



Forest Service
U.S. DEPARTMENT OF AGRICULTURE

FS-1248 | October 2024

CASUALTY Assistance FIELD GUIDE

You are <u>never</u> ready for a catastrophic event, but you can be **prepared!** The **Casualty Assistance Field Guide** provides a seamless and transparent delivery of resources to support employees and their families on issues of preparedness, critical incident response, and long-term follow-up care.

This guide was developed after responses from field employees identified gaps in the resources readily available to employees to support their wellness.

Use of the resources in this guide will help support employees, their coworkers, and their families. Through this toolkit, the agency reaffirms that employee health and well-being is its highest priority.

Agency leadership supports regular use and training of this guide, which will help employees become familiar with the resources available to them and be better equipped to respond to stressful or traumatic events.

Download the resources within this guide to your smart device for ease of access. During stressful times, you may have only a small moment of clarity. QR codes throughout this guide can be used to quickly access much of the helpful material.

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CONTACT US

Casualty Assistance Program and Critical Incident Stress Management Contact List



Work Environment and Performance Office Employee Support and Well-Being



Casualty Assistance Program and Critical Incident Stress Management Contact List: Other Contacts

Wildland Firefighter Foundation	208-336-2996
Eric Marsh Foundation	928-848-7360

Suicide Hotline: Dial 988

Casualty Assistance Program

NATIONAL TEAM

CAP Hotline: 202-205-1455

CAP E-mail: sm.fs.cism@usda.gov

Report a serious injury or death to HRM:

1-877-372-7248 (option 2, option 2, option 1)

Website: http://fsweb.wo.fs.fed.us/cap/



CORDON
OF HONOR
FOR FALLEN
WILDLAND
FIREFIGHTER.
USDA FOREST
SERVICE PHOTO
BY TODD
LEGLER.

CASUALTY ASSISTANCE PROGRAM

The Forest Service Casualty Assistance Program (CAP) takes a coordinated approach to assist employees, their families, and the larger interagency community after a serious or traumatic injury or fatality. CAP provides support for both work and non-work related (off-duty) injuries, illnesses, and fatalities.

The program educates employees and agency leaders on the support, benefits, and resources available to employees and their families after a critical incident.

CAP coordinators assist local units to create critical incident response plans, ensure managers understand agency procedures and legal authorities, and train official agency liaisons.

CRITICAL INCIDENT STRESS MANAGEMENT PROGRAM

The Critical Incident Stress Management (CISM) program provides education, support, and assistance to employees to mitigate the effects of a critical incident. After a crisis or traumatic event, normal coping mechanisms may be compromised. Interventions provided by Critical Incident Peer Support (CIPS) groups and clinicians follow the protocols of the International Critical Incident Stress Foundation.

The purpose of a CISM intervention is to accelerate the recovery process and to assess the need for additional or alternative services after a critical incident or cumulative stress. The national CISM framework promotes a consistent response across the Forest Service and in cooperation with interagency partners.

ADDITIONAL CAP SUPPORT POSITIONS

Hospital Liaison: Hospital liaisons provide support and care to the employee and their family when an employee requires hospitalization or treatment from a medical provider due to injury or illness. They work closely with HRM caseworkers to ensure necessary paperwork is completed through the Office of Workers' Compensation Programs, advocate for appropriate patient care, and inform agency leadership on needs and concerns of the employee and their family. Trained hospital liaisons are skilled and capable of navigating Federal medical care requirements.

Family Liaison: A family liaison is assigned when an employee has died. The liaison serves as a direct communication link between the agency and the employee's family. The family liaison coordinates support to the family and assists with memorial and funeral arrangements upon the family's request. The liaison will work closely with HRM caseworkers to ensure all benefit packages are complete.

Care Team: Care teams are established to support a unit that has suffered a critical incident exceeding their management capacity. Care teams are made up

of subject matter experts who serve as advisors to support key activities at the local unit. These teams are requested by agency leadership based on incident complexity.

Honor Guard: The Forest Service Honor Guard seeks to honor and remember employees who have sacrificed their lives for the safety and security of our national forests, employees, and the public. The Honor Guard proudly provides full honors at memorials and funerals to honor employees and their families.

Memorial Liaison: A memorial liaison is an Honor Guard member who specializes in the dignified transportation of remains, memorial and funeral planning, and honoring the fallen.

