

## Psychological Services Bureau - Unit Orders

---

### • Unit Order #19-0001 HANDLING SWORN EMPLOYEE FIREARMS

**Effective Date: June 24, 2019**

#### **BACKGROUND:**

During the course of operations, PSB psychological staff has, on rare occasions, found it necessary to relieve a sworn Department member of a firearm due to the need for an urgent/emergent voluntary hospitalization, due to the risk of self-harm. Such events have typically happened when the sworn Department member brought a firearm with them to an intake or counseling session that resulted in a hospitalization without there having been the opportunity for the sworn employee to have advance notice of the voluntary hospitalization plan (immediate hospitalization). This unit order details as specifically as possible the procedures that should be followed when such an event occurs.

#### **PROCEDURE:**

On the rare occasion that a sworn client requires a voluntary psychological hospitalization due to risk of self-harm, on an emergency basis directly from a PSB office, and has a firearm in his/her possession, including in a vehicle, and there is no other alternative but to secure that firearm in the PSB safe in the vault room at the Wilshire office, that firearm may only be secured by a sworn member of the PSB staff. Non-sworn members may not handle, render safe, or secure that firearm. As the Bureau has only two sworn members, one of them must be contacted to handle the surrendering of the firearm. No plan to secure a sworn member's firearm shall be initiated without prior notification to, and consultation with a PSB psychologist/manager.

If such a situation occurs, and a sworn member of the Bureau is not available, another means of securing the client's firearm, if necessary, will be determined on a case by case basis with consultation from a PSB supervisor. Every effort must be made to ensure the client's safety first, and their confidentiality, to the extent that such is possible.

At the time PSB takes possession of the firearm, a firearms receipt shall be completely filled out, witnessed, and given to the sworn employee/client. The client must also sign the receipt. The treating/responding psychologist is responsible for overseeing the immediate scanning of that receipt into the client's eHR, and shall provide appropriate documentation in the intake or progress note indicating the date and time PSB took possession of the firearm and the reason for doing so. Once the assessing psychologist determines it is safe to return the firearm to the sworn member, it is to be returned to the sworn employee by a sworn PSB staff member, a return receipt shall be witnessed, issued to and signed by the client. The treating psychologist is responsible for overseeing the immediate scanning of the return receipt into the client's eHR and shall provide appropriate documentation in the progress note indicating the date and time PSB returned the firearm to the client, logistics, the UOA, or other authorized recipient, and the reason for relinquishing the firearm at that time.

Every effort should be made, as may be practicable, to limit the amount of time that any sworn member's firearm remains in PSB's safe. The treating psychologist shall keep their supervisor frequently updated as to

the status of the client and the plan to return/relinquish the firearm to the client or other authorized recipient.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

## • **Unit Order #19-0002 CLINICAL & CONSULTING FORMS AND RECORDS**

**Effective Date: June 27, 2019**

### **PURPOSE OF ORDER:**

The purpose of this order is to re-brief PSB personnel who are involved in any form of clinical record keeping regarding the time frame for completion of forms and records including the Consultation Activities Logs (CALs) and clinical records.

### **SCOPE OF ORDER:**

This order applies to all Psychologist and Deputy Sheriff Personnel who conduct or are involved in any counseling, outreach, consultation, and/or emergency response activity during office hours, or when on-call.

### **ORDER:**

All electronic health records, clinical paperwork, and all other related documentation forms (including CALs) must be efficiently, accurately, and thoroughly completed as soon as possible (submission is not to exceed three business days). If this is not possible, a supervisor must be notified as soon as possible to address the conflict or problem.

With specific regard to the CAL, this form may only be kept "open or pending" beyond the timeframe noted above with supervisor approval, based on the nature and circumstances of the event (i.e., roll out, outreach, other urgent or emergent consultation, etc.)

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

## • **Unit Order #19-0003 PSB MISSION - CORE STANDARDS & EXPECTATIONS**

**Effective Date: September 6, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth the Bureau's Mission Statement and Values that guide what we do and how we execute our job responsibilities.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

PSB personnel will adhere to the Bureau's Mission Statement which is "to provide the best in law enforcement psychology services."

In choosing to work at PSB, staff members shall commit oneself to performing his/her duties with the common Bureau vision, dedication to the mission, high competence that is informed by science, open collaboration, and strict adherence to the most current American Psychological Association Ethical Principles of Psychologists and Code of Conduct as well as the most current versions of the Department and PSB's Manual of Policy and Procedure.

