



ATTACHMENT A

Public Act 19-17  
MODEL CRITICAL INCIDENT & PEER SUPPORT POLICY TEMPLATE

**Scope:** The scope of this policy is limited to the behavioral health programs and services provided by (insert Town/Agency name). This policy is provided in accordance with the requirements of Connecticut Public Act 19-17.

**Purpose:** The purpose of this policy is to ensure that the members of (insert Town/Agency name) have access to behavioral health resources and to note the methods to access those resources.

**Safety Message:** If you are a member in crisis and/or thinking of harming yourself or others, contact (applicable number) now.

A member in crisis shall be able to access any of these resources at any time. All members are valued to the organization and the agency. Members should access these resources freely with the knowledge and understanding that it will occur in a supportive environment absent of judgement or retribution.

**Definitions:**

**Content:** The model policy should, at a minimum, include the following:

1. (Command) A strong statement from the leadership, including labor, management, and other applicable stakeholder (volunteer fire association, etc.) that accomplishes the following:
  - a. Destigmatizes behavioral health
  - b. Expresses the value of all persons in the agency
  - c. The importance of being medically, physically, emotionally, and spiritually ready to answer the calls we receive
2. (Operations) A list of the things that program addresses. Minimally, that should include:
  - a. Access to help/support post qualifying event
  - b. Access to help/support post a potentially traumatic event that does not meet the criteria contained within the Public Act but, nonetheless, generated an impact on a member
  - c. Access to substance use/over-use treatment and support
  - d. Access to help/support relative to marriage and family issues
  - e. A program to address the specific consideration of citizen soldiers/military families.
  - f. Access to an internal cadre of trained Peer Support members.
  - g. Access to help/support relative to suicidal ideation (regardless of causation)



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- h. Access to programs/resources/ support regarding the creation and sustainment of a resilient workforce.
    - i. Development of a policy on how a member is re-incorporated into the department post-intervention.
3. (Finance) Specific information on how this program is accessed by the member, who is responsible for any costs of accessing the program, what insurance covers, and any necessary paperwork that must be done. At the same time, the statement should include process information on how to file a claim within the
4. (Logistics). The policy should delineate where the services will come from (internal, external) and how they will be supported by the department. This should include processes to address items C, D, E, and G noted above.
5. (Planning) The policy should include information on specific training programs to support the policy. This should include necessary training to address items E, F, G, and H above.
6. (Safety) The policy should include information on how the member in crisis will be supported by the organization if time off is needed.
7. (Liaison) The policy should, if possible, include a pathway to interface with the programs offered by other allied agencies (police/fire/ems) in the same community to ensure all are on the same page and offering helpful resources.