HRM Caseworkers: The CAP program works closely with subject matter experts in HRM to ensure that claims and benefit packages in the Office of Workers' Compensation Programs are comprehensive and complete.

THE CRITICAL INCIDENT RESPONSE PLAN

The Critical Incident Response Plan (CIRP) provides a framework of communication to be used when supporting a critical incident.

Pre-Incident Task or Action	Who
Identify personnel and provide training to key positions, such as hospital liaison, family liaison, and public affairs teams.	Line officer
Conduct CIRP pre-incident planning and training.	All key personnel
Review CIRP and update liaison toolkits annually, which may include required forms, contact lists, knowledge of local resources (hospitals, hotels, funeral homes, etc.).	Forest safety/risk manager and all identified personnel
Ensure all employees have current emergency notification information on file (secured yet accessible). Update information as seasonals are hired.	Line officers, supervisors, and administrative officers

Pre-Incident Task or Action	Who
Draft the Delegation of Authority for Incident Management Team and/or accident investigation team.	Line officer
Develop and review key contact lists.	Public information
Become familiar with the role and responsibilities to be fulfilled.	All identified personnel
Discuss the sensitivity of sharing critical information via social media with all employees during orientation.	Public information, line officers
Perform emergency incident simulation and training exercises (internal and with partners if possible) to assess capacity of local fatality-based incident management teams.	All key personnel

Initial Response to Incident (24-48 hours)	Who
Determine the scope of the incident, identify the involved jurisdictions, and implement initial actions. Obtain accurate information regarding the involved employee(s), locate emergency contact information, ensure immediate needs (shelter, food, etc.) are met, and provide a private and safe place away from the incident.	Line officer and supervisor
Secure and protect the scene and ensure life and property are protected. Obtain accurate information regarding the affected employee(s).	Law enforcement
Obtain the employee's emergency contact card.	Forest supervisor and line officer in employee's home office
Notify regional office contacts, OSHA, law enforcement, and others outlined in the forest accident reporting safety plan.	Forest supervisor, line officer, and forest safety/risk manager
Notify employee's home unit if not local.	Forest supervisor and line officer

Initial Response to Incident (24-48 hours)	Who
Determine team size and develop the local care team: immediate need liaison, agency administrator, public information officer, HRM.	Forest supervisor and line officer
Contact or arrive at medical facility on behalf of the injured employee. Contact HRM and complete required medical forms on behalf of the employee (CA-1, CA-16, CA-17, etc.).	Hospital liaison
Coordinate care of employee and their family with liaisons.	Supervisors

Continued Response and Developing Plan (48-72 hours)	Who
Ensure personnel are available to support the family, such as answering phones, running errands, providing transportation with line officer approval.	Hospital and family liaison
Brief employees from home unit on the incident. Continue to provide updates.	Agency administrator and line officers
Ensure affected employees have transportation and stand down location if needed (motel, drivers, peer support, etc.). Secure victim's personal belongings.	Line officer, supervisor, and hospital liaison
Complete 24/72 hour notification report and press release.	Safety/risk manager, line officer, and public affairs team
Assist in scheduling visitors and agency officials to ensure privacy without overwhelming the family and patient.	Hospital and/or family liaison
Maintain information flow to agency officials and employees.	Hospital and/or family liaison

Post-Incident Plan Implementation and Support	Who
Determine the type of team or support group needed (accident review, investigation, or peer support) and coordinate team logistics.	Agency administrator, line officer, and safety/ risk manager
Provide Employee Assistance Program and other resources to employee and family.	Hospital, family liaison, and peer support
Arrange peer support, Stress First Aid, or CISM.	Line officer, safety/ risk manager, and peer support
Maintain contact and support employee as needed following release from the hospital.	Hospital liaison and supervisor
Arrange the return of Government property.	Hospital liaison, family liaison, and
	administrative officer
Ensure that the employee's transportation needs, medical prescriptions, hotels, billing, etc. are addressed prior to release.	,

Post-Incident Plan Implementation and Support	Who
Aid with Honor Guard and other funeral services for the family.	Family liaison
Provide site visits and protection by family and constituents.	Line officer, safety manager, public information
Keep family and employees informed of all things, such as ongoing investigations, reports, etc. Share all findings with the family before sharing with employees.	Family liaison
Regularly do pulse checks on the well-being of all involved employees. Check in monthly and on anniversary dates.	All employees
Provide FOIA and legal release of information.	Public information
Conduct an after-action review of the team's response.	Agency administrator
Provide and share opportunities for support.	Employee Support and Well-Being Branch

FORMS AND PAPERWORK

Every traumatic injury or fatality requires completion of several Federal forms. Not all forms listed below will need to be completed for each event. Work with your hospital or family liaison and HRM caseworker to complete the appropriate forms.

