

**911 Wellness Foundation Resource A:
Guide Sheet for Building Your PSAP Comprehensive
Stress Management Program (CSMP)**

<p>NENA Standard Solutions (8 Elements of the CSMP)</p> <p><i>See Standard, pages 23-24 for description of each element.</i></p>	<p>PSAP Status in delivering CMSP: For each Element Indicate if: 1. (Achieved) 2. (Partially Achieved) 3. (Not Initiated)</p>	<p>Action Steps: Describe...</p> <p>1. Any aspects of the CSMP element (1-8) already in place. 2. Additional steps needed to deliver this CSMP element. Include: A. Time-line for task completion B. Parties within/beyond agency engaged to achieve it</p>	<p>Document Steps Taken</p> <p>For each Action Step identified in previous column, record date achieved and any pertinent notes.</p>
<p>PRELIMINARY STEP: Documented Commitment as PSAP to process of implementing your CSMP</p>			
<p>Element 1: Provide Stress Management Training for all PSAP Personnel (8 hrs. min.)</p>			
<p>Element 2: Onsite Educational materials on stress-related risks and stress management resources</p>			
<p>Element 3. Establish procedures assuring participation of PSAP personnel in Critical Incidence Stress Management</p>			
<p>Element 4. Establish, educate and encourage employee use of Employee Assistance Programs (EAPs)</p>			
<p>Element 5. Identify local therapists specializing in treatment of stress and traumatic stress disorders</p>			
<p>Element 6. Establish PSAP Peer Support Programs</p>			
<p>Element 7. Provide comprehensive, ongoing, certification training</p>			
<p>Element 8. PSAPs are highly encouraged to implement personal health incentivizing programs</p>			

For more information to assist in implementing your CSMP, contact 911Wellness@live.com.