

911 Wellness Foundation Resource B: Information Sources to Assist in Developing Your PSAP Comprehensive Stress Management Program (CSMP)

<p>NENA Standard Solutions (8 Elements of the CSMP) <i>See Standard, pages 23-24 for description of each element.</i></p>	<p>HELPFUL LINKS to free resources are listed below to support your implementation of the CSMP Elements. For guidance through the implementation process contact: 911wellness@live.com.</p>
<p>NENA Standard on Acute/Traumatic/Chronic Stress (NENA STA-002)</p>	<p>For PDF copy of this Standard, see: http://c.ymcdn.com/sites/www.nena.org/resource/collection/88EE0630-CA27-4000-BAA7-24FFA3F9029A/NENA-STA-002_9-1-1_AcuteTraumatic_&_ChronicStressMgmt.pdf</p>
<p>Element 1: Provide Stress Management Training for all PSAP Personnel (8 hrs. min.)</p>	<p>See your state's 911 office listing of approved courses. In Michigan see the State N911 Committee Office website for listing: http://www.michigan.gov/documents/msp/DTS_Training_Update_6-14-12_389059_7.xls</p>
<p>Element 2: Onsite Educational materials on stress-related risks and stress management resources (NOTE: review each resource: print/use at your PSAP as desired.)</p>	<ul style="list-style-type: none"> • Adult Stress FAQ: How it affects you and what you can do about it (1 page handout) • CDC-NIOSH Publication: Tips for Managing & Preventing Stress—A Guide for Emergency Response and Public Safety Workers, 3 pages (appropriate for handout) • Mental Health/Suicide Crisis assistance designed especially Public Safety personnel <i>including</i> 911 Pros. 911:http://safecallnow.org/
<p>Element 3. Establish procedures assuring participation of PSAP personnel in Critical Incident Stress Management</p>	<ul style="list-style-type: none"> • See <i>Occupational Safety Health Administration (OSHA) guidelines</i>: https://www.osha.gov/SLTC/emergencypreparedness/guides/critical.html • See the <i>International Critical Incident Stress Foundation</i> website: http://www.icisf.org/ • PSAPs in the Commonwealth of Virginia developed a model 911 CISM program that was adopted statewide and has served as a model for other states. Ask 911WF for more information.
<p>Element 4. Establish, educate and encourage employee use of Employee Assistance Programs (EAPs)</p>	<ul style="list-style-type: none"> • Comprehensive guidance: U.S. Office of Personnel Management. See http://www.opm.gov/policy-data-oversight/worklife/employee-assistance-programs/#url=Overview • Cost effectiveness of EAPs--Brandeis University EAP Study: http://www.iom.edu/~media/Files/Activity%20Files/PublicHealth/WorkforceResilience/Elizabeth%20Merrick-the%20Role%20of%20EAP%20Programs%20in%20Supporting%20Workforce%20Resiliency.pdf
<p>Element 5. Identify local therapists specializing in treatment of stress and traumatic stress disorders</p>	<ul style="list-style-type: none"> • For comprehensive information on Eye Movement Desensitization and Reprocessing (EMDR) for 911 telecommunicators, including other links about EMDR see http://911wellness.com/treatment-support/. For help identifying EMDR clinicians in your area email 911Wellness@live.com
<p>Element 6. Establish PSAP Peer Support Programs</p>	<ul style="list-style-type: none"> • For a comprehensive review of literature on Peer Support Programs (PSP) see: http://www.dcoe.mil/content/Navigation/Documents/Best_Practices_Identified_for_Peer_Support_Programs_Jan_2011.pdf. • Note: 911 Wellness Foundation recognizes creation of PSPs is a complex task and is currently preparing more guidance (including a list of model 911 PSP programs) to assist our 911 centers. For information on a model of an effective 911 PSP at Charleston County 911, contact Jim Lake: jlake@Charlestoncounty.org
<p>Element 7. Provide comprehensive, ongoing, certification training</p>	<ul style="list-style-type: none"> • See the Michigan State 911 Committee Dispatcher Training Manual for listing of required courses, and specific approved courses on key topics: http://www.michigan.gov/msp/0,4643,7-123-1593_47748_48059---,00.html
<p>Element 8. Provide individual health incentivizing programs</p>	<ul style="list-style-type: none"> • Before expending significant time and energy to achieve this contact your municipality, county or state governing body to identify existing resources to achieve this. See also this review of incentivizing programs for pros/cons.