Injury Forms	Fatality Forms
CA - 1	CA – 5
CA – 2	CA – 6
CA - 16	CA – 12
CA - 7	CA – 40
CA -20	CA – 41
	CA – 42

Access additional forms using the QR code:



NWCG BURN PROTOCOLS

Burn injuries range from minor burns that can be taken care of with basic first aid on the fireline to life-threatening injuries that require complex treatment at burn centers. A burn injury that is beyond basic first aid treatment should be sent to the nearest emergency department for evaluation. The National Wildfire Coordinating Group (NWCG) burn protocol has a flow diagram that explains emergency department processes in burn cases. NWCG also maintains a handout that can be provided to the physician to help guide treatment specifically catered to Forest Service firefighters.

Access NWCG Burn Protocol resources using the OR code:



RHABDO PHYSICIAN WORKSHEET

Rhabdomyolysis (sometimes called "Rhabdo") is a medical condition resulting from the breakdown of damaged skeletal muscle tissue, which leads to the production of protein by-products. Breakdown of muscle tissue occurs regularly in the body from physical exertion; however, kidney damage can occur when the amount of breakdown exceeds the body's ability to effectively eliminate by-products.

Access the Rhabdo Physician Worksheet using the QR code:



DEATH NOTIFICATION

When delivering a death notification, follow any wishes left by the employee on their emergency contact form.

In addition, follow agency and local laws and protocols.

Casualty Assistance Program

NATIONAL TEAM

CAP Hotline: 202-205-1455

CAP E-mail: sm.fs.cism@usda.gov

Report a serious injury or death to HRM: 1-877-372-7248 (option 2, option 2, option 1)

Website: http://fsweb.wo.fs.fed.us/cap/

GRIEV_ING MODEL FOR DEATH NOTIFICATION

Gather: Gather the family and or survivors; offer to call or wait.

Resources: Call for support resources available to the family.

Identify: Identify your role, the deceased by name, the group present, and their state of knowledge.

Educate: Educate the room based on their knowledge, avoid jargon, and talk slowly.

Verify: Verify the person's death; be clear and do not use euphemisms.

_space: Give family personal space and be okay with silence.

Inquire: Ask if there are any questions and answer them to the best of your knowledge.

Nuts and Bolts: Gently bring up logistical tasks—funeral services, personal belongings, and next steps.

Give: Provide your contact information and offer to answer questions.

Hobgood, C.; Harward, D.; Newton, K.; Davis, W. 2005. The educational intervention "GRIEV_ING" improves the death notification skills of residents. Acad. Emerg. Med. 12(4): 296–301.

AGENCY HANDBOOK GUIDES

Forest Service Death and Serious Injury Handbook





Bureau of Land Management Line of Duty Death Response Guide

National Park Service Loss of Human Life Response Handbook





Fish & Wildlife Service Line of Duty Death Handbook

National Fallen Firefighter Lineof-Duty Death Benefits Guide





Agency Administrator's Guide to Critical Incident Mangement

EMPLOYEE RIGHTS AND ACCIDENT INVESTIGATIONS

When an accident occurs, each agency has agency-specific accident investigation reporting requirements. The U.S. Department of Agriculture uses eSafety and the U.S. Department of the Interior uses Safety Management Information System (SMIS).

Managers use reviews and investigations to assess and improve the effectiveness and safety of organizational operations. Information (other than factual) derived from safety reviews should only be used by agencies for accident prevention and safety purposes (Chapter 18 of Redbook).

Federal employees are protected by rights during investigations and reviews and should become familiar with those rights.

TYPES OF REVIEWS



Interagency Standards for Fire and Fire Aviation Operations (Redbook)

Coordinated Response Protocol (CRP)





Facilitated Learning Analysis (FLA) Federal Aviation Administration National Safety Transportation Board





Office of Inspector General (OIG)

Occupational Health and Safety Administration (OSHA)





Serious Accident Investigation (SAI)

EMPLOYEE RIGHTS



National Federation of Federal Employees Union Agreement

Miranda Warnings





Kalkines Warning

Garrity Warning





Employee rights during OIG investigation

TRAUMA AND MENTAL HEALTH

Stress reactions are a normal part of life.

