


**Surrey Fire Service  
Operational Guidelines**

<b>Employee Support Team</b>	<b>O.G. # 5.02.05.04</b>	<b>Page 1 of 1</b>
	<b>Eff. August, 2, 2016</b>	 <b>Init. of FC</b>

**PURPOSE:** To provide additional support for members requiring a greater level of psychological or psychiatric care than the standard policies provide.


**SCOPE:** All Fire Department Personnel

**POLICY:** The Surrey Fire Service recognizes the current limits for counselling and psychological or psychiatric care may be insufficient to treat all injuries or conditions. An Employee Support Team has been established to review situations where the Employer may provide additional support.

**PROCEDURE:** The Employee Support Team (EST) will consist of an equal number of Exempt and Union members and one Mental Health Professional.

Any MFAP contact or EFAP provider that receives a request for access to more services than the policy is intended to cover, may forward a request to the EST for consideration of additional sessions.

The EST will review all requests and make a timely decision. The Mental Health Professional will review the file to ensure the member is receiving the appropriate care and/or treatment and may recommend alternative care. This is a case management model. The EST will determine what the additional support will entail, including the number of sessions approved and the amount of coverage the Employer will pay per session.

 _____ Signature of Fire Chief	This O.G. Replaces: New  Issued on: August 2, 2016
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