

**DISTRICT OF COLUMBIA
FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT**

BULLETIN NO. 42

December 2018 (Revised)

STRESS FIRST AID (SFA) PROGRAM

The purpose of the Stress First Aid (SFA) Program is to provide a flexible framework that can help every member of the Department to continuously identify and address early signs of stress reactions in themselves and others, connect with appropriate resources, reduce the risk of a serious stress injury and promote recovery.

Section 1. Stress Injuries

Appropriately managed stress is essential for many things: to develop strength, toughness, and growth, for motivation, to acquire new skills, to meet challenges and to perform difficult missions.

Inappropriately managed stress can lead to persistent internal distress, functional impairment, misconduct, substance abuse, and mental disorder. Intense or prolonged stress can lead to a stress injury.

There are four types of stress injuries:

Life Threat -- It is a traumatic injury due to the threat to life of self or others such as a near miss or close call.

Loss -- Is a grief injury due to loss of cherished people, things or part of self.

Inner Conflict -- Is a moral injury due to behaviors or witnessing behaviors that violate morals or values (should have, could have, what if).

Wear and Tear -- This is a fatigue injury due to the accumulation of stress from all sources over time without sufficient rest and recovery.

Section 2. The Stress Continuum

It is important to recognize where you and your peers are along the continuum.

READY (Green) Optimal functioning Adaptive growth Wellness	REACTING (Yellow) Mild and transient distress or impairment Always goes away Low risk	INJURED (Orange) More severe and persistent distress or impairment Leaves a scar Higher Risk	ILL (Red) Clinical Mental disorder Unhealed stress injury causing life impairment
Stressors being managed well	Caused by Any Stressor	Caused by Life threat, Loss, Moral injury, Wear and Tear	Types of illness can include PTSD, Depression, Anxiety, Substance abuse
Signs and Symptoms	Signs and symptoms	Signs and Symptoms	Signs and Symptoms
At one's best!	No longer at best	Significant, persistent negative changes in behavior/habit	Symptoms persist and worsen over time
Well-trained and prepared	Insecure	Questioning self	Severe distress or social or occupational impairment
In Control	Losing control	No longer feeling in control of body, emotions or thinking	Loss of control
Physically, mentally and spiritually fit	Muscle tension or other physical changes; difficulty sleeping	Excessive inner turmoil, frequently unable to fall or stay asleep	Irrational guilt, shame or blame
Mission focused	Distracted	Loss of focus	No focus/ Unable to re-focus
Motivated	Reduced motivation	Loss of motivation	Loss of motivation
Calm and Steady	Feeling irritable, anxious and down	Panic, rage and depression	Loss of self control
Having fun	Not having fun	Numb, remove from feeling	All fun is lost
Behaving ethically	May or may not be behaving ethically	Not behaving ethically/ following rules	Not behaving ethically/following rules

Green Zone (READY) is a state of content readiness one should be able to operate at on a regular basis.

Yellow Zone (REACTING) stress reactions have many causes, are normal, very common and always go away.

Orange Zone (INJURED) behaviors are less common and are usually caused by damage from stress. They can put the person at risk for role failure and puts the person at risk for a stress illness.

Red Zone (ILL) is the most serious of all zones. Being in this zone indicates a clinical mental disorder, an unhealed stress injury causing life impairment and/or PTSD.

Those who are injured by stress may be the last to recognize it. If you suspect that someone is not managing his/her stress well, “Check” in with them. “Check” by observing behaviors, stating your observations of the behaviors, stating why you are concerned, trying to understand the perception of the behavior and responding by stating the desired behaviors.

Section 3. The SFA Peer Support Team

The District of Columbia Fire and Emergency Medical Services Department Stress First Aid Peer Support Team (SFA team) consists of trained Department personnel, Employee Assistance Program (EAP) clinicians, and other mental health professionals from both the public and private sectors. Department SFA team members are peers who volunteer and/or are nominated by their peers, are a good fit for the program and successfully participated and completed the required training. Any interactions with members of the SFA Team are confidential. SFA Peer Support team members (Peers) are mandated to report when someone is likely to hurt him/herself or someone else.