These reactions can last minutes, days, weeks, or longer. Stress reactions are part of the stress response and are not a sign of weakness or inability to do the job.

Unusually strong stress reactions, combined with trauma, may overwhelm normal coping mechanisms. Peer support from friends, co-workers, family, or other loved ones can make a big difference to people affected by stress.

When peer support is not enough, professional assistance may be needed. This does not mean a person is weak. Instead, it simply means that the event or combination of events was too powerful or overwhelming for the person to manage alone.

BURNOUT CHART

patterns • Effective communication	muscle tension and fatigue • Temporary stress that improves with self-care and peer support Peer support, family support,	dreams - Self-medication with substances or numbing activities (alcohol, gambling, etc.) Employee Assistance Program:	activities • Thoughts of suicide, self-harm, or harming others Caregiver, 911, or 988
Pre-Incident Enjoying life In control, ethical behavior Normal sleep and appetite	Not enjoying life Poor focus Trouble sleeping and eating Increased	Inner conflict Loss of control Loss of values and beliefs Restless sleep patterns and recurring	 Night sweats or fear of sleeping Dependence on substances, food, or numbing
Thriving	Struggling Initial Attack	Surviving Extended Attack	Season Ender • Nightmares and flashbacks

STRESS FIRST AID (SFA)

Do you notice visible impacts of stress in yourself or your coworkers at your workplace? Does stress seem to affect general health, morale, and enjoyment? Would it be helpful to recognize how an abnormal amount of stress can show up differently in individuals and learn tools to help navigate back to your true selves?

Inviting a fellow employee who is a skilled Stress First Aid trainer to bring this conversation into your workplace could be an easy first step.



KIDS FISHING DAY, SHOSHONE
NATIONAL FOREST. USDA FOREST
SERVICE PHOTO BY TODD LEGLER.

What is Stress First Aid?

- SFA is an evidence-based self-care and peer support model originally developed for those in high-risk occupations such as military, fire and rescue, and law enforcement.
 - SFA introduces the stress continuum, which provides a common language for stress and reduces the stigma around stress and its effects.
 - SFA includes seven adaptable actions that help to identify and address early signs of stress reactions.
 - SFA promotes a practical and appropriate level of care for peers that can occur in the moment. SFA also facilitates higher levels of care as needed.

Access SFA resources using the QR code:



COMMON REACTIONS TO CRISIS AND TRAUMA

Physical	Cognitive	Emotional
Flight, fight or freeze responses Shock, numbness Nausea Exhaustion Muscle tremors, shakes, or aches Twitches Chest pain Fast pulse Rapid heart rate Headaches Weakness, fatigue Dizziness Sweating Elevated blood pressure Chills Trouble sleeping Excessive sleeping Diarrhea Indigestion Non-specific body complaints	Accusations Confusion Poor attention Poor decisions Difficulty concentrating Memory problems Hypervigilance Nightmares Intrusive images Poor problem-solving ability Difficulty calculating Difficulty identifying objects or people Difficulty remembering details Time distortion Auditory distortion	• Anxiety • Crying • Feelings of guilt • Numbness • Grief • Disbelief • Denial • Panic • Startle response • Emotional shock • Uncertainty • Depression-like symptoms • Apprehension • Irritability • Agitation • Anger • Outbursts • Loss of emotional control • Euphoria • Obsessiveness

Relational	Behavioral	Spiritual
Withdrawal from family, coworkers, colleagues Withdrawal from organizations or other affiliations Isolation Stigma, racism, sexism, media response Secondary injuries from friends, family, social and professional affiliations Unemployment or underemployment Discontinued educational pursuits Lack of community or political involvement	Change in speech Withdrawal Emotional outbursts Increase in accidents Potential for violence Suspiciousness Loss/increase of appetite Startle response Alcohol/drug consumption Inability to rest Pacing Change in sexual function or drive Crying Recklessness Hypervigilance Ritualistic behavior Criminal behavior Loss of motivation Excessive spending	Questions about faith Run to or from faith Anger with religion Withdrawal from faith and religion Concern about life after death Questions about good and evil Change in moral values Promising, bargaining challenging faith during times of duress or trauma Searching for meaning and hope Concern about vengeance, justice, and forgiveness Spiritual "awakening"

988 SUICIDE AND CRISIS LIFELINE

The 988 Suicide and Crisis Lifeline, a national network of local crisis centers, provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, throughout the U.S. The lifeline is committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

Experts and the voices of lived experience continually guide improvements in lifeline services. These individuals bring invaluable knowledge and support to our mission of reducing the national incidence of suicide.





