City of Henderson
Public Safety Wellness Program

General

The Public Safety Wellness Program (PSWP) consists of programs designed to assist Police and Fire Department (PD/FD) employees including, Lifeline, the Chaplain Program and the Critical Incident Stress Debriefing Program. The PSWP Manager manages, coordinates and oversees these programs, as well as, offers crisis intervention and referral assistance to PD/FD Department employees. The PSWP Manager does not serve as a substitute mental health provider for employees needing on-going counseling/treatment; however, the PSWP Manager may assist in making the appropriate referrals for employees. Under no circumstance should the PSWP Manager be considered an employee’s treating clinician or health care provider.

The PSWP exists for the following purposes:

- Immediate Crisis Intervention;
- Improving employee wellness within PD/FD;
- Providing educational training to the first responder related to the awareness, prevention, mitigation and treatment of mental health issues;
- Initial intake assessment of employee’s related concerns; and
- Where an employee’s situation requires on-going counseling/treatment and/or exceeds the scope of services normally provided by the PSWP Manager, the PSWP Manager may facilitate employee referral(s) to the appropriate community-based program or outside provider.

PSWP Manager Responsibilities

The PSWP Manager reports directly to an Assistant City Manager or designee and shall be responsible for administering and managing the PSWP. The PSWP Manager’s primary responsibilities include, but are not limited to:

1. Maintain statistical data on the number of clients, contacts, nature of service, and number of hours of service provided on a monthly basis (without disclosing identifiable health information);
2. Advise City Management, and Police and Fire Chief’s management team of any overall trends and issues they have identified directly affecting the PD/FD Departments and provide recommendations to address the concerns;
3. Assist PD/FD with finding appropriate medical providers and local mental health treatment in the community;
4. Manage, coordinate and supervise employees who work within the PSWP, if applicable;
5. Manage the Lifeline program;
6. Develop training, activities and programs designed to promote wellness for PD/FD employees;
7. Provide crisis intervention services, including initial intakes of employees in crisis, showing up on scene for critical incidents when requested, and participating in Critical Incident Stress Debriefings;
8. Maintain strict confidentiality of information provided by employees seeking services from the PSWP Manager in accordance with the law and these guidelines;
9. Coordinate with Benefits in the Human Resources Department for the purposes of determining if referrals are within network, and if not, assist with getting the providers to contract with the health plans to become in-network or provide another alternative;
10. Research and find mental health providers in the community who specialize in working with public safety employees and work with the Benefits section of the Human Resources Department;
11. Provide suggestions to Benefits in the Human Resources Department for improving the mental health services available under the Self-Funded Insurance;
12. Work closely with the members of the Chaplain Program and the Critical Incident Stress Debriefing Program;
13. Create educational programs and documents and train PD/FD employees on topics concerning awareness, prevention, mitigation and treatment of mental health issues including those that are required by NRS 616C.180; and
14. Other tasks as assigned by the Assistant City Manager or designee.

This list is not exhaustive and other responsibilities may be assigned per the direction of the Assistant City Manager.

Confidentiality

The PSWP Manager is REQUIRED to protect the confidentiality of employees. The PSWP Manager must maintain strict confidentiality of health related and identifiable information obtained while providing services offered through PSWP, unless an exception below applies.

1. Failure to maintain confidentiality as set forth in this guideline will lead to disciplinary action, up to and including termination. The information given during a PSWP contact will remain confidential and will not be discussed with anyone outside of PSWP unless:
   a. The employee gives written consent by signing an "Authorization to Release Health Information" form identifying who is authorized to receive the information (an Authorization to Release Health Information may be required where an employee needs assistance with referrals); or
   b. The employee gives written consent by signing an “Authorization to Release Health Information” form, authorizing the PSWP Manager to communicate with PD/FD Lifeline representatives; or
   c. The employee reveals information that falls outside of the statutorily granted confidentiality privileges and protections (see "Exceptions" below).

Exceptions to Confidentiality
There are several exceptions to the general principle of confidentiality. These are established by State law in NRS 49.293 and NRS 281.805. Employees who participate in the PSWP have a privilege to refuse to disclose, and to prevent any other person from disclosing any confidential communications, unless the communication is any of the following:

1. Any explicit threat of suicide;
2. Any explicit threat of imminent and serious physical harm or death to a clearly identified or identifiable person;
3. Any information relating to the abuse or neglect of a child, older person or vulnerable person, or any information that is required by law to be reported;
4. Any admission of criminal conduct;
5. The law enforcement or public safety personnel who were a party to the communication waive the confidentiality of the communication; or
6. A court of competent jurisdiction issues an order or subpoena requiring the disclosure of the communication.

