

# **POLICE DEPARTMENT HANOVER PARK, ILLINOIS**



DIRECTIVE: 515-S

REFERENCE STANDARDS: 1.1.3 55.1.1 55.1.2

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SUBJECT: Social Service Unit

PURPOSE: Recognizing the expanding awareness of community needs, the Hanover Park Police Department has developed an alternative resource in dealing with those non-traditional police functions to include a community liaison program between the department and social service agencies throughout the area.

## **I. SOCIAL SERVICE PROGRAMS (55.1.1d)**

A. It shall be the policy of the Hanover Park Police Department to fully cooperate with social service diversion programs through the establishment of the Social Service Unit staffed by a Police Social Worker under the direction of the Deputy Chief of Support Services or his designee. (1.1.3)

1. Areas encompassed by these programs include, but are not limited to:
  - a. Detoxification
  - b. Mental health
  - c. Drug abuse
  - d. Domestic violence diversion programs
  - e. Juvenile delinquency

B. The Social Service Unit administers and coordinates the Village's social services program in the police department to include:

1. Providing clinical assessments
2. Short-term counseling
3. Providing information and referrals
  - a. Maintains and updates the Social Services Resource Directory
4. Social Service Emergency Money Fund

## **II. DUTIES AND RESPONSIBILITIES**

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**POLICE OPERATIONS MANUAL**

**Dir.#: 515-S**

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**Eff: 02/15/2001**

**Rev: 10/13/2020**

**VILLAGE OF HANOVER PARK**

**Rescinds: 012-A, 237-S**

**Auth:**

- A. The Social Services Unit provides crisis intervention both at the department and, at times, on-site at the resident's home.
  - 1. Crisis intervention may include:
    - a. Death Notifications
    - b. Psychiatric hospitalization assessments
    - c. Juvenile problems
- B. Assesses the resident's needs for referral to other social and mental health agencies, emergency shelter, financial assistance, etc. (55.1.1d)
- C. Works with individuals and groups through individual and group guidance and through use of community resources. (1.1.3) (55.1.1d)
- D. Facilitates social assessments to police officers and direct services to clients and their families to include 24-hour crisis intervention and individual, family, group and marital counseling. (55.1.1d)
- E. Conducts in-service training for police officers regarding the role of social work in a police setting and other educational seminars relevant to the officers from the social service point of view.
- F. Participates in developing and implementing department administrative policy to include:
  - 1. The implementation and delivery of victim/witness services by department personnel (55.1.1a)
  - 2. Ensure the confidentiality of victims/witnesses and their role in case development to the extent consistent with applicable law (55.1.1b)
  - 3. Describe the relationship between the department and other agencies in their efforts to assist victims/witnesses (55.1.1d)
- G. Performs other duties as requested or assigned that are reasonably within the scope of the duties enumerated above.

### III. VICTIM/WITNESS ASSISTANCE

- A. Public Information – The Social Service Unit, in cooperation with the Village's Media Relations Unit, will periodically inform the public and media about the Department's victim/witness services. (55.1.1c)
- B. At least once every two years, the needs of victims and witnesses will be reviewed to determine that appropriate services can and will be provided in cooperation with and without duplicating assistance provided by other agencies. This review will be documented. (55.1.2)
- C. Although the Social Service Unit is designated as the facilitator for Victim/Witness assistance, assistance remains a shared responsibility of all police department employees. Each employee is expected to ensure the fair and compassionate treatment of victims and witnesses and facilitate the delivery of appropriate services as necessary. (55.1.1a)

- D. The Social Service Emergency Money fund is established to provide emergency money to those individuals who are in need of immediate assistance.
1. Immediate assistance must be for one of the following:
    - a. Food
    - b. Transportation
    - c. Shelter
    - d. Clothing
    - e. Medical
  2. To be eligible, the on-duty patrol supervisor will review the written request completed by the department employee on the "Emergency Request For Funds" form. (Appendix A)
    - a. If approved, the police social worker shall disburse the designated amount and retain the written request for filing.
    - b. The amount disbursed shall not exceed \$25.00 at any given time.
      - 1) Any authorization in excess of \$25.00 must be approved by the Chief of Police or his/her designee prior to disbursement.
    - c. The emergency fund is maintained in a locked cabinet located in the Social Services Office of the department.
    - d. The police social worker will be responsible for ensuring a minimum of \$50.00 cash balance is maintained.
  3. A monthly report will be submitted to the Lieutenant of Support Services from the Social Service Unit detailing:
    - a. The number of persons who received funds
    - b. The purpose of the requests
    - c. The current amount of funds expended and the current balance in the fund

#### IV. CONFIDENTIALITY (55.1.1b)

- A. The Social Service Unit has a duty to acquire, use, disclose, and store protected information in a confidential manner that safeguards the security of the information.
- B. Members of the Social Service Unit abide by the National Association of Social Workers "Code of Ethics", in particular Section 1.07 *Privacy and Confidentiality*, and shall take appropriate measures to protect the security of such information, including:
1. Maintaining such information in a physically secure environment, including:
    - a. Minimizing the physical places in which such information is used or stored; and
    - b. Prohibiting the use or storage of such information in places where the security of the information may likely be breached or is otherwise significantly threatened;
  2. Maintaining such information in a technologically secure environment;

3. Identifying and limiting the persons having access to such information to those who have a demonstrable need to access such information;
4. Notifying the Deputy Chief of Support Services of a potential or actual breach of security concerning such information.