In order to fulfill the Bureau's Mission Statement, all personnel will maintain a high level of professionalism that includes treating every colleague and those who seek PSB services with respect, sensitivity, and the appropriate level of responsiveness that best serve the needs of "clients." Business relationships shall never be manipulated or exploited for personal gain.

If there is any violation of the above standard and expectations, the employee will be orally counseled. The second violation will result in progressive discipline, unless the severity of the violation circumstance requires a higher level disciplinary action. If at any time, an employee is not clearly accountable and does not take prompt corrective actions for performance or conduct issues, an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #19-0003 has occurred. The PLE may be noted in the employee's annual performance evaluation.

---

• **Unit Order #19-0004 CHAIN OF COMMAND**

**Effective Date: September 6, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to make it explicit that the Department operates using a chain-of-command model.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

All PSB staff are accountable to all managers at the Bureau. However, the chain-of-command shall be respected and adhered to at all times, regardless of sworn or civilian status. All staff have a designated immediate supervisor and shall attempt to communicate with their immediate supervisor first on business matters. The few exceptions where the immediate supervisor is not initially contacted includes -1-on-call activations where there is a pre-designated back-up on-call supervisors schedule to follow; -2-any emergency situations or other time-sensitive matters that require prompt notification and the immediate supervisor is unavailable for consultation, and/or direction; -3-when the immediate supervisor is on rdo, sick, or on vacation; and -4-when filing an equity or workplace violence allegation against a manager(s).

At any time when the chain-of-command will be violated, the immediate supervisor shall be notified in-advance with an explanation by the employee. If advance notice is not possible, clear communication of the reason shall be given in writing to the immediate supervisor as soon as possible. In the rare case that an employee bypasses the chain-of-command completely at PSB and conducts business and/or makes notifications directly to Executive and other Division level executives, the employee shall email "PSB Management" promptly to inform the managers with a detailed rationale for violating policy and procedure. POE or workplace violence allegations are exceptions to this rule.

If there is any violation of the above standard operating procedure, the employee will be orally counseled. The second violation will result in progressive discipline, unless the severity of the violation circumstance indicates that progressive discipline shall be bypassed. If at any time, an employee is not clearly accountable and does not take prompt corrective actions for performance or conduct issues, an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #19-0004 has occurred and will be noted in the employee's annual performance evaluation.

---

• **Unit Order #19-0005 WORK SCHEDULES**

**Effective Date: September 6, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

All PSB personnel shall have a standard work calendar that is approved to be in the e-Healthcare Program scheduler or the Outlook Calendar. Each psychologist's calendar should indicate their location for each working day and the key activities.

All PSB staff shall have a work schedule with a regular start and end time that is pre-approved by their immediate supervisor. Any modifications to his/her standard schedule must be authorized in-advance by the immediate PSB supervisor, with the exception of an unanticipated emergency circumstance. In the case of any unexpected emergency, the immediate supervisor (or backup supervisor when immediate supervisor is unavailable) is to be notified as soon as possible about the schedule change. Examples of when prior approval is necessary include but are not limited to changes to the standard work start or end time; requests for time off; rolling out to an emergency situation; working overtime; adjusting for pre-approved excess hours worked; LEPs scheduling field consultations; LEPs scheduling internal PSB business meetings and external business meetings; Coordinators/Liaisons scheduling Program training dates; pulling an authorized absence slip; working a different shift/hours or location from the regular approved schedule; blocking the e-Healthcare schedule or the Outlook Calendar outside the standard procedures followed by psychological staff (e.g., increasing admin hours).

If there is any violation of the above standard operating procedures, the employee will be orally counseled. The second violation will result in progressive discipline, unless the severity of the violation circumstances indicates that progressive discipline is contraindicated. If at any time, an employee is not clearly accountable and does not take prompt corrective actions for performance or conduct issues, an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #19-0005 has occurred and will be noted in the employee's annual performance evaluation.

---

**• Unit Order #19-0006 PUNCTUALITY, TARDINESS, & UNANTICIPATED ABSENCES**

**Effective Date: September 6, 2019**

**PURPOSE OF ORDER:**

---

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

If a PSB employee is going to arrive late to work on a regularly scheduled work day(s), he/she shall notify his/her immediate supervisor (or the next appropriate supervisor if the immediate supervisor is unavailable) as early as possible to avoid or minimize preventable operational disruption (e.g., late cancellation or reassignment of scheduled clients). Every effort must be made by employees to be punctual and minimize unanticipated absences in order to minimize the impact on the Bureau's operations.

