
Psychological Services

1040.1 PURPOSE

This policy outlines the psychological services provided by the Santa Ana Police Department. This procedure is for the purpose of allowing the employee to explore the varied emotional responses that commonly occur following such incidents and assist the employee in successfully returning to full duty. The Administration Bureau is responsible for coordinating psychological services.

1040.2 TRAUMATIC INCIDENT REFERRAL

- (a) When an employee is involved in a work-related traumatic incident involving life-threatening danger and/or serious injury or death (citizen or fellow employee), the Watch Commander/Division Commander or, in their absence, the employee's immediate supervisor will immediately notify the psychologist's office to determine intervention considerations for the involved employee.
 1. Trauma can be experienced by any of the involved persons, not necessarily just the primary person or the one closest to the incident. Any exposure is sufficient to warrant referral to the psychological for an initial consultation.
 2. The employee's Bureau Commander shall be immediately notified, as well as the Duty Commander during non-business hours.
 3. Such notification shall be documented and immediately sent to the Commander of the Human Resources Division in a sealed envelope.
 4. A Bureau Commander may authorize up to three (3) days administrative time off (with pay) for any employee who has been involved in a work-related traumatic incident. In making this determination, the Bureau Commander may consider the advice of any departmental psychologist, member of the clergy, incident commander, the employee's supervisor or any other source. Traumatic incident administrative leave is to be used judiciously and only when absolutely necessary for an employee to recuperate from the temporary effects of a traumatic incident.
- (b) Initial contact with the employee should be made immediately but shall be made no later than 48 hours after the incident. Follow-up sessions may follow as determined by the psychologist.
 1. Contact with psychologist services is mandatory in all officer-involved shootings.
 2. Procedures for obtaining the psychologist's names and phone numbers are available in the Watch Commander's Office or the PD Human Resources Division.

1040.3 ADMINISTRATIVE CONSULTATION

The Department Psychologist shall serve as a consultant in the following areas as requested:

- (a) Psychological assessment of specified Police Department applicants;
- (b) Fitness for duty evaluations;

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- (c) Field Emergencies;
- (d) Clinical training needs for personnel; and
- (e) Crisis Negotiating Team.

1040.4 CONFIDENTIAL COUNSELING FOR POLICE PERSONNEL AND /OR FAMILY MEMBERS

- (a) Short-term confidential counseling may be offered to Police personnel and-or family members for emergency situation, and is not intended to replace services available on a private basis. Long-term therapeutic needs shall be referred to qualified outside resources.

1040.5 CONFIDENTIALITY STATEMENT

- (a) Under California law, and by specific agreement with the administration of this Department, all communications between Department personnel and psychologists for psychological services transmitted in the course of a client-therapist relationship are confidential and shall not be disclosed to any third person(s) by the therapist without the express consent of the client.
- (b) The client has the sole right (privilege) to such communications and information disclosed in a session and is the only one who may approve the transmission of such information to any other third person(s). Any such approval on the part of the client to disclose or transmit information shall be obtained from the client before such disclosures are made unless one of the following exceptions exist:
 1. Prior approval is not necessary in those cases where the employee is required to consult the psychotherapist and a Status for Duty report is being prepared for the Department.
 2. Prior approval is not necessary when the applicant or employee is aware that the Department will receive a report following consultations with the psychotherapist. These situations include those in which disclosure is reasonably necessary for the accomplishment of the purpose for which the psychotherapist is consulted (Evidence Code 1012).
 3. Where the client so directs or authorizes the psychotherapist to make certain disclosures to specified persons. Then, only such disclosures as having been authorized by the client can be made. All other information must continue to be held in confidence by the therapist (Evidence Code 1014).
 4. Where the services of the psychotherapist are sought or obtained to enable or aid anyone to commit or plan to commit a crime or tort or to escape detection or apprehension after the commission of a crime or tort (Evidence Code 1018).
 5. If the psychotherapist has reasonable cause to believe the client has an emotional or mental condition so as to be dangerous to himself or to the person or property of another and that such disclosure of the communications is necessary to prevent the threatened danger (Evidence Code 1024).

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6. A health practitioner must report any instance where they reasonably suspect that mental suffering or physical abuse has been inflicted on a child (Penal Code 11166).

1040.6 CONCLUSION

This policy establishes the parameters and functions of the process for psychological services. Within these guidelines, limitations exist due to time and availability of personnel. Matters that are strictly personal and not job related should be referred to the City's Employee Assistance Program or the employee's individual medical coverage. For further information or assistance, contact the Commander of the Human Resources Division.