

HONOLULU POLICE DEPARTMENT

POLICY HUMAN RESOURCES AND TRAINING

May 8, 2018

Policy Number 3.14

HUMAN SERVICES UNIT

POLICY

Employees of the Honolulu Police Department shall be guided by this directive when requesting the assistance of the Human Services Unit (HSU).

PROCEDURE

I. ORGANIZATION

- A. As a part of the Special Field Operations Bureau, the HSU reports directly to the assistant chief in charge of the bureau.
- B. The HSU consists of a police psychologist who coordinates the activities of the unit and a psychological assistant.

II. HSU SERVICES

The primary function of the HSU is to provide psychological and other counseling services to include those listed below:

- A. Where indicated, provide therapy to personnel who directly request assistance or referrals;
- B. Provide therapy to personnel whose supervisors have recommended that they seek help;
- C. Provide assistance to personnel whose supervisors or family members have requested such assistance;
- D. Conduct psychological evaluations of personnel as ordered by the Chief of Police;

- E. Conduct psychological tests of applicants for departmental positions;
- F. Defuse and debrief personnel who are involved in incidents that require extraordinary effort by those involved to cope with the experience (e.g., all personnel who have discharged their firearms outside of training exercises);
- G. Coordinate services with the Peer Support Unit (PSU) of the Community Affairs Division for personnel who need continuous observation and/or help;
- H. Teach psychological education classes, such as stress awareness and stress management courses, to departmental personnel;
- I. Provide regular consultation to the Crisis Negotiation Team;
- J. Provide consultation to the administration regarding issues of a psychological nature; and
- K. Serve as a liaison to promote positive relationships between the police and the community, mental health organizations, and social service agencies.

III. INCIDENTS INVOLVING INDIVIDUAL STRESS/INJURY/DEATH

- A. The police psychologist or designee shall be notified at once when a member of the department is killed, seriously injured, involved in a critical incident, or subjected to extraordinary stress (e.g., from killing or injuring someone, witnessing the death of a colleague, or being exposed to life-threatening diseases).
 - 1. The officer in charge at the scene shall ask the Communications Division to notify the police psychologist in accordance with Policy 8.01, DEPARTMENTAL NOTIFICATION PROCEDURES.
 - 2. The Communications Division's watch commander or dispatcher in charge shall ensure that the notification is made as soon as possible.

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- B. In such cases, the police psychologist or designee shall provide emotional support at the scene, continuing support (if needed) at the hospital, and information to the supervising police psychologist who will determine the need for follow-up action.
- C. Assistance will be coordinated with the PSU.
- D. When necessary, the HSU and PSU shall also provide assistance to personnel who were not at the scene but who need assistance because of their relationship to those who were.

IV. INCIDENTS INVOLVING GROUP STRESS; CRITICAL INCIDENT STRESS DEBRIEFING

- A. Some incidents may find more than one member of the department at a scene that causes extraordinary stress (e.g., natural disasters, plane crashes, mass murders, an exchange of gunfire involving several officers, or a particularly gruesome death). Such incidents may call for critical incident stress debriefing.
- B. In a critical incident stress debriefing, a trained team assists those exposed to stress to express themselves and gives them information about the possible effects of the stress to which they have been subjected. The purpose of this activity is to prevent post-traumatic stress disorders.
- C. A critical incident stress debriefing must always be conducted in the presence and under the authority of a psychologist or psychiatrist. Other members of the debriefing team must have completed the authorized training course for this activity.
- D. A critical incident stress debriefing may be requested by those involved in the incident, advised by the police psychologist, or recommended by supervisory personnel and/or PSU personnel.

V. REQUESTS FOR PSYCHOLOGICAL AND OTHER COUNSELING SERVICES

- A. During normal working hours, personnel seeking psychological and other counseling services should contact the HSU office. Personnel who, for any reason, wish to contact a psychologist directly may call the psychologists' office number or cellular telephone number.
- B. Outside of normal working hours, personnel may contact the Communications Division, which will relay the message. Personnel who, for any reason, do not wish to go through the Communications Division may call the psychologists' cellular telephone number.
- C. Contact information for the HSU office is listed on the attachment.


SUSAN BALLARD
Chief of Police

Attachment

Post on bulletin
board for one week

Policy first issued
March 29, 2002

**May 8, 2018
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HSU Office Contact Information

Location: 925 Dillingham Boulevard, Suite 170

Telephone Numbers: [REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]