



# Agency Action Plan for Supporting an Officer in Crisis

An action plan is one tool for aiding officers who request support or officers who are identified by agency personnel as potentially needing mental health support. Action plans are specific to an individual officer, but there are often common elements. An agency action plan may include, but is not limited to, the following:

## **ENSURING THAT THE OFFICER IS CONNECTED WITH INTERNAL AND/OR EXTERNAL RESOURCES**

- A culturally competent counselor or therapist
- A primary care physician
- An agency chaplain or other clergy member
- Professionally led and peer support groups
- Employee Assistance Program
- Private insurance
- Workers' compensation, if appropriate

## **HELPING THE OFFICER DEVELOP A MENTAL WELLNESS SAFETY PLAN**

- Identifying individual warnings signs and triggers that may precede suicidal thoughts
- Developing a list of activities that offer comfort and mitigate the suicidal thoughts
- Helping the officer create a list of his or her reasons for living
- Identifying professional resources that the officer can contact, including an emergency point of contact
- Developing ways to make the environment safe
- Obtaining the officer's permission to share their story with others who can help

## **ASSIGNING SOMEONE TO STAY WITH THE OFFICER AS LONG AS NEEDED (THIS MAY BE SOMEONE OUTSIDE OF THE DEPARTMENT)**

## **TALKING WITH THE OFFICER ABOUT THEIR ACCOMPLISHMENTS AND STRUGGLES AND ESTABLISHING PERSONAL AND PROFESSIONAL GOALS BASED ON THEIR SPECIFIC SITUATION**

## **CHECKING IN ROUTINELY WITH THE OFFICER SO THEY FEEL YOUR CONTINUING SUPPORT AFTER THE INITIAL ENGAGEMENT**

## **CONSIDERING OPTIONS TO ADDRESS ISSUES WITHIN THE AGENCY'S SPAN OF CONTROL FOR IDENTIFIED, WORK-RELATED ENVIRONMENTAL TRIGGERS, SUCH AS CHANGING THEIR ASSIGNED DUTIES OR LOCATION**

## **ADVISING THE OFFICER ABOUT DEPARTMENTAL POLICY ON NOTIFICATION REQUIREMENTS, AND THEN NOTIFYING DEPARTMENT STAFF MEMBERS, AS APPROPRIATE**

## **ASSESSING THE EFFECTIVENESS OF THE PLAN AND THE WELFARE OF THE INDIVIDUAL AND MAKING ADJUSTMENTS, AS NEEDED**

## **PREPARING TO IMPLEMENT YOUR AGENCY PROTOCOLS FOR EMERGENCY PROTECTIVE CUSTODY**

**Seeking help is the courageous choice for an officer in crisis. Both the officer and agency have responsibilities in the healing process.**

National hotlines are available 24/7 to provide immediate support.

Suicide & Crisis Lifeline:  
988

Crisis Text Line: Text "BLUE" to  
741741

It is important for agencies to have an established policy/procedure in place that guides the process for supporting an officer in need. Remember that confidentiality is vital; however, policies should provide clear guidance in cases that require mandatory reporting (e.g., if the individual is a threat to themselves or others). Not everyone needs to know the details. Ask for guidance from your human resources department.

For additional information and resources, visit [SAFLEO.org](https://www.safleo.org). This document supports the Web event *Enhancing Resilience by Embracing Courageous Vulnerability*. We encourage you to view a recording of the event on the website.