Section 4. Accessing SFA Peer Support

Department supervisors and Company Officers need to be cognizant of the signs and symptoms of inappropriate stress management in the personnel under their command. Any Department member or employee, who feels that connecting with a Peer is needed to obtain guidance and/or support for you, for an individual or for a group of individuals that you are concerned about, is encouraged to contact a Peer.

The SFA Peer Support team is available 24 hours a day, seven days a week. A roster of the Peers is enclosed. On-duty members are encouraged to contact On-duty Peers as much as possible.

When a Peer deems it necessary to take additional actions after an interaction, he/she will:

- a. Contact the members' Officer and/or respective Battalion Management Team (BMT) to share the recommendations. These actions may include referral to another Peer who can meet with the individual in person.
- b. If a meeting is needed with an On-duty Peer, he/she will contact his/her Officer regarding the need to meet with a member and request to be placed out-of-service.

Section 5. Participation

Talking with a Peer is voluntary and encouraged for all personnel regardless of rank or grade. The content of all interactions with a Peer is confidential.

Section 6. Location

A conversation with a Peer can occur by phone and/or anywhere there is ample space, privacy, and freedom from distractions (Department radios and all electronic devices shall be turned off). Selection of the site shall be negotiated between the Peer and the Member/Employee.

Section 7. Relieving Personnel from Duty

Peers may make the recommendation that individual(s) be taken out-of-service. Such action is neither negative nor punitive. In the event of a recommendation to place member(s) out of service, the following should be followed:

- a. The Peer will contact the DFC-Ops with this recommendation(s).
- b. The DFC-Ops or designee will consider the Peer's recommendation and delegate accordingly. Relief of personnel from duty will occur as soon as practicable and may not be instantaneous.
- c. The DFC-Ops will notify the Assistant Fire Chief -Operations (AFC-O). Personnel taken out-of service shall be placed on administrative leave. The Battalion Management Team shall ensure that all appropriate reports are completed and delivered to the Safety Officer and Program Coordinator at the Reeves Building (SFA Form enclosed). These reports shall be handled confidentially.

Section 8. SFA Team Members' Process

1. On-Duty Peers should respond to calls within 15 minutes. If the on-duty Peer fails to respond within this time frame, another on-duty Peer should be contacted. If attempts to contact all on-duty Peers fail, contact the SFA Program Coordinator.
2. The SFA Form (attached) will be used to gather pertinent information interactions. Completion of this form will be the responsibility of the Peer. The SFA Form must be submitted to the SFA Program Coordinator as soon as practical and before the end of the shift.
3. The Peer may consult with another Peer, with EAP, and any other resources, and make recommendations for the next course of action to the DFC-Ops. If there is no response from the DFC-Ops, contact the AFC-EMS.

Section 9. SFA PEER SUPPORT TEAM MEMBERS**Platoon #1**

Joshua Bauer	703-498-1873
Thomas Carroll	703-963-3035
Travis Chase	301-523-2829
Michael Freeman	240-602-2329
Stephen Faulkner	240-229-2796
Jason Marrazzo	609-578-0985

Platoon #2

Luis Blanco	201-314-6308
Emma Campbell	410-793-2175
Tech Alfonso Clary	202-897-7732
Gregory Ordile	609-707-3920
Douglas Pagel	301-751-2904
Scott Smith	240-832-7627

Platoon #3

Daniel Brong	908-399-9913
Sharon Moulton	443-864-8458
Michael Watson	240-515-6072
Porter Lawson	240-393-3391

Platoon #4

Kishia Clemencia	301-943-8474
Sean Harrington	937-657-5623
Ellen Kurland	202-999-0781
Oluwafunmike Omasere	202-369-9586
Daniel Lovato	202-904-4012
Mayra Rodriguez	202-550-3176
Gary Sampson	202-329-1369
Matthew Wood	937-681-6937
Jonathan Tate	240-375-8134

Alfie Cary	202-906-9987
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Administration

Duane Simmons	301-440-0437
Shelia Smith	202-437-6754
Sarah Roque	202-409-9601

Below is a list of resources that you can call or text when you want to or need to talk to someone immediately. This list is for information only and inclusion on this list is not an endorsement by the Stress First Aid Program.