The PSWP Manager will only divulge information, without authorization or waiver, when one of the above exceptions applies. This means that the PSWP Manager will not share information with Human Resources or an employee’s chain of command without authorization, a waiver, or if one of the above exceptions applies.

Human Resources handles requests for accommodations, light-duty requests, workers’ compensation matters, requests and approvals for a leave of absence (FMLA or otherwise), drug and alcohol self-disclosures, and/or billing concerns related to health benefits. Due to strict confidentiality restrictions, the PSWP Manager is not responsible for and cannot approve or accept requests for accommodations, light-duty requests, leaves of absences (FMLA or otherwise), workers’ compensation matters, drug and alcohol self-disclosures, and/or billing concerns related to health benefits.

**PSWP Records**

Information regarding the names of employees and the content of their conversations with the PSWP Manager will not be disclosed or released to anyone without the specific permission of the employee except as noted below and above. The PSWP Manager does not provide on-going treatment or clinical care, and in no circumstance can anyone in PSWP take on the role of an employee’s treating clinician or health care provider.

Anonymous, statistical data will be maintained by the PSWP Manager on the number of clients, contacts, nature of service, and number of hours of service. This information will be used solely for analysis and planning purposes. Such information will not identify any individual employees by name and will only be utilized for the purposes of assisting management in developing programs and policies to better deal with employee needs.
Referral to the PSWP

Referrals to the PSWP will take two forms:

1. **Voluntary**: Employees may contact the PSWP Manager directly for assistance.
2. **Referral**: If there is a concern about an employee’s wellbeing, employees may be referred to the PSWP by their supervisor or chain of command, Lifeline, or any other employee. The PSWP Manager will not share any information related to the employee’s communications with the employee’s supervisor or chain of command, or any other employee, unless the employee provides written consent, waives confidentiality, or an Exception to confidentiality applies.

Other Related Wellness Programs and Services

**Chaplain Program**

The purpose of the Chaplain Program is to make spiritual guidance and assistance available to PD/FD Department employees and their immediate families as needed, with an emphasis on meeting the spiritual needs of the individual during a time of crisis or trouble. The spiritual providers of the Chaplain Program are available to employees who may not have their own clergy, or who need spiritual assistance from an individual who is familiar with the public safety work environment. The PSWP Manager will assist the PD/FD Departments with the recruitment, training, and retention of a diverse group of spiritual providers for the Chaplain Program.

**Critical Incident Stress Debriefing and Management Program (CISD/CISM)**

The purpose of the Critical Incident Stress Debriefing/Management Program (CISD/CISM) is to provide prompt debriefing of employees involved in critical incidents. This assistance is primarily delivered through a group meeting with the PD/FD Peer Support Team members but may include individual contacts by the PSWP Manager as well. The focus of the contact is to provide an educational experience that will mitigate the effects of stress following a critical event. This service is not intended to replace other forms of crisis intervention or psychological treatment, but to supply education and peer support as a means to normalize the effects of critical incident stress.

**Human Resources Functions**

The Human Resource Department manages and approves the following: leaves of absences (including FMLA leaves), requests for accommodations, light-duty requests and workers’ compensation claims.

The PSWP operates separately from the Human Resources Department. The PSWP Manager shall be knowledgeable about the functions performed by the Human Resources Department and may encourage employees to go to Human Resources with an issue or concern. However, the PSWP Manager is not responsible for:

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• Leaves of Absences (FMLA)
• Medical Benefits
• Requests for Accommodations
• Workers’ Compensation
• Employee Assistance Program (EAP): The purpose of the Employee Assistance Program (EAP) is to help supervisors and employees address work and life challenges before such challenges significantly impact overall physical and mental health, job performance, financial wellbeing, or other important areas of an employee’s life.

Lifeline
The purpose of Lifeline is to assist PD/FD employees who are experiencing personal or job-related problems. The program offers all PD/FD employees an objective and non-judgmental resource to contact for advice and assistance in dealing with problems which may or may not affect job performance. The Lifeline program is managed by the PSWP Manager, but the sworn officers will report to the Chief of Police and firefighters will report to the Chief of the Fire Department or their designee. As PSWP is a part of the Lifeline program, Lifeline may share confidential information with the PSWP Manager. The program is available to all PD/FD employees and their immediate families.

Other Services
The PSWP Manager may provide other assistance to PD/FD employee’s with other issues as deemed appropriate by the Assistant City Manager. The PSWP Manager may also assist family members of employees in certain situations, such as in the death of an employee.