



# Virginia Department of State Police

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General Order ADM 14.00

Counseling for Stress-Induced Problems

**Purpose:** To describe the process for providing counseling for stress-induced problems.

1. Counseling to address stress-induced problems is an important tool that supervisors shall employ to identify problems at an early stage.
2. Sources to be Considered in Identifying Stress
  - a. The employee asking for assistance.

A supervisor receiving a request for assistance should interview the employee and develop a recommended course of action with the employee. If the course of action involves obtaining professional counseling help, a request for such help will be forwarded, through channels, to the Human Resource Director. If the case can be handled at the level of the employee's command, that should be done; and the supervisor concerned should confer with his/her Division/Unit Commander regarding an appropriate course of action. If the course of action developed requires an extended interaction between the employee and the supervisor, the supervisor should report the progress being made to his/her Division Commander at periodic intervals.

- b. Recommendations from the employee's supervisor.

First-line supervisors are in a unique position to observe indications of stress-related problems in subordinates. Any Department supervisor who believes that another employee is suffering from stress-related trauma that could negatively affect the employee's health, mental stability, or job performance shall convey this information to the next highest supervisor in his/her chain of command with a summary of the facts that led him/her to conclude that the employee needs assistance.

3. When any supervisor receives information regarding an employee who appears to be in need of assistance to deal with stress-related trauma, the supervisor
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should ascertain the validity of the information, confer with his/her supervisor, and proceed as dictated by the findings and the advice of his/her supervisor. He/she might interview the employee concerned or direct an interview by another supervisor. He/she can check appropriate Department records; confer with the Human Resource Director, seek the assistance of a Department chaplain, or the CISM Team if appropriate; or take any other reasonable action called for by the circumstances and the information that has been gathered. If he/she cannot handle the situation, it should be referred to his/her supervisor.

4. Normally, the interviewing and nonprofessional counseling processes to identify stress referred to in this section will be conducted by the employee's immediate supervisor.