Emergency Service Provider – MCL 333.20981 defines an emergency service provider as an individual who provides emergency response services, including a law enforcement officer, corrections officer, firefighter, emergency medical services provider, dispatcher, emergency response communication employee or rescue service provider.
- C. Peer Support Program (PSP) Team Member – A Sheriff's Office member who is specially trained to provide peer support and critical incident stress management services.
- D. Critical Incident Stress Management (CISM) Team – The Sheriff's Office CISM Team Members will be an organized crisis response team made up of active members of the PSP and other services.

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**IV. PROCEDURES**

**A. Oakland County's Employee Assistance Program**

1. The Oakland County Employee Assistance Program (EAP) is administered by Optum.
  - a. Optum offers counseling, work/life resources, coaching, medical advocacy, legal/financial resources and personal assistant services. All Oakland County employees can access Optum's services through their website at <https://www.liveandworkwell.com> using the access code: **Oakgov**, or by calling (866) 248-4096.

**B. Oakland County Sheriff's Office Peer Support Program (PSP)**

1. The PSP is an available resource for all Sheriff's Office personnel who need assistance to overcome obstacles in their professional or personal life.
2. PSP Team Members will be a part of the Sheriff's CISM Team and will be an available resource for all Sheriff's Office personnel during or after critical incidents affecting individual or multiple members of the organization.
3. Consistent with MCL 333.20981, the Sheriff's Office PSP Team is a member of the Michigan Crisis Response Association.
4. Use of PSP Services
  - a. Sheriff's Office personnel who wish to utilize the PSP may do so by contacting any member of the PSP directly. Notification does not have to be made through the chain of command.
  - b. Any OCSO employee requesting assistance may send a confidential email to [OCSOPSP@oakgov.com](mailto:OCSOPSP@oakgov.com), stating their desire to be contacted by a member of PSP or by anyone referring Sheriff's Office personnel in need of PSP services.
  - c. Anyone may refer a Sheriff's Office employee to the PSP if there is concern for a particular person.
  - d. A confidential record of referrals shall be kept by the PSP Supervisor (for internal use only) to ensure services are provided.

**C. Post Critical Incident Intervention**

1. The PSP Team is available for any Sheriff's Office employee involved in a critical incident and who may need support.
2. Support from PSP team members is available to Sheriff's Office personnel who need short-term or long-term assistance.
3. Supervisor Responsibilities Post-Incident:
  - a. Any supervisor recognizing signs or symptoms of stress or a change in the employee's behavior shall contact the PSP and advise of the situation via phone or email (situation-dependent).
  - b. In an effort to minimize the cumulative effects of critical incident stress, a supervisor recognizing signs or symptoms of stress is empowered to afford an employee a break from duty during the shift pending the employee meeting with the PSP Team Member.

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- c. Critical incidents may include, but are not limited to the following:
    - i. Deputy-involved shooting
    - ii. Deputy injured or killed in the line of duty
    - iii. Deputy responding to an incident with the loss of life (child death, suicide, etc.)
    - iv. In-Custody Death
    - v. Any police action resulting in a civilian sustaining serious bodily injury or death (vehicle pursuit or crash, result of use of force, etc.)
    - vi. Any event in the Deputy's professional or personal life which could cause distress (physical fight over weapon, victim of an assault, etc.)
  - d. The notification must include the subject's name, contact information, incident number and status, along with a brief summary that will allow the PSP to follow up with any possibly affected employee to offer available assistance.
4. PSP Team Members will contact the Sheriff's Office personnel as early as practically possible, making careful consideration not to interfere with any investigation or other professional services involved. **(MACP Standard 2.1.6 e)**
  5. For incidents affecting multiple Sheriff's Office personnel, the PSP Team will be mobilized for group and individual Critical Incident Stress Diffusions or Debriefings. **(MACP Standard 2.1.6 b)**
  6. Attendance shall be mandatory at any post-critical incident debriefing for any employee who participated in the incident.

