


## SHELBYVILLE FIRE & RESCUE STANDARD OPERATING PROCEDURES

	<b>SECTION: Membership</b>	S.O.P: 102.13
	<b>SUBJECT: Counseling</b>	PAGE: 1 of 1
	<b>Approved By:</b>	<b>Effective Date:</b> December 1, 2012
		<b>Revision Date:</b>

### ***Purpose:***

This service is provided to our personnel upon request. The type of counseling varies. They include but are not limited to, personal, job related, children and family. All counseling conducted is to be kept in the strictest confidence.

### ***Procedure:***

1. Listen carefully to the situation
2. Analyze the situation and determine if you are capable of assisting.
3. Make referral to another counselor or agency if you feel the services are inadequate or if you feel you are incapable of handling the situation.
4. Always make counseling one on one, unless you are conducting marriage or pre marital counseling.
5. Suggest possible reading material to the specific situation with which you are dealing with.
6. If possible, provide individual with helpful ideas.
7. Utilize the Employee Assistance Program.