



CONDUCTING OUTREACH AFTER A POTENTIALLY TRAUMATIC EVENT: PEER TEAM GUIDANCE

After a potentially traumatic event, your peer team may receive a request for peer support. Here are some steps to consider:

Gather Information



- Incident information
- Crew members
- Incident commanders
- Dispatchers
- Other first responders

Assemble Peer Team



- Identify impacted group that peer team will target
- Identify where peer team response will occur
- Identify peer members to respond
- Assign roles to peer team members
- Identify method of outreach
- Evaluate need for clinical support

Contact Shift Commander or Company Officer



- Let them know about peer team response
- Gather any new information
- Operate within department SOPs for Out of Service
- Assess needs of the crew

Arrive at Station and Assign Peer Roles



- The peer team response should be no less than two peers
- A good rule of thumb is two peers for two to 14 responders, then one additional peer for every five to seven more responders present.

Initiate Outreach



- Peer team members introduce themselves
- Explain request for peer support was made
- Acknowledge event occurred
- Provide education on stress reactions
- Discuss suggestions for coping
- Deliver 1:1 support as needed
- Identify individuals that need immediate follow-up

Wrap Up



- Explain when you will follow up
- Explain who will follow up
- Provide peer team contact information
- Provide literature to group before exit
- Determine if families need resources