

1.2.5 Employee-Member Assistance



YOUR ORGANIZATION
STANDARD OPERATING PROCEDURES/GUIDELINES

TITLE: Employee-Member Assistance

SECTION/TOPIC: Member Health and Assistance Programs

NUMBER: 1.2.5

ISSUE DATE:

REVISED DATE:

PREPARED BY:

APPROVED BY:

X

X

Preparer

Approver

These SOPs/SOGs are based on FEMA guidelines FA-197

1.0 POLICY REFERENCE

CFR	
NFPA	
NIMS	

2.0 PURPOSE

This standard operating procedure/guideline addresses substance abuse cessation, critical incident stress management, professional development, family relations, legal and financial services, mental health services.

3.0 SCOPE

This SOP/SOG pertains to all personnel in this organization.

4.0 DEFINITIONS

These definitions are pertinent to this SOP/SOG.

5.0 PROCEDURES/GUIDELINES & INFORMATION

5.1 Substance Abuse Cessation:

5.2 Critical Incident Stress Management:

5.3 Professional Development:

PURPOSE

To provide guidelines for developing and implementing a Member Development Plan for all Fire Department members.

Member Development Plan (MDP)

The MDP is a document that will provide a department member and their supervisor with a clear understanding of what the member wants to achieve as an individual, and how the achievements relate to the members' current and future work goals. The MDP process replaces Performance Evaluations and will not be tied to pay or benefits.

POLICY

The MDP document is voluntary and shall be co-developed by supervisors and members in September of each year. The development plan should be flexible, and requires quarterly follow up and revision as agreed upon by the supervisor and member. Keep in mind that the MDP should reflect City and Department mission and values, be realistic as to goals set and agreed upon, and all goals should be adaptable for individual and organizational change.

The MDP shall not be used as a disciplinary tool. As a supervisor, managing and coaching is an ongoing process between a supervisor and his/her employee. The MDP is not a format to introduce performance issues with a member.

The MDP document is accessible on all fire department computers, and can be saved to a personal file by the supervisor.

Procedure

The MDP document consists of five parts:

1. Member's Key Accomplishments
2. Member's Learning and Training Opportunities
3. Member's Goals / Objectives for the Upcoming Year

4. Supervisor's Narrative
5. Supervisor / Members Agreed Upon Development Plan

In September of each year, the supervisor will access and save an MDP in a file for each member under his or her direct supervision. The supervisor will complete the “Supervisor Narrative” on each member prior to meeting with the member.

Supervisor's Narrative

Document a summary of the member's last year; a summary of what you hope to achieve as a supervisor; observations specific to the members individual development plan; and other information pertaining to the goals of the individual and the work area.

Supervisor: Provide the MDP to the employee in a private meeting. During the meeting, the supervisor will review the MDP process and provide instructions to the employee on completing Parts 1-3. Provide a timeline to the employee and schedule a second meeting.

Member's Key Accomplishments

The member is to list his/her key accomplishments of the past year.

NOTE: All goals, learning and training opportunities shall be adaptable for individual and organizational change i.e. budget and staffing.

Member's Learning and Training Opportunities

Member is to identify the types of learning and or training activities he/she would like to take advantage of in the next year. The opportunities should assist the member in developing current job skills and prepare the member for future job opportunities.

Member's Goals / Objectives for the Upcoming Year

Member is to list some key personal, department, division or company goals for the upcoming year. The goals should be attainable but still provide for personal growth.

Members: At the scheduled meeting, present your draft of the MDP form to your supervisor.

Supervisor / Member: Working together, the supervisor/member will review the MDP and communicate openly about the document. During this process, the supervisor and member will complete Section 5, Supervisor/Member Agreed Upon Development Plan.

Supervisor / Member Agreed Upon Development Plan

The member and supervisor should agree on the specifics of the Member Development Plan, goals and objectives as outlined by the member.

Supervisor: Once the MDP has been agreed upon, prepare a final draft of the plan. Schedule a meeting with the member, review the MDP, and if both supervisor and member agree, sign the MDP. The supervisor will maintain the signed plan in his or her personal file and electronically forward (email) a copy to the appropriate Chief for review and placement in the member's personnel file. Copies will not be placed in a members personnel file at Human Resources.

Schedule follow up meetings over the next three-quarters. Use the note page to make any agreed upon revisions to the MDP. At the end of the year, the revised / signed plan shall be forwarded to the appropriate Chief for review. The revised final plan will replace the copy plan in the member's personnel file.

5.4 Family Relations:

5.5 Legal and Financial Services:

5.6 Mental Health Services: