

EMPLOYEE SUPPORT SERVICES

1860

(No.28 July 2014)

MISSION STATEMENT

1860.1

(No.28 July 2014)

The mission of the Employee Support Services (ESS) program is to support the emotional well-being and mental health of CAL FIRE employees and their families, especially during times of crisis or loss. This program is designed to empower individuals to live a healthy lifestyle, and provide for a safer work environment.

VISION STATEMENT

1860.2

(No.28 July 2014)

ESS strives to maintain a network of well-trained peers reflective of the CAL FIRE workforce, who work with mental health professionals experienced in the needs of first responders; and with the support of volunteer Fire Chaplains, provide emotional support for Department employees and their families during times of personal or professional crisis.

VALUES STATEMENT

1860.3

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- Recognize employee-confidentiality is essential for program success.
- All peers and coordinators working within the ESS program shall be trained in peer support and crisis response.
- Peer support is not to be considered a substitute for professional counseling. Assistance in finding mental health/substance abuse professionals will always be offered during periods of personal crisis or loss.
- The Employee Assistance Program (EAP) is the core resource to be utilized when providing referrals for professional counseling.
- ESS will monitor peer support personnel from the cumulative effects of providing crisis support, and encourage the use of professional counselors when needed.
- ESS and the Peer Support Program shall adhere to the guidelines recommended by the International Critical Incident Stress Foundation (ICISF).

POLICY**1860.4****(No.28 July 2014)**

It is the policy of the Department to provide access to the programs of ESS for all CAL FIRE employees and their family members. The following is a list of the ESS programs available:

- Employee Assistance Program (EAP) (Policy Section 1861)
- Peer Support Program (PSP) (Policy Section 1862)
- Substance Abuse Assistance Program (SAAP) (Policy Section 1863)
- Chaplain Use Guidelines (Policy Section 1864)
- Critical Incident Stress Management (CISM) (Policy Section 1865)

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