

PREPARE TO CARE:

THE CALL FOR A PEER & CRISIS SUPPORT PROGRAM



PREPARED FOR INCIDENTS

With planning and policies, many agencies and organizations are prepared to respond to *critical incidents*.

Critical incidents are events beyond the “normal”, expected experiences, such as:

- * Large scale accidents
- * Active shooters / threats
- * Intentional attacks
- * Natural disasters



RESPONDING TO INCIDENTS

Response always involves securing and ensuring safety while providing immediate medical care to those physically injured as a result.



However, many organizations are unsure how to provide immediate, stabilizing support to those **psychologically and emotionally injured.**

BEYOND PHYSICAL INJURIES

Because the event was
powerful and unexpected,
those personally connected are
naturally overwhelmed and in a
state of distress.

This is known as *crisis*.



BEING IN CRISIS

This type of distress will negatively affect **individuals** and **groups**, causing:

Thinking	Distorted, confused, difficulty making decisions, replaying events over and over...
Feeling	Disturbed, in shock, frightened, lost, alone, angry...
Behavior	Irrational, uncertain, isolating/withdrawing, uncontrollable displays of emotion...
Belief	Broken trust, violated safety, events viewed as unfair...
Body	Trouble sleeping, lack of appetite, stomach upset, muscle aches, headaches...

PEER & CRISIS SUPPORT

Peer & Crisis Support
is a **coordinated, organized** and
immediate response to
individuals and groups
experiencing distress.

With proper training,
ANYONE can deliver
immediate stabilization
and support services!

TOP 4 BENEFITS

1. ESTABLISH & REASSURE presence of LEADERSHIP:

Leaders communicate need for care, arrange for the care to be available and encourage support teams to access those in crisis.



Leaders do not need to provide direct care. Good leaders simply recognize and acknowledge the need for care and encourage personnel to receive support.

TOP 4 BENEFITS

2. MEETING IMMEDIATE NEEDS:

Peer Supporters provide prompt stabilization to those in need.

Through training, Peers are able to assess and address immediate needs.



Trained Supporters are also able to identify those needing referrals and effectually move those to the next level of care.

TOP 4 BENEFITS

3. **PREVENTION** - and early intervention - with the goal to circumvent potential crisis (ex. suicide intervention)
4. . COST-EFFECTIVE, INFORMAL and “IN-HOUSE” service **fostering culture of care and compassion for one another.**

We know that people don't leave personal problems at home and work problems at work. When a person is suffering mentally, emotionally, spiritually, relationally, etc., so too is their productivity and performance.

We believe that Peers are the most powerful and most under-utilized resource in any company, agency, organization or cooperation.



THE CONCERNS

LIABILITY is a
key concern when
approving and
funding a Peer and
Crisis Support
program.

THE CONCERNS

Liability is the state of being responsible for something or someone.

To address liability, every peer and crisis support program should be organized and structured - to include comprehensive **policy**, **protocols** and **training**.



THE CONCERNS

Comprehensive **policy, protocols and training** will address concerns, such as:

- ✓ Confidentiality
- ✓ Conflicts of interest
- ✓ Role identification
- ✓ Responsibilities of peer supporters
- ✓ & more...

A comprehensive program includes sufficient policy, thorough protocols and professional development to ensure an efficacious program.



THE SOLUTION?

More than training, Invest in a Program

In order to provide exceptional service, one must build an exceptional program. The goal of training is to provide participants with knowledge, skills and abilities (KSAs) to perform a task and complete a service.

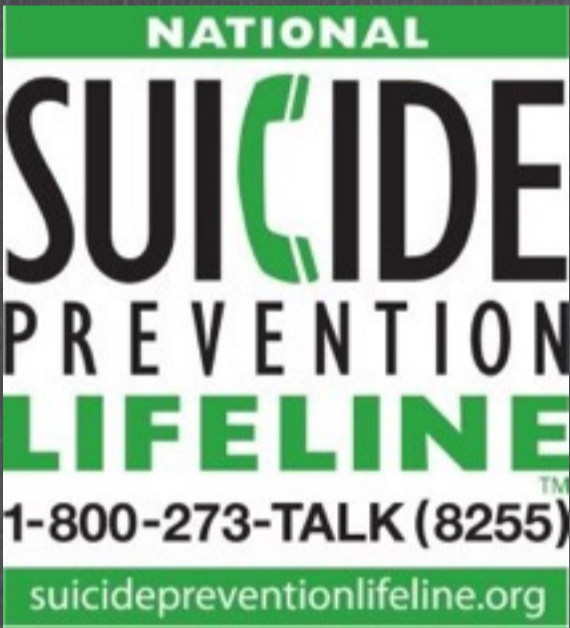
An organized program provides each peer and crisis team member a process by which to follow.

This process is designed to ensure fairness, efficiency and reduce risk for all involved.

We have created a seven step process by which peer support programs and crisis support teams can build and grow. After a decade of field-testing and peer review, this seven step process has emerged as the foundational standard for peer and crisis support practice.

Our **seven step process** complements the following:

THE PRESIDENT'S TASK FORCE ON
21ST CENTURY POLICING
FINAL REPORT



and more...

LEARN MORE...



Email

info@crisissupportsolutions.com

and ask for these free downloads:

- *FAQs Every Leader Asks*
- *Invest in a Process*

CRISIS SUPPORT SOLUTIONS

Is a small business of skilled professionals with over 20 years of experience in:

- Clinical social work and professional counseling
- Federal, state, local, tribal and campus law enforcement training
- Chaplaincy and pastoral care
- Family violence and victim advocacy
- Drug and alcohol treatment programs

NOTE: **Crisis Support Solutions** founders participate in crisis response in their respective communities.





Be Capable