

State of Utah DEPARTMENT OF NATURAL RESOURCES POLICIES AND PROCEDURES	REF. NR-97-D-1	PAGE 1 of 4
	EFFECTIVE DATE 06/28/97	
	REVISION DATE	
SUBJECT: Utilizing Psychological Services		
Ted Stewart, Executive Director		

I. PURPOSE

The purpose of this policy is to establish that the department recognizes that psychology can make a contribution to the all Natural Resources' employees. The psychological services program is dedicated to the well-being of the officer and that officer's family as well as the effective and efficient delivery of services to the citizens of the state.

II. POLICY

This policy will serve to designate the direct service responsibilities, consultation role, training responsibilities and crises intervention role of the department psychological services program. It specifies guidelines for the implementation of psychological services and defines relevant terms. It also recognizes the uniqueness of people and it assumes that, though the guidelines discussed are the best general approach, situations may require a certain degree of flexibility in the delivery of human services. Consequently, the following are general guidelines, not inflexible rules.

III. SERVICES

The specific services are outlined as follows:

- A. Employee Service Program: An employee of the department may consult with and engage in psychological services on a voluntary basis. Employees are asked to contact the Human Resource office for further information. All discussions between the employee and the Human Resource office will be held strictly confidential.
- B. Evaluations: Psychological evaluations and mental health assessments may be undertaken at the request of a division or the department. Such evaluations may include:
 - 1. Assessment and screening of employees as one aspect of the pre-employment testing phase.
 - 2. Fitness for Duty Evaluations: Such evaluations may be requested because of:
 - a. Complaints received or sustained.

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- b. Observation of questionable performance by other officers or supervisory personnel.

In all such division/department ordered evaluations, the client in the respective division within the department and the subject of the evaluation is the individual employee. Written reports generated become the property of the department. There is no personal confidentiality of the subject employee.

- C. Training: Certain curriculum for both basic recruit training and in-service training may be developed and implemented. These training programs include but are not limited to the following:
 - 1. Recognition and management of abnormal behavior.
 - 2. Crisis intervention techniques.
 - 3. Stress management.
 - 4. Anger management.
- D. Consultation: Such assistance is available to administration and first-line supervisors in specific situations including:
 - 1. Consultation regarding problem employees.
 - 2. Consultation for officers providing peer assistance to other officers.

IV. PROCEDURE

- A. Self-referral: Evaluation or counseling may be obtained by an employee for the employee with the help of the Human Resource office. Employees are encouraged to contact the Human Resource office to obtain specific instruction. All discussions will be held strictly confidential.

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- B. Division/department referral: With approval of the Human Resource office, evaluation or counseling may be ordered by a regional supervisor, parks regional manager, law enforcement coordinator/operations coordinator or director when reasonable cause or present circumstances dictate a need for a referral. Such referral may be recommended by immediate supervisors but may only be ordered by the above persons.

These referrals will be confidential in nature. They will require a written report from Associated Behavior Consultants to be sent to the Human Resource office. Any information contained in a report will remain confidential and will not become a part of the employee's personnel file.

All billing will come through the Human Resource office who will then disburse.

- C. Curriculum development for law enforcement personnel: Classes will be formulated for recruits to instruct them in the types of abnormal behavior which will be encountered by field officers and appropriate response techniques for each.

Classes will be designed to teach recruits how to deal with crisis situations that will be encountered by field officers and appropriate intervention techniques, including aspects of officer survival techniques.

Classes will be formulated for all officers to deal with the management of personal stress both on and off duty. These shall include, but not be limited to, anger management, auto-hypnosis and bio-feedback techniques.

Psychological service provider will retain administrative contact with the department/divisions and assist in formulating, developing and implementing new types of psychological services as the need arises and such techniques are developed. This is an ongoing commitment by the psychological services people and department administration to its officers.

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- D. Records and reports: Associated Behavior Consultants shall be responsible to submit to the department such statistical reports as deemed necessary for evaluation. The reports shall not violate confidentiality or contain personal identifiers or other information to make individual identification possible.

All for cause psychiatric or psychological reports will be maintained in a separate, confidential file in the Human Resource office. Access to such files will be on a "need to know" basis as determined by the Human Resource director.

Psychological reports used in pre-employment screening shall be kept by the training officer (for law enforcement personnel only) until the recruit/officer successfully completes his/her probationary period. The report shall then be destroyed and replaced with a letter verifying that a psychological evaluation was completed.

Psychological reports developed pursuant to fitness for duty questions shall be maintained in a separate confidential file in the Human Resource office. Access to such files will be on a "need to know" basis as determined by the Human Resource director.

All confidential reports and clinical records retained by a Psychology Consultant shall be retained for a period of 10 years before being destroyed in accordance with guidelines held by the profession.