



ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS

SOP 1-10

Effective: 12/17/2020

Review Due: 12/17/2021

Replaces: 06/27/2016

1-10 PEER SUPPORT PROGRAM

Related SOP(s), Form(s), and Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[1-20 Behavioral Sciences Section \(Formerly 1-11\)](#)

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D. Rescinded Special Order(s)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 establish a Peer Support Program (PSP) for both sworn and civilian personnel.

The Albuquerque Police Department (Department) recognizes that sworn and civilian personnel 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 Department to provide opportunities and procedures for personnel to give support to, and receive support from, their peers during stressful times.

1-10-3 Peer Support Roles and Responsibilities

A. Peer Support Program Board (PSPB)

The PSPB is responsible for the long-term, effective operation of the PSP, including guiding the PSC and selecting Peer Support Team Members (PSTM). The PSC serves as the chair and non-voting member of the PSPB, except in cases of a tie.

B. Peer Support Program Coordinator (PSPC)



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A civilian employee who performs administrative functions for the PSP, including but not limited to: scheduling of training or meetings, coordinating an on-call list, maintaining contact numbers, and preparing statistical data for reporting and monitoring purposes.

C. Peer Support Team Member (PSTM)

A current sworn or civilian employee who provides peer support. The PSTM's role is to assist Department personnel who may be experiencing difficulties while coping with specific mental and psychological stressors related to duty assignments. PSTMs are required to attend Department training and quarterly meetings. PSTMs shall provide a contact phone number to facilitate communication. PSTMs do not provide professional mental health care.

2

D. Confidentiality

1. Confidentiality is essential to the integrity of the PSP.
2. All communications with individuals seeking assistance shall be kept confidential, unless otherwise required by this policy.
 - a. The PSTM is required to confer with the on-call Behavioral Sciences Section (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
 - v. There is reasonable suspicion that domestic violence occurred or is occurring.
 - b. The confidential peer support activity summary shall only be used to evaluate and improve the PSP.
 - c. The confidential peer support activity summary shall not include identifying information regarding the individual seeking peer support.
 - d. PSTM shall advise peers seeking assistance that communications are confidential, providing that maintaining such confidentiality does not violate any law or Department policy.

1-10-4 Procedures

A. The goals of the PSP are:

1. To provide a means for immediate, peer-driven emotional support during and after a personal or professional crisis, serious illness, or injury;
2. To identify resources, including referrals for professional assistance;



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3. To recruit, select and train PSTM who can identify personal struggles, offer support, and provide guidance to Department personnel; and
4. To establish guidelines for PSP team functions and team members' roles.

B. Appointments to the PSPB

1. The Chief of Police or their designee along with the assistance of the PSPC, selects a seven (7) member board. Members serve a maximum term of three (3) consecutive years. The Board consists of:
 - a. One (1) sworn supervisor Sergeant or above;
 - b. One (1) sworn Field Services Bureau (FSB), Patrolman 1st Class (P1/C);
 - c. One (1) sworn Investigative Unit 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) Behavioral Sciences Section (BSS) clinician (non-voting member).
2. The criteria for board membership is set out in the Peer Support Program Handbook.
3. The PSPB recruits and selects team members based on criteria developed by the PSPB. Criteria include factors such as the applicant's education, relevant training, maturity, judgment, and professional standing in the Department.
4. Team members may be removed for cause at any time by the Chief of Police.

6

C. PSPC Duties

1. The PSPC performs the following duties:
 - a. Maintains a dedicated telephone line to receive and route the requests for emotional support and assistance from Department personnel, or their family members;
 - b. Creates and updates an on-call roster for team members and provides the on-call roster to the Emergency Communications Center (ECC) supervisor;
 - c. Posts the team flyer on bulletin boards at each of the Department's facilities and on the APDWeb/Protopage;
 - d. Routes assistance requests to PSTMs;
 - e. Ensures PSTMs complete the required peer support training;
 - f. Maintains confidential peer support activity summary records to review at quarterly team meetings; and
 - g. Compiles a quarterly utilization report for the program.



ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS

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6

D. PSTM Duties

1. PSTMs perform the following duties:
 - a. Assure availability for phone call contacts when on-call;
 - b. Provide peer support services during critical incidents when requested by an officer, on-scene supervisor, or ECC supervisor;
 - c. Provide emotional support to Department personnel, family members, or those exposed to a critical incident, consistent with SOP Behavioral Sciences Section;
 - d. Provide additional follow-up resources and referrals for mental health and well-being assistance;
 - e. Complete a confidential peer support activity summary for each contact and provide it to the PSPC; and
 - f. Ensure that sworn personnel may participate in an on-call rotation to respond to requests for assistance.

E. Training

1. All PSTMs, regardless of position, shall receive training offered by the International Critical Incident Stress Foundation (ICISF) or a similar organization. Prospective team members shall not be added to the on-call roster until they complete this training.
2. The PSPB shall consult with the BSS clinician regarding recommendations for additional PSTM training.
3. Any recommendations for training made by a BSS clinician, or other mental health professional, may be offered to team members as in-service training if it is relevant to the mission and purpose of the PSP.
4. PSPB shall evaluate and update the training requirements every two (2) years, following consultation with a BSS clinician.
5. PSPC shall coordinate training for PSTMs topics for training to include, but are not limited to:
 - a. Individual crisis intervention;
 - b. Peer support; and
 - c. Ethics and confidentiality.

F. PSPB Meetings

1. The PSPB shall meet quarterly to review and evaluate the PSP.
2. Additional meetings may be held to meet the needs of the PSP responsibilities.