



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Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):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 \(Formerly 1-11 and 1-14\)](#)
[1-36 Department Personnel Wellness Program](#)

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D. Rescinded Special Order(s)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)



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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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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;

N/A

3. Provide emotional support to Department personnel or their family members, or those exposed to a critical incident, consistent with SOP Behavioral Sciences Section. The tiers for critical incidents are outlined in SOP Officer Wellness (refer to SOP Officer Wellness for sanction classifications and additional duties);

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



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- 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.



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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.

N/A

- 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.