How to Build a Peer Support Team
Planning Guide

International Critical Incident Stress Foundation - Canada, Inc.

FOR OUR HEROES

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STEPS	CRITICAL QUESTIONS	PLAN
1 OBTAIN BUY-IN	• Who needs support? • Who is at risk of psychological injury in our workplace? • Who needs to be involved to make our program a reality?	
2 IDENTIFY A TEAM LEAD OR CO-LEADS	• What qualities are essential for a good team lead? • Who in our organization would fit these qualities?	
3 IDENTIFY A CLINICAL DIRECTOR TO PROVIDE OVERSIGHT	• Does our organization have integrated mental health or use preferred providers? • What competencies in a Clinical Director does our organization need for effective oversight? • Do we know of any Mental Health Professionals trained in CISM who can provide Clinical Direction for our CISM Team?	
4 RECRUIT TEAM MEMBERS	• Who do we need to represent on our CISM team? • How many peers do we need to train initially to populate our CISM Team? • How are we going to share information with frontline personnel to build awareness? • Can we do a Peer Nomination Approach for best outcomes, or would a self-selection approach be more feasible?	
5 TRAIN YOUR PEER SUPPORT TEAM	• What is the minimum basic training we need to start a CISM team? • What is the ongoing training we need to maintain the CISM team? • Who will provide the training? • What is the budget for training?	
6 DEVELOP YOUR PEER SUPPORT TEAM	• What are the terms of reference and standard operating procedures (SOPs) that identify essential functions and processes for our peer team operations? • How is the team going to be activated and deactivated? • How is the team going to report on utilization and activity trends for improvement?	
7 DEVELOP A REFERRAL NETWORK	• What mental health resources already exist within our organization? • What outside resources are appropriate/relevant to our frontline personnel? • Does our organization have insurance coverage for all mental health and substance abuse treatment levels? • What are some resources in our community that we can vet? • Do we have an updated list of vetted mental health professionals and resources?	
8 CONDUCT REGULAR OUTREACH	• Who needs to know about our program? • Do we have a schedule for conducting outreach with frontline personnel, executives and leadership, retirees, family members, our EAP/EFAP, and local clinicians? • Are we conducting regular check-ins, distributing written materials, or holding information sessions as well as frequent and ongoing pre-incident education sessions?	
9 MAINTAIN YOUR PEER SUPPORT TEAM	• What ongoing maintenance activities does our CISM Team need to conduct regularly, annually? • Do we have a schedule to revise our team protocols, evaluate workload distribution, or a team morale check? • Do we have regularly scheduled CISM Team meetings?	
10 EVALUATE YOUR IMPACT	• What data does our CISM Team need to collect to help evaluate our effectiveness? • How can we create anonymous surveys to identify utilization, satisfaction, and suggestions? • How can we compare quantitative data with EAP/EFAP (or equivalent) utilization to determine program value?	