Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Scotty A. Douglass
General Manager

COMMUNICATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No.	**7620**	Date Issued:	June 3, 2009
Section:	7600 – Incident and Tactical Dispatch Procedures	Date Revised:	

Accreditation Standards: CALEA 2.2.6, 3.4.7

SUBJECT: PEER SUPPORT TEAM – CRITICAL INCIDENT STRESS MANAGEMENT

APPROVED:

Scotty A. Douglass, General Manager

1.0 Purpose

1.1 The Peer Support Team is comprised of SCCECC employees to provide support to SCCECC employees in handling personal and professional stress and in reacting to critical incidents.

1.2 To define the structure, requirements, and purpose of a Peer Support Team.

1.2.1 Peer Support Team members provide SCCECC employees with confidential and non-judgmental support, referrals to services and assistance with stress management.

2.0 Peer Support Team Coordinator

2.1 The Peer Support Team Coordinator is designated by the General Manager from the management team.

2.2 The Peer Support Team Coordinator will oversee all functions of the Peer Support Team including the selection of team members, assignments, training, scheduling meetings and debriefings, maintaining a current team roster.

2.3 The Peer Support Team Coordinator will insure the appropriate confidentiality of all information.

2.4 The Peer Support Team Coordinator may remove any member from the Peer Support Team.

3.0 Peer Support Team Members

3.1 Selection and Appointment Process

3.1.1 When a vacancy occurs, employees will be solicited for interest in joining the Peer Support Team.

3.1.2 Interested employees should submit a letter of interest to the Peer Support Team Coordinator.

3.1.3 Current Peer Support Team members will consider all requests and will come to consensus as to the most qualified member during a scheduled Peer Support Team meeting.

3.1.4 The Peer Support Coordinator will appoint new members based on the recommendation of the Team.

3.2 Training

3.2.1 Once selected, new Peer Support Team members will receive training in individual crisis intervention before becoming an active participant of the team.

3.2.2 Peer Support Team members will receive training in stress recognition.

3.2.3 Peer Support Team members will receive training in available Employee Assistance Programs (EAP).

3.2.4 Team members will be required to participate in monthly meetings as well as quarterly meeting with the county-wide peer support group.

4.0 Confidentiality

4.1 The Peer Support Team process is intended to be highly confidential. Strict confidentiality allows for individuals to feel comfortable discussing private matters.

4.1.1 All Peer Support Team members will be required to sign and abide by a Confidentiality Agreement.

4.1.2 Any breach of confidentiality by a Peer Support Team member is grounds for immediate dismissal from the team.

4.2 Peer Support Team members will inform employees of the limits of their confidentiality at the start of each peer contact. Confidentiality cannot be protected under the following circumstances:

4.2.1 Where there is reason to believe the employee presents a danger to him/herself or another person.

4.2.2 Where there is a strong belief that a person has committed a felonious act.

In these cases, the General Manager shall be promptly notified. In the case of threatened injury to another person, the intended victim shall also be notified.

4.3 Peer Support Team members shall not volunteer any information to supervisors or managers and should advise them of the confidentiality guidelines established within this policy.

4.4 Peer Support Team members shall not keep written formal or private records of supportive contacts.

5.0 Critical Incident Stress Debrief

5.1 Peer Support Team members shall be cognizant of the need to recommend or schedule critical incident stress debriefings (CISD) for individuals or entire dispatch teams.

5.1.1 The Peer Support Team and/or Supervisors will follow Procedure No. 7620.80 – *Critical Incident Stress Debriefings* in determining when a CISD is appropriate.

5.1.2 In the event no members of the Peer Support Team are on duty during a critical incident, the team shall be notified via pager by the on-duty Lead or Supervisor.

5.2 Peer Support Team members shall use their training to assist Supervisors in determining if individual employees shall be relieved from duty following particular events or on-going situations.

5.3 Employees who attend a CISD shall be contacted by a Peer Support Team member within 72 hours of the CISD to determine if additional follow-up is needed.

5.4 Supervisors who are directly involved in any CISD capacity will not be involved in the investigation process or discipline connected to the same incident.