In all cases of unexpectedly being late to work or calling out for illness, injury, or personal emergencies, prompt notification must be given with an explanation. The supervisor must confirm receipt of the unanticipated absence or unexpected late arrival. If supervisor confirmation is not received, it remains the employee's responsibility to ensure the request/notification is received promptly by the supervisor in order for the supervisor to properly address any operational delays or coverage issues. Psychologists are responsible for advising his/her immediate supervisor regarding any clinical concerns relating to clients being cancelled or any other pending business matters that need to be handled while the employee is out of the office (for short or extended periods of time). Upon the psychologist's return, he/she must review all clients and/or meetings that were cancelled and follow-up to make attempts to reschedule these appointments. All absences shall occur with proper leave and authorization.

Repeated problems in following the above standard procedures will result in progressive discipline. If at any time, an employee is not clearly accountable for his/her actions and does not promptly take the necessary corrective actions, an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #19-0006 has occurred during the past evaluation rating period. The PLE will be noted in the employee's annual performance evaluation.

---

**• Unit Order #19-0007 STANDARD WORK SCHEDULE & OUTSIDE EMPLOYMENT**

**Effective Date: September 6, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

All PSB personnel shall accurately report their outside employment hours and make corrections as changes occur in outside employment hours. At no time shall any employee exceed working 24 hours/week in their outside employment. At no time shall any employee request approval for outside employment which would require an adjustment of the standard scheduled work hours. PSB employees shall treat any approved outside employment as a secondary assignment, always prioritizing the duties and responsibilities of their primary employment at LASD-PSB. If performance issues are reasonably suspected to arise from the demands of the outside employment from the perspective of management, the Director will not approve further outside employment for the employee unless prompt corrections are made and maintained for three months in his/her performance and and/or conduct at PSB.

If there is any violation of the above standard operating procedure, the degree of the violation will be reviewed by management to determine if progressive discipline will be offered. If at any time, an employee is not clearly communicating honestly, being accountable for any performance and/or conduct issue(s), then an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #19-0007 has occurred and will be noted in the employee's annual performance evaluation.

---

**• Unit Order #19-0008 PSB EMERGENCY RESPONSE DURING & AFTER OFFICE HOURS**

**Effective Date: September 6, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all staff psychologists and the B-1 Deputy at Psychological Services Bureau (PSB).

**ORDER:**

When a PSB emergency rollout is required and there are no extenuating or competing factors that are essential to consider, management will select the psychologist(s) to roll-out into the field that results in the least impact to scheduled PSB trainings and counseling clients. Psychologists will be requested to roll out with priority given to the psychologist who -1-consults at the affected unit; -2-has no commitments; -3-has administrative time; -4-has flexible or non-urgent meetings or consulting commitments; -5-has scheduled clients; -6-has an rdo or vacation and volunteers to work; and -7-has a scheduled training.

Emergency response is a core job function for Industrial/Organizational Consultants, Law Enforcement Psychologists, and Deputy personnel. Although emergency responses are infrequent, staff psychologists and the B-1 Deputy may be needed for larger scale critical incidents, daytime emergency events, and an unexpected on-call vacancy. In these types of situations, a staff psychologist can be directed by a manager to respond on any day, at any time, to any location in the surrounding areas to provide PSB services. It is the responsibility of all psychologist and deputy personnel to ensure that their contact numbers are accurate and current on any updated phone rosters released by PSB. PSB managers should be promptly notified of any corrections needed.

If there is any violation of the above standard operating procedure, the degree of the violation will be reviewed by management to determine if progressive discipline will be offered. If at any time, an employee is not clearly being accountable for any performance and/or conduct issue(s) which includes immediate corrective action, then an automatic Performance Log Entry will be generated, at minimum, regardless of whether a prior violation of Unit Order #008 has occurred and will be noted in the employee's annual performance evaluation.

---

## • **Unit Order #19-0009 QUALITY ASSURANCE AUDITS & REVIEWS**

**Effective Date: September 6, 2019**

### **PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

### **SCOPE OF ORDER:**

This order applies to all staff psychologists at Psychological Services Bureau (PSB) personnel.

### **ORDER:**

PSB psychologists perform their duties under their active CA psychology license. However, client service documentation, including electronic healthcare records, are regularly audited and reviewed by managers and

the Quality Assurance Committee for the purposes of quality control, risk management, and compliance with standard procedures. All staff shall cooperate and comply with the process and make changes requested by a manager and/or the QA committee.