CRISIS INTERVENTION

Common factors for action:

- · Noticeable changes in behavior or mood
- Signs of uncharacteristic sadness, quietness, depression, or withdrawal
- Expressions of hopelessness, depression, or guilt
- Changes in sleep or appetite
- · Minimal social support
- Alcohol or substance abuse
- Legal or financial problems
- · Under investigation
- Conversations about death or wanting to die
- A plan for self-harm, such as access to lethal means

AID LIFE

Ask. Don't be afraid to ask, "Are you thinking of killing yourself?"

Intervene immediately. Take action. Tell the person he or she is not alone.

Don't keep it a secret. Talk with a family member or friend.

Locate help. Seek a mental health professional, chaplain, peer support, Employee Assistance Program, etc.

Inform supervisor of the situation.

Find someone to stay with the person.

Expedite. Get help immediately. An at-risk person needs immediate attention.

Don't leave the person alone.

Local Emergency: 911

Crisis Text Line (type HELLO): 74174

National Suicide Prevention: 988

Veteran's Crisis Line: 988, Option 1

988lifeline.org

ARE YOU BURNING OUT?

Assign a number from 0 (no or little change) to 5 (significant change) for each of the following questions. (This test is not meant to replace a clinica assessment.)
1. Do you tire more easily? Feel fatigued rather than energetic?
2. Are people irritating you by telling you, "You don't look so good lately"?
3. Are you working harder and harder but accomplishing less and less?
4. Are you increasingly cynical and disenchanted?
5. Are you often invaded by a sadness you can't explain?
6. Are you forgetting things (appointments, deadlines, personal possessions)?
7. Are you increasingly irritable? More short-tempered? More disappointed in the people around you?
8. Are you seeing close friends and family members less frequently?

tasks suc	9. Are you too busy to complete routine ch as making phone calls, reading reports, or out holiday cards?
	10. Are you suffering from physical nts (aches, pains, headaches, alingering
of the da	11. Do you feel disoriented when the activity y comes to a halt?
	12. Is joy elusive?
yourself	13. Are you unable to laugh at a joke about
worth?	14. Does sex seem like more trouble than it's
	15. Do you have very little to say to people?
	TOTAL
26-35: T 36-50: Yo	u're in the clear. here are things you should be watching ou're a candidate for burnout. ou are burning out.

may be threatening to your physical and mental wellbeing.

65+: You sound burned out, which is a situation that

SELF-CARE

Self-care means taking care of yourself to stay healthy, be well, perform your job and roles, and taking care of the most important person, YOU. Self-care is a choice and requires commitment.

Physical: seek routine physical activity, attend medical appointments regularly, maintain a good diet, and take prescribed medications as needed.

Social: make time for friends and family, maintain and cultivate close relationships, and build enough time into your routine.

Mental: keep your mind sharp, learn a new skill, read a book or complete a puzzle.

Spiritual: find a suitable spiritual lifestyle for you (with or without religion) or practice regular meditation.

Emotional: acknowledge and express your feelings and talk to your support group.

YOU ARE THE MOST IMPORTANT PERSON

Take time to focus on "YOU" using the questions below. Take some notes here and refer to them during stressful times throughout your life.

What five roles define you?

Name four people to whom you are closely connected.

Which three people do you lean on during tough times?

List two people who know you best.

What one action will you commit to today to practice self-care?

TEAM SUPPORT, PREPAREDNESS, AND BREAKING THE STIGMA

We live, work, and share hardships and successes together. Have open, honest conversations about the following questions.

How do you know when you are stressed?

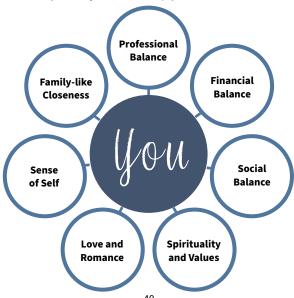
How do others know when you are stressed?

How do you manage your stress reactions?

What values, ideals, barriers, and other obstacles create self-care challenges?

COMPLEXITIES OF THE WORK-LIFE BALANCE

In the wheel image below, you are at the center. Combined, the labeled circles make up 100 percent. Too much focus in one area will push the wheel out of balance. Example: too much time in financial balance leads to a loss in the other categories. Balances must constantly be adjusted to keep you in balance.