Stress Management Resources

D.C. Government Employee Assistance Program (EAP).....1-800-346-0110
INOVA Employee Assistance Program Confidential assistance, 24/7
TDD# for the hearing impaired..... 1-877-845-6465
Access online resources and services..... inova.org/eap
Username: DCGOV Password: DCGOV

Police and Fire Clinic.....202-854-7400

Department of Behavior Health (DBH) Access Helpline.....1-888-793-4357
Get emergency psychiatric care, help with problem-solving, determine whether to seek ongoing mental health services or other types of services, find out what services are available.

DBH Mobile Crisis.....202-673-9300
Available from 9am to 1am every day, the Mobile crisis services teams respond to adults throughout the District who are experiencing a psychiatric crisis whether in the homes or on the street and who are unable or unwilling to travel to receive mental health services. Clinicians also are available to provide counseling support after traumatic events whether personal or community-wide.

Your Health Insurance Carrier.....Member Services number on the back of your card to inquire about your Mental Health benefits.

Safe Call Now.....1-206-459-3020
A 24/7 help line staffed by first responders for first responders and their family members. They can assist with treatment options for responders who are suffering from mental health, substance abuse, and other personal issues.

Fire/EMS Helpline.....1-888-731-3473
Also known as Share the Load. A program ran by the National Volunteer Fire Council. They have a help line, text-based help service, and have also collected a list of many good resources for people looking for help and support.

National Suicide Prevention Lifeline.....1-800-273-8255
The National (USA) Suicide Hotline. Not first responder specific, but they can and will talk to anyone who needs help. We have been told by one of their founders they have a large number of first responders and veterans who volunteer.

Crisis Text Line..... Help to 741-741
A service that allows people in crisis to speak with a live, trained crisis counselor who receives the text and responds, all from a secure online platform.

Frontline Helpline.....1-866-676-7500
Run by Frontline Responder Services. Offer 24/7 coverage with first responder call-takers.

Kristin Brooks Hope Center Hotline.....1-800-422-4673
A national (USA) hotline for people suffering from mental health issues.

Veterans Crisis Line (Veterans only).....1-800-273-8255 &
press 1, or text 838255
A crisis line specifically for veterans of the US Armed Forces.

IAFF Recovery Center.....1-855-643-0257
The IAFF Center of Excellence for Behavioral Health Treatment and Recovery is a one-of-a-kind addiction treatment facility specializing in PTSD for IAFF members who are struggling with addiction, PTSD or other related behavioral health challenges to receive the help they need in taking the first steps toward recovery. It is a safe haven for members to talk with other members who have faced or overcome similar challenges.

Aquila Recovery.....202-796-7760
Local 36 sponsored program. Aquila encourages early identification of heavy use or misuse of alcohol and other drugs by professionals who witness early symptoms.

American Addiction Centers..... 1-888-987-6757
Provides quality, compassionate, and innovative care to adults struggling with addiction and co-occurring mental health disorders.

Apps and Websites

O2X Human Performance

<https://o2x.com>

NFPA 1583 Compliant. The program includes improving nutrition, stress management, sleep, resilience, and physical conditioning. These five pillars of human performance make up the comprehensive EAT SWEAT THRIVE methodology.

7 Cups Online Therapy

<https://www.7cups.com>

Website/App -- Utilizes both trained listeners and licensed therapists and counselors to provide services. Trained listeners are laypeople trained in active listening who provide free confidential support. Users can also establish a relationship with a licensed professional for a fee. Not first responder specific, but they allow you to pick your listener and therapist so you can find someone who you are likely to be able to connect with.

IntelliCare

<https://www.intellicare.net.ph>

App (Android only) -- IntelliCare is a suite of apps that work together to target common causes of depression and anxiety like sleep problems, social isolation, lack of activity, and obsessive thinking. These apps are part of a nationwide research study funded by the National Institutes of Health.

PTSD Coach.

<https://www.ptsd.va.gov/public/materials/apps/ptsdcoach.asp>

Website/App -- Designed by the National Center for PTSD (a division of the VA). PTSD Coach provides information about diagnosing and treating PTSD, the ability to track symptoms, information on handling stress, and direct links to support and help.

Talk Space

<https://gettalkspace.com>

Website -- Offers online therapy with licensed mental health providers. The intake counselor will match you with an appropriate therapist.