STICKING TOGETHER IN THE CRITICAL HOUR(S)
S.T.I.T.C.H. - NOT IF BUT WHEN

CREATE A PEER SUPPORT GROUP
- Interview potential candidates
- Provide training
  - Mental health first aid
  - Critical incident stress management
- Create a policy, meet quarterly, and maintain anonymous statistics

WORK WITH PUBLIC SAFETY PARTNERS
- Include CEC personnel in CISM, hostage negotiation, and training with PD/FD
- Work with office of emergency management to have a seat at the table
- After action de-brief (invite) with field responders

PLAN IN ACTION IMMEDIATE
- Provide support during the incident
  - If prolonged prepare back-up staffing
- Provide for physical needs
  - Breaks, food, water
- Communicate with staff to recognize stressors, triggers, and emotional fatigue
- Mental health and/or spiritual professional

PLAN IN ACTION IMMEDIATELY AFTER AND LONG TERM
- Debrief with all staff involved and other public safety responders
- Provide additional support as needed
  - Suggest employee assistance programs
- Leadership check on employees directly and indirectly involved
- Plan intervals to check-in
  - One week, two weeks and four weeks after

DURING THE CRITICAL HOUR(S)
- Stand-up and work through the storm
  - Recovery phase
  - Realization stage
  - Recognition stage
  - Rehabilitation stage

9-1-1 personnel experience high levels of stress and vicarious trauma. Creating and maintaining a peer support team is essential. Peer support teams play a vital role in monitoring how personnel is coping and their well-being during and after a significant event. Confidential one-on-one or group sessions allow employees a chance to relieve some of the stress of the situation and initiate the recovery phase.