



What Peer Support is/is not in a 911 setting



What Peer Support Is:

Confidential: Conversations are private, fostering a safe space for individuals to share their feelings and challenges without fear of judgment or repercussions.

Empathetic: Provides understanding and support from someone who has firsthand experience with the unique challenges of working in a 911 environment.

Non-clinical: Peer support does not replace professional therapy or counseling but complements it by offering immediate, relatable help.

Proactive: Encourages early intervention to address stress and prevent burnout or more severe mental health issues.

Resource-focused: Connects peers with additional resources, such as mental health professionals, employee assistance programs (EAPs), or stress management tools.

What Peer Support Is Not:

Therapy or Counseling: Peer support is not a substitute for licensed mental health services or professional treatment.

A Supervisory Function: It is not tied to performance evaluation, disciplinary action, or reporting to management.

Mandatory: Participation is voluntary and relies on the individual's willingness to engage.

A Cure-All: While valuable, peer support may not resolve deep-seated mental health issues or crises and may require escalation to professionals.

A Platform for Gossip: It is not a venue for sharing personal details indiscriminately or violating trust and confidentiality.