# Hanover Park Police Department

## EMERGENCY REQUEST FOR FUNDS

Date:\_\_\_\_\_

Name of requester:\_\_\_\_\_ Age:\_\_\_\_\_ M/F

Address:\_\_\_\_\_

Telephone #:\_\_\_\_\_

Reason for request:\_\_\_\_\_

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Amount requested:\_\_\_\_\_

Amount disbursed:\_\_\_\_\_

Department personnel completing form:\_\_\_\_\_

On-duty Supervisor review and approval:\_\_\_\_\_

DIR 515-S; Appendix A

# **Code of Ethics**

**of the**

## **National Association of Social Workers**

*Approved by the 1996 NASW Delegate Assembly and revised by the 1999 NASW  
Delegate Assembly.*

### **Preamble**

**The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty..... Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living.**

**Social workers promote social justice and social change with and on behalf of clients. "Clients" is used inclusively to refer to individuals, families, groups, organizations, and communities. Social workers are sensitive to cultural and ethnic diversity and strive to end discrimination, oppression, poverty, and other forms of social injustice.....**

#### **1.07 Privacy and Confidentiality**

(a) Social workers should respect clients' right to privacy. Social workers should not solicit private information from clients unless it is essential to providing services or conducting social work evaluation or research. Once private information is shared, standards of confidentiality apply.

(b) Social workers may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.

(c) Social workers should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that social workers will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person. In all instances, social workers should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

(d) Social workers should inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether social workers disclose confidential information on the basis of a legal requirement or client consent.

(e) Social workers should discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. Social workers should review with clients circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the social worker-client relationship and as needed throughout the course of the relationship.

(f) When social workers provide counseling services to families, couples, or groups, social workers should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. Social workers should inform participants in family, couples, or group counseling that social workers cannot guarantee that all participants will honor such agreements.

(g) Social workers should inform clients involved in family, couples, marital, or group counseling of the social worker's, employer's, and agency's policy concerning the social worker's disclosure of confidential information among the parties involved in the counseling.

(h) Social workers should not disclose confidential information to third-party payers unless clients have authorized such disclosure.

(i) Social workers should not discuss confidential information in any setting unless privacy can be ensured. Social workers should not discuss confidential information in public or semipublic areas such as hallways, waiting rooms, elevators, and restaurants.

(j) Social workers should protect the confidentiality of clients during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders social workers to disclose confidential or privileged information without a client's consent and such disclosure could cause harm to the client, social workers should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.

(k) Social workers should protect the confidentiality of clients when responding to requests from members of the media.

(l) Social workers should protect the confidentiality of clients' written and electronic records and other sensitive information. Social workers should take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access.

(m) Social workers should take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information should be avoided whenever possible.



(n) Social workers should transfer or dispose of clients' records in a manner that protects clients' confidentiality and is consistent with state statutes governing records and social work licensure.

(o) Social workers should take reasonable precautions to protect client confidentiality in the event of the social worker's termination of practice, incapacitation, or death.

(p) Social workers should not disclose identifying information when discussing clients for teaching or training purposes unless the client has consented to disclosure of confidential information.

(q) Social workers should not disclose identifying information when discussing clients with consultants unless the client has consented to disclosure of confidential information or there is a compelling need for such disclosure.

(r) Social workers should protect the confidentiality of deceased clients consistent with the preceding standards.

### **1.08 Access to Records**

(a) Social workers should provide clients with reasonable access to records concerning the clients. Social workers who are concerned that clients' access to their records could cause serious misunderstanding or harm to the client should provide assistance in interpreting the records and consultation with the client regarding the records. Social workers should limit clients' access to their records, or portions of their records, only in exceptional circumstances when there is compelling evidence that such access would cause serious harm to the client. Both clients' requests and the rationale for withholding some or all of the record should be documented in clients' files.

(b) When providing clients with access to their records, social workers should take steps to protect the confidentiality of other individuals identified or discussed in such records.

### **2.02 Confidentiality**

Social workers should respect confidential information shared by colleagues in the course of their professional relationships and transactions. Social workers should ensure that such colleagues understand social workers' obligation to respect confidentiality and any exceptions related to it.

### **3.04 Client Records**

(a) Social workers should take reasonable steps to ensure that documentation in records is accurate and reflects the services provided.

(b) Social workers should include sufficient and timely documentation in records to facilitate the delivery of services and to ensure continuity of services provided to clients in the future.

(c) Social workers' documentation should protect clients' privacy to the extent that is possible and appropriate and should include only information that is directly relevant to the delivery of services.

(d) Social workers should store records following the termination of services to ensure reasonable future access. Records should be maintained for the number of years required by state statutes or relevant contracts.