


FLORIDA HIGHWAY PATROL POLICY MANUAL

	SUBJECT EMPLOYEE EARLY INTERVENTION SYSTEM	POLICY NUMBER 8.03
	APPLICABLE CALEA STANDARDS 35.1.9, 33.1.5	ISSUE DATE 01/01/06
		REVISION DATE 01/10/12
		TOTAL PAGES 3

8.03.01 PURPOSE

The Early Intervention System (EIS) provides systematic reviews of specific, significant events involving FHP employees. This system is necessary for FHP to exercise its responsibility to evaluate, identify, and assist employees who exhibit signs of stress, unusual behavior or work performance problems.

8.03.02 POLICY

It is in the best interest of the public and FHP to identify those employees who may be experiencing problems, and provide them with additional training, counseling, or ultimately to modify behavior through remedial, corrective or punitive action. The EIS is only one of the methods by which employees are identified as possibly needing assistance with performance problems. The EIS is intended to provide a systematic approach to highlighting tendencies that may otherwise be overlooked.

8.03.03 DEFINITIONS

EARLY INTERVENTION SYSTEM (EIS) – A systematic approach to identify employees who may need assistance and tracks action taken to assist the employee.

8.03.04 PROCEDURES

A. STRESS MANAGEMENT

The Florida Highway Patrol is committed to a program of stress management for its employees. If an employee detects stress related behavior that is adversely affecting or may affect adversely an employee's performance of duties, the Troop Commander shall be notified so that appropriate actions may be taken.

1. Each Florida Highway Patrol supervisor has no greater obligation than to monitor and promote the well being of subordinates. Supervisors should be conscious of symptoms related to internal or external stress of an employee. Radical behavior changes manifested by an individual in any of the following areas, for example, should be considered as an indicator of potentially serious problems:

- a. Productivity.
 - b. Personality.
 - c. Absenteeism
 - d. Bizarre behavior.
 - e. Suicidal tendencies.
 - f. Severe medical problems.
 - g. Alcoholism or drug use.
2. Every supervisor, upon noticing or becoming aware of unusual behavior patterns by any Division employee that would indicate stress-related problems, shall immediately notify his/her immediate supervisor and Troop Commander. Troop Commanders will be responsible for documenting the unusual behavior patterns and making appropriate recommendations to the appropriate Deputy Director.

B. RUDE/DISOURTEOUS BEHAVIOR TOWARD THE PUBLIC

Employees with a work history of rude or discourteous behavior toward the public will be evaluated by the GHQ Staff for one or more courses of action based on the following guidelines:

1. Documented Discussion - When an employee accumulates three citizen complaints alleging rude or discourteous behavior within any three year period resulting in a sustained or not sustained finding, the Troop Commander shall personally discuss the complaint history with the employee to determine if the employee is affected by stress or other issues that influence the employee's performance of duty. Exonerated or unfounded findings shall not be considered in making this determination.
2. Remedial Training - When an employee accumulates four citizen complaints alleging rude or discourteous behavior toward the public within a three year period resulting in a sustained or not sustained finding, the employee shall be required to attend a Division approved remedial training program. The purpose of the remedial training is to reinforce proper procedures for handling contact with the public by employees and to assist the employee in recognition of factors that may cause or contribute to citizen complaints alleging rude or discourteous behavior. Exonerated or unfounded findings shall not be considered in making this determination.
3. Fitness for Duty Evaluation - When an employee accumulates five citizen complaints all alleging rude or discourteous behavior toward the public within a three year period resulting in a sustained or not sustained finding, the employee may be required to submit to a medical evaluation to determine fitness for duty pursuant to DHSMV Policy #5.06. The purpose of the professional evaluation is to determine the employee's continued fitness for duty and to identify and assist the employee in recognition of

factors that may cause or contribute to citizen complaints alleging rude or discourteous behavior. Exonerated or unfounded findings shall not be considered in making this determination.

- C. **USE OF CONTROL REVIEW SYSTEM:** This system is designed to supplement existing departmental programs created to identify and assist employees with job stress and/or performance problems. The review of the Supervisory Use of Control Report should be used by supervisors as another resource in determining if job stress or performance problems exist. It is intended to serve as a resource for evaluating and providing guidance to the employee.
- D. The Chief Investigator is responsible for conducting an annual review of the Employee Early Intervention System.