

DHS*Together*
Resource Guide
Department of Homeland Security
Federal Law Enforcement Training Center (FLETC)

Critical Incident Stress Management Program

On-Site number: 912-267-2633

Toll-free number: 877-235-7337

The FLETC Critical Incident Stress Management (**CISM**) program provides Traumatic Incident Management (TIM), Peer Support Program (PSP), and Employee Assistance Program (EAP) designed to help FLETC and Partner Organization staff, students, and their respective family members meet life challenges and remain healthy, engaged, and productive.

The TIM program offers a wide range of programs and interventions that incorporate services that alleviate or prevent psychological trauma and enhance the ability to recover from significant stress or traumatic incident. These services include, but are not limited to:

- Crisis Intervention
- Trauma Reduction
- Follow-Up Services
- Information and Referral Services
- Family Support Services
- Group and Individual Interventions

The PSP offers on-going, informal, effective support through certified and trained volunteers. The PSP operates in the areas of prevention, intervention, and post-vention to effectively deal with a variety of issues that may impact the work performance, as well as the health and well-being of the FLETC staff. Volunteers help mitigate the harmful effects of stress by exploring options, seeking solutions, and offering support.

The EAP offers short-term **confidential** counseling and referral for issues that are affecting your ability to work. The EAP will either address your concerns during counseling sessions, or they will refer you on to appropriate community resources, counselors, and other supports. Issues addressed by the EAP include:

- Life changes – divorce, new job, new baby, aging parents, grief and loss, retirement
- Life challenges – drug and alcohol abuse, depression, eating disorders, mental illness
- Job stress and burnout
- Coping with difficult situations or difficult people

For FLETC Staff: CISM offers TIM, PSP, and EAP services for all FLETC staff and their respective family members.

For PO Staff: CISM offers TIM and Peer Support services to all Partner Organization staff and their respective family members. Additionally, you have access to your organization or agency's Employee Assistance Program. Please contact your agency for referral.

For Students: CISM offers TIM and Peer Support services to all Partner Organization staff and their respective family members. Additionally, team members have access to their organization or agency's Employee Assistance Program. Please contact the agency for referral.

For ALL Managers:

CISM is an ally in fostering a high-performance organization by providing:

- Coaching – how to refer employees to EAP, have difficult performance conversations, handle difficult employees, be a better manager;
- Counseling and referral to help you manage your own stress and life challenges

Additional Services Available:

- The Employee Wellness Program offers health promotion services for all FLETC employees and PO staff. For additional information, visit the Employee Wellness Program Intranet Site or call (912) 267-3436.
- The PTD offers fitness and nutrition classes to all FLETC employees and PO staff. Check with PTD staff members at your training site for specific services offered in your area.
- The Health Unit provides blood pressure checks, flu shots, and other basic services on a very limited basis and should not be viewed as a primary care provider. Contact the health unit located at your training site for additional information.
- The Glynco "Little Rookies" Child Development Center offers convenient day-care services. Hours of operation are from 6:30 am to 6:00 pm for children 6 weeks to 4 years. For additional information, please call (912) 267-2376.

If you believe that you or anyone you work with is at IMMEDIATE risk, please call emergency services (911) for help.