**D. Confidentiality**

1. MCL 333.20982 states a communication made by Sheriff's Office personnel to a PSP Team Member while they receive CISM services is confidential and shall not be disclosed in a civil, criminal or administrative proceeding.
  - a. Any record kept by a PSP Team Member relating to the provision of CISM services to Sheriff's Office personnel by the CISM Team or a PSP Team Member is confidential and is not subject to subpoena, discovery or introduction into evidence in a civil, criminal or administrative proceeding.
  - b. Communication or records described above are not confidential if any of the following circumstances exist:
    - i. The PSP Team Member reasonably needs to make an appropriate referral of Sheriff's Office personnel to, or consult about the subject with, another member of the PSP Team or an appropriate professional associated with the PSP Team.
    - ii. The communication conveys information that the Sheriff's Office employee is or appears to be an imminent threat to himself/herself or any other individual.
    - iii. The communication conveys information relating to child or elder abuse.
    - iv. The Sheriff's Office employee or his/her legal representative expressly agrees that the subject's communication is not confidential.
  - c. If information arises that involves the above exceptions, the PSP Supervisor shall take appropriate action and immediately notify the Sheriff via chain of command.
2. PSP Team Members shall treat all discussions, telephone calls, messages and/or emails confidential. Any PSP Team Member violating confidentiality will be subject to disciplinary action.

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3. No member of the Sheriff's Office is to seek any information from a PSP Team Member regarding their peer support role, or the facts surrounding a critical incident intervention or services provided.
  4. PSP Team Members will not keep written formal or private records of agency members and their PSP involvement.
- E. Referral to Outside Services and Extended Leave
1. The assigned PSP Team Member will provide the Sheriff's Office employee with appropriate Oakland County EAP and/or vetted clinical resource options for outside referral services. **(MACP Standard 2.1.6 a,c)**
  2. If requested, the assigned PSP Team Member will act as liaison between the Sheriff's Office employee and the Sheriff's Office Administration in coordinating available services for extended leave of absence from the agency (Workers' Compensation/Short-Term/Long-Term Disability/FMLA). **(MACP Standard 2.1.6 a,c)**
  3. Sheriff's Office personnel experiencing difficulties related to health issues and participating in the PSP are not excused from Sheriff's Office requirements to make proper notifications and documentation to the Sheriff's Office.
- F. PSP Team Member Selection, Participation and Training
1. Sheriff's Office personnel interested in becoming a PSP Team Member, must submit their request to the Sheriff's Office on a Letter of Interest form.
  2. PSP Team Members will be selected at the discretion of the Sheriff or designee.
  3. PSP Team Members must successfully complete the peer support training, all annual in-service training and attend required meetings.
  4. An active list of the PSP Team Members will be posted in all Sheriff's Office work locations.
  5. PSP Team Members are available 24 hours a day.
    - a. PSP Team Members will be allowed to meet with members of the Sheriff's Office while during their regular shift, with their immediate supervisor's approval and when manpower allows.
    - b. If a PSP Team Member is needed after hours, the PSP Supervisor will call in a PSP Team Member as needed.
  6. PSP Team Members may be removed from participation in the program for failure to comply with meeting or training requirements; or for conduct inconsistent with program policies or objectives.
- G. Critical Incident Stress Management (CISM) Services
1. PSP Team Members will be a part of the Sheriff's CISM Team and will be an available resource for all Sheriff's Office personnel during or after critical incidents affecting individual or multiple members of the organization.
  2. Consistent with MCL 333.20981, the Sheriff's Office PSP Team is a member of the Michigan Crisis Response Association.

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**V. AGENCY TRAINING**

A. Stress Recognition Training

1. The Sheriff's Office will provide all employees with training to develop the necessary skills to identify physical, cognitive, emotional and behavioral reactions to critical incidents. This may be necessary when making self-referrals or referrals of co-workers to the Peer Support Program. **The Initial and annual refresher training shall be provided to all new employees and to current employees on a regular basis, commonly referred to as Deputy and Dispatcher Wellness Training. (MACP Standard 2.1.6 d)**



**ISSUED BY:** Sheriff Michael J. Bouchard