WORK ENVIRONMENT AND PERFORMANCE OFFICE (WEPO)

WEPO focuses on efforts to improve and sustain a culture in which all employees feel safe, secure, valued, respected, and supported for delivering the priority work of the agency. WEPO seeks to diagnose and address the root causes and cultural barriers to emotional and physical safety, security, diversity, and inclusion in the work environment.

Focus areas for WEPO include:

- Conflict resolution and employee well-being
- Organizational development and culture
- · Policy analysis and accountability
- Equity Action Plan

Employee Support and Well-Being

Employee well-being is a critical element in the work environment and a guiding factor in supporting the Forest Service's mission, purpose, and values.

Employee Support and Well-Being, a branch of WEPO, focuses on fostering the continued organizational efforts that support employee well-being and behavioral health. We supply employees with a wide array of tools and resources through employee assistance and development programs.

For resource requests or general questions, contact us at sm.fs.employeesupp@usda.gov.



SHOSHONE
NATIONAL
FOREST
BLASTING
CREW
ASSESSES
LOG JAM.
USDA FOREST
SERVICE
PHOTO BY
TODD LEGLER.

FOREST SERVICE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Programs offered:

- Legal assistance
- Financial planning
- Counseling
- Personal development
- · Mindfulness and resilience
- Coaching (health and life)
- Nutrition
- Exercise
- Professional development



Reach us at:

sm.fs.employeesupp@usda.gov

RESET GUIDE



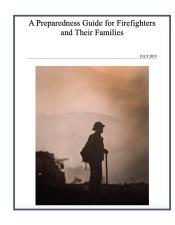


Whether a day, a week, or a month away from home, it can be difficult to return to your lifestyle after an assignment.

This guide provides information about the reintegration process. It includes information to use as you embark on the road to reintegration, including support tools to help you reunite successfully with your family, friends, and local communities.

The process of reunion and reintegration is an initial whirlwind of change followed by a longer period of adjustments. You may be transitioning from a high-functioning, close-knit environment to one that is less structured. You may need to approach decisions from a different perspective and accept that there will be an adjustment period.

PREPAREDNESS GUIDE





A Preparedness Guide for Wildland Firefighters and Their Families provides information, resources, and conversation

starters to give you, the wildland firefighter, tools that will help prepare yourself and your support network for the realities of your career. It is intended to provide you with helpful information to bridge the gap between wellness and managing the unexpected.

This guide helps firefighters and their support networks prepare for and respond to planned and unplanned situations in the world of wildland firefighting.

The guide includes:

- Hazards and risks associated with wildland firefighting.
- Topics and ideas for discussions with family and friends about your wildland firefighter job.
- Resources for peer support, individual counseling, planning, and response to death or serious injury.
- Organizations that support wildland firefighters and their families.
- Methods to prepare yourself and your support network for this exciting and, at times, dangerous work can be both challenging and rewarding.

WEB RESOURCE GUIDE



National Institute of Mental Health

National Fallen Firefighter Foundation





Centers for Disease Control and Prevention Resources for Behavioral Health and Well-Being





Addiction Treatment Locator, Assessment, and Standards Platform (ATLAS)

> Veteran Services





National Suicide Prevention Lifeline Call or Text 9-8-8 National Interagency Critical Incident Stress Management Program





Public Safety Officers' Benefits Program

> Responder Alliance





Wildland Firefighter Foundation

Eric Marsh Foundation





Military ICOVER

Substance Abuse and Mental Health Services Administration



POST-TRAUMATIC STRESS DISORDER (PTSD) APPS



PTSD COACH

The PTSD Coach app can help you learn

about and manage symptoms that may occur after trauma.



PTSD FAMILY COACH

Living with a family member who has PTSD

can be stressful. PTSD Family Coach includes 24 tools to help you manage this stress.

KEY WEBSITES AND FORMS



Federal Employees' Compensation (OWCP)

Thrift Savings Plan (TSP)





Federal Employee Compensation Act (FECA)

Federal Employee Retirements System (FERS)





Federal Employee Group Life Insurance (FEGLI)

Emergency Notification Form*



*Example emergency notification form. Please consult your local unit for their emergency notification form. Please share feedback to improve the CAP/CISM programs and this field guide:



Responses are anonymous.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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988 SUICIDE & CRISIS LIFELINE

