Welcome

The LFRA Peer Support Team welcomes you to the Loveland Fire Rescue Authority. Whether you are a new employee or a seasoned veteran, the Peer Support Team stands ready to assist you in times of stress, crisis, or problems in everyday living.

Members of the PST are specifically trained in peer support and are available to all employees of the Authority and their immediate families.

Should you or your family need any type of personal support, please contact us directly. You may talk with whomever you choose, and you do not need prior approval from Supervisors or Chiefs. We are available all hours, day or night.

Ask us about the LFRA Proactive Annual Check-In (PAC) Initiative.

Updated by Gina Gonzales - March 2018
**Peer Support**

Traditionally, emergency services personnel have turned to each other for support. Peer counseling is based upon the philosophy that often the best person to help is another person in the same career. Members of the PST are specifically trained in peer support and are available to all employees of the LFRA and their immediate family members.

**PST Confidentiality**

Issues discussed during peer support, on-scene support, and other PST interactions are considered confidential within the limits of C.R.S. 13-90-107(m) *Who may not testify without consent* and other applicable C.R.S. statutes. The safeguarding of information acquired in such settings is deemed a primary obligation of PST members. Peer Support Team members reveal information involving others only with the consent of the person, except in those unusual circumstances where:

1. a person is mentally ill and presents an imminent danger of suicide or homicide, or a person is gravely disabled,
2. a person is intoxicated and represents an immediate danger to self or others,
3. there is actual or suspected child or elder abuse or neglect,
4. there is information indicative or any criminal conduct.

Peer Support Team members also have an obligation to discuss information involving peer support interactions with Loveland Fire Rescue Authority Psychologist, Dr. Teresa Richards. This is because Dr. Richards serves as the Clinical Supervisor of the Peer Support Team.

**The Peer Support Team**

The Peer Support Team is ready to assist you. We can help you and your family with any issue, including critical and traumatic incidents, chronic work stressors, relationship and family issues, substance abuse and addiction difficulties, sleep and shift work problems, suicidal thoughts or feelings, and any other work or personal concerns.

You may call, contact in-person, text, or email any member of the Peer Support Team.

**How To Find Help**

No one can live through a situation for you; however you do not have to go through it alone. Allow your family, friends, and peers to help. As a member of the Loveland Fire Rescue Authority, your support services include the following:

**LFRA/LPD Staff Psychologist**

Teresa Richards, Psy. D.
970-962-2040 – Office
970-420-2793 – Cell

**Peer Support Team**

Contact Dispatch or consult the recall list for the contact information of Peer Support Team members.

**Employee Assistance Program**

1-888-293-6948 - assistance available 24/7. Services include counseling and limited financial and legal assistance.

Also at: [www.eapbda.com](http://www.eapbda.com)
Login: standard, Password: eap4u

**Community Resources**

Independent counseling and support services covered under the current LFRA insurance provider.

Firefighter Behavioral Health Alliance [www.ffbha.org](http://www.ffbha.org)

The Peer Support Team is available to you and your immediate family members 24 hours a day, seven days a week.