If, at any time, an employee interferes or fails to comply with the quality assurance process or Unit Order #19-0009, progressive discipline will be applied.

---

**• Unit Order #19-0010 INQUIRY & INVESTIGATIONS - DUTY TO COOPERATE**

**Effective Date: September 19, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate safely, efficiently, and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

All PSB staff are ordered to cooperate fully in any Department/Bureau inquiry or investigation. Any employee that withholds evidence, attempts to intimidate or influence others being interviewed, delays the inquiry or investigation, distorts information, knowingly gives false information, or interferes in any way during an inquiry or investigation being conducted by a supervisor/representative of the Department may be in violation of a series of professional codes, Department policies, and procedures.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

**• Unit Order #19-0011 PROFESSIONALISM - CONDUCT TOWARD OTHERS**

**Effective Date: September 19, 2019**

**PURPOSE OF ORDER:**

---

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all Psychological Services Bureau (PSB) personnel.

**ORDER:**

PSB services, operations, and staff morale are negatively impacted when professional and collaborative working relationships are not established and maintained. Therefore, all PSB personnel shall conduct themselves in a professional manner at all times with colleagues and clients we serve. If problems arise, each individual shall demonstrate self-awareness, accountability for their contributions to the issue, and a willingness to help resolve disruptive tensions with others using the lowest appropriate level of intervention possible.

In the event that an atypical situation arises, where a PSB employee is claiming misconduct by another employee AND the circumstances indicate the need for a supervisory inquiry or investigation, prompt notification must be made to management by both involved parties. If the interpersonal work issue involves a possible victim (a PSB employee) who is reporting alleged discrimination, harassment, or retaliation, the employee who identifies as a "victim" can make a report directly to the Intake Specialist Unit and/or a manager (any equity related complaint or POE filing can be taken by any Department supervisor/manager, whether or not a part of PSB). At all times during a supervisory inquiry, unit level or IAB/ICIB investigation, employees shall cooperate with the process and follow any and all directives from management and investigators.

PSB employees who have repeated difficulty in working harmoniously or resolving issues with colleagues, managers or other staff members, or have difficulty working professionally with colleagues and/or managers, and/or other staff, may have this performance issue summarized and included in the annual performance evaluation.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

**• Unit Order #19-0012 SUPERVISORY DUTIES**

**Effective Date: September 19, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently, and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

All PSB employees must perform their work duties competently and ethically at all times. If a supervisor determines that the employee's performance does not meet competency and/or professional standards, feedback on performance expectations and deficiencies shall be given in order to give the employee every opportunity to develop as a professional and further contribute to the Bureau's mission. This supervisory feedback will be provided in good faith by managers and as a necessary supervisory duty. Areas of performance feedback may include but are not limited to quantity of work, quality of work, work habits, adherence to the Bureau's standard operating procedures, effective communication skills, ethical conduct, professionalism, contribution to the Bureau's mission, and maintenance of harmonious working relationships.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

**• Unit Order #19-0013 BEHAVIORAL HEALTH BASED OUTREACHES, NOTIFICATIONS, & ON-CALL CONTACTS**

**Effective Date: September 19, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate ethically, efficiently, and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all psychologists assigned to Psychological Services Bureau (PSB).

**ORDER:**

When a staff psychologist receives an outreach request, notification, or a call about an employee of concern, the outreach shall be attempted whenever possible the same day or at the latest within 24 hours. Any exceptions shall be pre-approved by a manager, such as when an outreach request is closed out without an attempt to outreach the employee. If there is possible concern for safety, the psychologist shall conduct the outreach the same day it was received which may require prior approval for anticipating overtime. If the employee is reached, a competent safety assessment shall be conducted with thorough and accurate documentation. Any endorsement of recent or current safety concerns requires further assessment of risk. Proper documentation on the Consultation Activities Log (CAL) shall occur as soon as possible (but no later than three business days).

Basic components in completing a CAL after an outreach or on-call contact must include at a minimum:

1-Who made the request or notification:

2-Reason for the concern and outreach, if requested by a supervisor, family member, colleague, or friend;

3-Whether psychoeducation, support, or any other service was provided;

4-Details of any concerns of risk of harming self or others, how this was determined, and the steps taken to reduce the risk;

5-Specific interventions;

6-Specific recommendations, scheduling of a PSB appointment, providing referrals, and any plan for the consulting psychologist to follow-up. If a referral is made to another PSB psychologist at one of the clinics, the consulting psychologist who referred and scheduled the employee shall apprise the clinician of the reason for referral to therapy and relevant history prior to the initial appointment.

