

Peer Support COACHING

1. Introduction

Everything is confidential per Alabama Statute 36-21-14.

No notes, no records, not even names.

No breaks unless escorted.

This is NOT therapy.

If you don't want to be here, you can still get help.

You may feel worse tomorrow.

2. Fact

What time did your shift start? What calls did you take?

What happened? Start about 3 hours before the incident. Get very detailed.

Continue facts until their return to the office.

Mirror verbally and non-verbally

3. Thought

Listen only, DO NOT ADVISE

When you realized _____, what was your first thought?

When you came off auto-pilot, what were you thinking?

When did you first think about _____?

When did the thought of _____ first hit you?

4. Reaction

When you realized _____, how did it make you feel?

What stands out the most?

What do you remember most about what you saw? Heard? Felt?

Tasted? Smelled?

If you could erase something in the middle, what would it be?

Name 3 things you would do differently.

What repeats itself over and over again?

If you could edit this as a movie but could not change the end, what would you cut?

5. Signs

What about you is different now than before the incident?

How have you changed since this?

How has your eating/sleeping changed?

Are you harder to get along with since this?

Name 3 things that have changed since the incident.

6. More Signs

On a scale of 1-10, how has your agency treated you since the incident? Friends? Family?

Bosses? Church? God?

How do you feel about you since the incident?

What is your biggest fear since the incident?

What's bothering you besides this incident?

7. Teaching

Go over the defusing sheet, especially if one was not done: use "things to try" or "what to do about it" sections to educate.

Proper diet, exercise, communication

No major life changes for 6 months
Assess for suicide, alcoholism, drug abuse, domestic abuse, self-destructive acts

8. Re-Entry

How do you plan to better yourself-move ahead?

Remind of confidentiality.

Remind that they may feel worse but will improve.

Assess for potential team membership.

Make them tell you where they are and what they're doing before they leave.

EXCHANGE NUMBERS!!!

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