

## **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.