


**Surrey Fire Service
Operational Guidelines**

Mental Health Wellness/Support	O.G. # 5.02.05.02	Page 1 of 1
	Eff. August 2, 2016	 Init. of FC

PURPOSE: To provide a guideline to increase the awareness of mental health well-being and to establish a minimum level of mental health support for employees.

SCOPE: All Fire Department Personnel

POLICY: The Surrey Fire Service shall ensure its members receive support in the form of training, peer support/counselling, and individual professional counselling when needed, to facilitate the greatest degree of psychological wellness.

PROCEDURE: All new Communications and Operations employees will receive Mental Health Awareness training as part of their recruit/orientation training.


All new Officers/Supervisors in Dispatch, Prevention and Suppression will receive Mental Health training as part of their Leadership training.

All Station Captains and Dispatch Supervisors shall ensure a Critical Incident Stress defusing is conducted whenever a member has been involved in a stress related incident as described in the Critical Incident Stress Policy OG #5.02.05.01.

All Station Captains and Dispatch Supervisors shall facilitate a "Crew Check In" as described in OG # 5.02.05.01.

Any employee involved in a serious work place accident in which hospitalization is required will be provided with the opportunity to consult with a mental health professional prior to returning to regular duties as per OG # 1.04.04.

All members of the SFS are expected to be supportive of each other as we deal with the stressors of the job. While each of us may have different thresholds for tolerating work and life-related stressors none of us are immune to encountering psychological challenges that will affect our well-being throughout our careers. It is incumbent on each of us to look out for each other and offer support when appropriate. Information learned during discussions regarding a member's well-being should be kept confidential among peers with the exception of seeking support from the Employee Support Team representatives in order to receive a higher level of assistance for a member.

 _____ Signature of Fire Chief	This O.G. Replaces: New Issued on: August 2, 2016
---	--