

**COUNTY OF MONROE  
OFFICE OF THE SHERIFF  
ROCHESTER, NEW YORK**

<b>GENERAL ORDER MULTI-BUREAU</b>	<b>DATE OF ISSUE SEPTEMBER 24, 2024</b>	<b>EFFECTIVE DATE SEPTEMBER 24, 2024</b>	<b>NO. 097-24</b>
<b>SUBJECT: GENERAL ORDER  Employee Assistance Program (EAP)</b>		<b>DISTRIBUTION  All Personnel</b>	<b>AMENDS</b>
<b>REFERENCE: NYSLEAP 4.1, 18.1</b>			<b>RESCINDS 097-18</b>

**Purpose:** To establish guidelines for the Monroe County Sheriff's Office (MCSO) for the availability and use of the Employee Assistance Program (EAP) by employees, their immediate family, or significant other who resides in the employees household; and may be suffering from personal, job related, or health issues that may adversely affect the employee, the employees job performance or their family.

**Policy:** It shall be the policy of the MCSO to recognize the numerous pressures of the law enforcement profession on its employees and their family. The MCSO shall endeavor to assist the employee by providing an EAP for the employee to seek help in areas of life management problems before they affect the employee's personal well-being.

The EAP will be administered by a competent N.Y.S licensed health care facility with which Monroe County maintains a contract, currently UR Medicine at (585) 475-0432. The EAP will guarantee strict standards of privacy and confidentiality in accordance with state and federal guidelines, except as outlined in I. B. (3) and I. C. (1). The services available include, but are not limited to:

1. Marriage and family issues
2. Parent-child relations
3. Alcohol and/or drug use
4. Financial or legal problems
5. Mental health and stress issues
6. Single parent issues
7. Work-related problems
8. Critical Incident Counseling

**I. Program Outline: The program will consist of three basic components**

**A. Voluntary or Self-Referral**

1. Employees, their immediate family, or significant other, who desire to utilize EAP will contact the EAP provider's confidential telephone service. The MCSO will maintain postings throughout all MCSO Bureaus with the EAP provider's

telephone number. This posting will be displayed conspicuously in appropriate, readily visible areas; (i.e. roll call areas and breakrooms) as approved by the Sheriff or his designee. The EAP provider's information will also be maintained on the MCSO's intranet, Monroe County intranet or available by contacting MCSO Human Resources Liaisons.

2. To maintain confidentiality, the EAP provider will provide the employee a confidential patient identification number. This number will not be the employees' social security ID number. The patient identification number will not enable the County to identify the participating employee.
3. The employee, their immediate family or significant other, may consult with the EAP professionals up to three (3) times per issue, per person at the expense of the County. There is no limit to the number of issues.
4. If further consultation is required beyond the three (3) times per issue per year covered by the County, the EAP provider will work with the employee, their immediate family or significant other to arrange for counseling services outside of the EAP with a certified mental health provider. It will be the responsibility of the employee to arrange payment for these services.

**B. Mandatory Referral for Critical Incidents**

1. A Critical Incident is a potentially traumatic incident that includes, but is not limited to, an officer involved shooting, mass casualty or potentially traumatic event.
- \* 2. The Bureau Chief or his designee will determine the need for any employee(s) who were involved in or witnessed a Critical Incident to be referred to EAP or MCSO Health and Wellness. Attendance is mandatory in the event of a referral under this section.
3. The EAP provider will be required only to verify the employee's attendance at the mandated sessions. The employee will be required to sign a release form MB-175 Authorization for Release of Behavioral Health Information for disclosure of attendance with the EAP provider and will be mandated to attend all sessions prescribed by the EAP provider. Form MB-175 shall be returned to the Secretary for the Undersheriff.

**C. Referral by Mutual Agreement**

In the event an employee is already participating in an EAP program, and becomes involved in a discrepancy proceeding which results in counseling, the Sheriff or his designee, and the employee may determine to continue to utilize the services of the EAP. EAP referrals will not constitute "Fitness for Duty" evaluations.

By Order of the Sheriff,



Todd K. Baxter