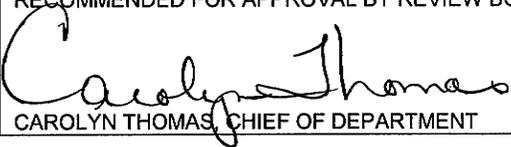




THE CITY OF NEW YORK  
DEPARTMENT OF CORRECTION



## DIRECTIVE

<input checked="" type="checkbox"/> NEW <input type="checkbox"/> INTERIM <input type="checkbox"/> REVISED			SUBJECT		
EFFECTIVE DATE		*TERMINATION DATE	<b>CORRECTION ASSISTANCE RESPONSE FOR EMPLOYEES (C.A.R.E.)</b>		
01/12/07		/ /			
CLASSIFICATION #	SUPERSEDES	DATED	APPROVED FOR WEB POSTING	DISTRIBUTION	PAGE 1
7511	7510	12/26/89	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	A	OF 4 PAGES
RECOMMENDED FOR APPROVAL BY REVIEW BOARD MEMBER			AUTHORIZED BY THE COMMISSIONER		
 CAROLYN THOMAS, CHIEF OF DEPARTMENT    SIGNATURE			 MARTIN F. HORN    SIGNATURE		

### I. INTRODUCTION

The Department recognizes that during an employee's career, the need for assistance in coping with unexpected situations may arise. The Department is concerned about its employees welfare and will try to assist them within the Department guidelines. The primary goal of the Correction Assistance Response for Employees (CARE) Unit is to maintain the individual at a position where he/she is a viable and motivated employee. The objective of CARE is to ensure that each employee is fit for duty by identifying the causative factors that have a direct correlation to optimum performance. CARE provides various services to effectively increase the Department's efficiency and productivity, thereby enhancing and maintaining an acceptable standard of performance by each employee.

### II. PURPOSE

The purpose of this Directive is to set forth policy, and the services provided by the Correction Assistance Response for Employees (CARE) Unit.

### III. POLICY

- A. The services of CARE are available to all employees of the Department. An employee may contact CARE directly or may be referred by another member of the Department. However, it should be noted that CARE does not accept referrals that are submitted anonymously.
- B. Participation in CARE, whether voluntary or by referral is non-punitive. Job security and/or promotion opportunity shall not be jeopardized as a result of a request for counseling or referral assistance. No record of an employee's participation in the CARE Program will be kept in his/her personnel history folder (or any other departmental records). All services and participation in CARE are strictly confidential.

	EFFECTIVE DATE <b>01/12/07</b>	SUBJECT <b>CORRECTION ASSISTANCE RESPONSE FOR EMPLOYEES (C.A.R.E.)</b>		
	CLASSIFICATION # <b>7511</b>			
	DISTRIBUTION <b>A</b>	APPROVED FOR WEB POSTING <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	PAGE <b>2</b> OF <b>4</b> PAGES	

### III. POLICY (cont.)

- C. Notwithstanding the aforementioned policy, the New York City Department of Correction has a zero tolerance for drugs. Therefore, CARE will not provide assistance to any employee who:
1. Refused to submit to a urinalysis test;
  2. Is suspended for a drug-related case;
  3. Tested positive for drugs;
  4. Has been served or is pending charges in a drug-related case.
- D. Once an employee exhibits or informs a member of service that he/she is experiencing any of the following:
1. Personal Problems;
  2. Depression;
  3. Domestic Violence;
  4. Serious Threats by an Inmate;
  5. Alcoholism; or
  6. Trauma,

He/she can be ordered by a Supervisory/Commanding Officer to appear at CARE, via a written referral to CARE. Once an employee is ordered to appear at CARE, he/she must report on the scheduled date and time unless circumstances prevent the appearance at the scheduled interview. (In the event of such, the employee must telephonically communicate said information to their command and CARE for rescheduling). Failure to appear or notify CARE of a change in circumstances will be considered an AWOL and may result in disciplinary action. Each employee will be interviewed absent of any Union Representation because all interviews are non-punitive.

### IV. SERVICES

#### A. Trauma Response

1. The Central Operations Desk (C.O.D.) will notify CARE whenever an employee has been involved in a potentially traumatic incident on/off-duty. Commanding Officers, Personal Assistance Officers (P.A.O.'s), Union Delegates and fellow officers are encouraged to notify CARE if they have knowledge of anyone in need of assistance.
2. When an employee has been involved in or affected by a shooting, suicide/attempt, serious accident, accidental discharge of a firearm resulting in a tragedy, a member of CARE, trained in Trauma Response will respond to an

	EFFECTIVE DATE <b>01/12/07</b>	SUBJECT <b>CORRECTION ASSISTANCE RESPONSE FOR EMPLOYEES (C.A.R.E.)</b>		
	CLASSIFICATION # <b>7511</b>			
	DISTRIBUTION <b>A</b>	APPROVED FOR WEB POSTING <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	PAGE <b>3</b> OF <b>4</b> PAGES	

#### IV. SERVICES (cont.)

employee's location or make arrangements for the employee to be interviewed on site or at the CARE office.

#### B. Hospital Visitation

Members of CARE may visit employees injured on/off-duty at local hospitals via notification from the COD and/or facility personnel.

#### C. Employee Assistance Program (EAP)

The Employee Assistance Program offers counseling and service referrals for alcoholism for in/out-patient rehabilitation as well as follow-up programs.

#### D. Assessments

CARE provides the services of an on site psychologist and has authority to refer candidates for psychological counseling on a short term basis, clearance for the Firearms Review Board, as well as emergency fitness for duty.

#### E. Personal Assistance Officer (PAO)

A network of dedicated officers at each command providing resources, assistance and referrals to employees experiencing personal or job related problems. PAO Officers are required to attend monthly meetings for training, conducted by the Commanding Officer of CARE, or his/her designee.

#### F. CARE staff can assist employees experiencing the following:

1. personal problems;
2. depression;
3. domestic violence;
4. probation agreements; and/or
5. trauma.

#### G. Advice/Referrals/Follow-Up

After assessing the needs of the employee, CARE staff will advise the employee of the available services and referrals. In addition, a follow-up mechanism is in place to ensure that employees maintain the confidence, fitness and level of professionalism and performance deemed appropriate by the Department.

	EFFECTIVE DATE <b>01/12/07</b>	SUBJECT <b>CORRECTION ASSISTANCE RESPONSE          FOR EMPLOYEES (C.A.R.E.)</b>		
	CLASSIFICATION # <b>7511</b>			
	DISTRIBUTION <b>A</b>	APPROVED FOR WEB POSTING <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	PAGE <b>4</b> OF <b>4</b> PAGES	

**V. REPORTING**

The Commanding Officer of CARE shall report directly to the Assistant Chief of Administration.

**VI. SUPERSEDES**

DIRECTIVE #7510 – EARLY INTERVENTION MONITORING UNIT, dated 12/26/89