



HALIFAX

HRP's Employee & Volunteer Support Processes for Critical Incidents

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Topics Overview

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Introduction

- The HRP's Employee and Family Assistance Program (EFAP) is a voluntary program to assist employees, HRP volunteers and their immediate family members with personal and work related issues.
- The program provides peer support and referrals for professional services if required, or an opportunity to confidentially “talk” with a peer.



Introduction

(continued)

- EFAP started in 1993 (HPD).
- Supported by management (including wellness) and union, but confidentially independent from both.
- Program assists a complement of over 700 employees (sworn, civilian, IES, prisoner care, volunteers).
- Not counselors, strictly peer support.



Key Principles

- Maintain the highest standard of confidentiality.
- Identify problems early.
- Deliver prompt intervention. This typically occurs directly after a critical incident (day/night).
- Provide referral to professionals who are familiar with first responders needs when required.



Composition

- EFAP consists of 1 full time coordinator and 16 voluntary peer referral agents. These agents are either current or retired staff and may be either police officers or civilians.
- Two peer referral agents are on call 24/7, 365 days a year to respond to the needs of employees.
- Peer referral agents have provided these services to other HRM business units who do not have this service.



Critical Incidents

- Critical incidents are usually responded to directly after the incident has occurred.
- This most often involves responding in person to check on and assess the employee/volunteer and/or family members.
- Peer referral agents may continue to follow up, days, months and sometimes years after events.



Training

- All peers are trained in:
 - Applied Suicide Intervention Skills Training (ASSIST)
 - Critical Incident Stress –Individual/Group
 - Strategic resilience
 - Annual team training
- Peers train others: (HRP/HRM/Volunteers/others)
 - Assist
 - Critical Incident Stress –Individual/Group
 - Strategic resilience – delivering to all HRP in block.