7-Time commitment

PSB managers/supervisors shall take the appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

**• Unit Order #19-0014 PROCEDURES FOR CLOSING AND/OR TRANSFERRING CLINICAL CASELOAD**

**Effective Date: September 19, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth procedures that are necessary for the Bureau to operate ethically, efficiently, and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all psychologists assigned to Psychological Services Bureau (PSB).

**ORDER:**

When a staff psychologist is closing and/or transferring his/her clinical caseload temporarily or permanently, the following sequential steps shall be followed:

- i. Whenever possible, all clients must be notified in advance and a discussion with clients need include continuing treatment recommendations, treatment options, appropriate referrals, and/or termination when indicated.
- ii. The psychologist shall provide the immediate supervisor a written list of all active clients with information on the action plan for each individual/couple/family. The psychologist can make recommendations on good matches between clients being transferred and the best suited clinician for the client or client's presenting problem(s). Prior to finalizing the transfer of clinical cases to other staff clinicians, approval must be received by the referring clinician's immediate supervisor.
- iii. For clients who will be transferred to another PSB psychologist, the staff psychologist transferring his/her clients shall inform the new clinician(s) of the transfer and provide relevant treatment history and treatment progress information prior to the transfer therapy session.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

**• Unit Order #19-0015 PROFESSIONALISM - ETHICAL CONDUCT**

**Effective Date: September 19, 2019**

**PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate ethically, equitably, efficiently, and effectively. Having all staff adhere to professional ethical standards, policies, and procedures is an essential in upholding the values and mission of the Department and our Bureau.

**SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

**ORDER:**

Ethical conduct shall be upheld at all times to help meet the mission of the Bureau, maintain the Department personnel's high regard for our profession, and prevent clients or potential clients from being exposed to harm. The following are examples of ethical violations that require prompt corrective action:

- Using personal cell phone that has non-Department business or personal information (i.e., a secondary employment title or generic answering services) on the voicemail to conduct LASD business;
- Unwillingness to demonstrate accountability for unprofessional conduct, ethical misconduct, or failures to perform to standards;
- Exploitation of working relationships;
- Placing personal interests above meeting the standard of care for client care in terms of competent assessment, intervention, follow-up, case management, referral, and/or documentation;
- Using County property or resources for secondary employment or personal needs;
- Working at secondary employment site while being paid to be on-duty at LASD-PSB;
- Deficient, delayed, or missing documentation for clinical and consulting services;
- Failure to observe the Bureau's chain of command, and standard operating procedures and policies, except when expressly allowed by Department/County policy;
- Maligning subordinates, colleagues, or managers to others inside or outside the Bureau or Department for any purpose;
- Hazing co-workers;
- Promoting or referring to a personal side business while representing LASD-PSB;
- Making false statements against others to evade or redirect misconduct or performance issues;

- Intentional misrepresentation of hours worked;
- Developing a quid pro quo relationship with consulting or counseling clients while in the role of PSB consultant or clinician;
- Feigning of illness or injury;
- Refusing to cooperate fully in any Department inquiry or investigation;
- Unwillingness to seek professional psychological treatment when distress level or level of function is disrupting client care, Bureau operations and/or staff functioning;
- Withholding important communications and/or interfering in other ways with colleagues working successfully in pre-assigned consulting units/divisions; and
- Placing personal agendas above the Bureau's mission;

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---

## • **Unit Order #19-00016 SAFE WORK ENVIRONMENT - ANTI HAZING**

**Effective Date: September 19, 2019**

### **PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate safely, harmoniously, and effectively. Having all staff participate and comply with protecting our Bureau is essential to upholding the values and mission we represent for the Department.

### **SCOPE OF ORDER:**

This order applies to all personnel assigned to Psychological Services Bureau (PSB).

### **ORDER:**

All PSB staff shall professionally acknowledge, respect, and be courteous to every co-worker at all times. Newer employees tend to be in a more vulnerable position and can be more susceptible to hazing by others.

They may be less willing to report or address intimidation or other harassing types of mistreatment from a more senior co-worker. Therefore, it is imperative that if any staff member observes hazing behavior, that they report the behavior immediately to a supervisor/manager. It is also important that any newer employee who believes they are being hazed report it immediately to a manager as well, regardless of the normal reservations and desire to minimize the problem. Only at this level of unit cooperation can a zero tolerance be maintained for hazing and other types of mistreatment of co-workers in the workplace.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

---