Appendix B
Peer Support Program Policy Template

Below is a model policy that agencies can adapt.

Peer Support Program Policy

Purpose
The purpose of this policy is to establish a structured Peer Support Program within the agency to promote mental health, resilience, and early intervention for members experiencing stress, trauma exposure, or personal challenges.

Scope
This policy applies to all members of the agency, including career, volunteer, supervisory, and administrative personnel.

Program Overview
The Peer Support Program provides confidential, non-clinical support by trained members of the same profession. Peer supporters offer listening, validation, and connection to resources when appropriate.

Peer support does not replace professional counseling, medical care, or formal disciplinary procedures.

Selection of Peer Supporters
Peer supporters shall be selected based on:

- Demonstrated professionalism
- Trust and respect among peers
- Strong communication skills
- Willingness to complete required training
- Ability to maintain confidentiality

Training Requirements
Peer supporters must complete approved peer support training prior to activation. Ongoing training or refresher education should occur periodically.

Confidentiality
Peer support interactions are confidential within defined legal limits, including:

- Risk of harm to self
- Risk of harm to others
- Mandatory reporting requirements

Peer supporters shall clearly communicate confidentiality limits at the beginning of engagement.

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Referral

Peer supporters may refer members to:

- Employee Assistance Programs
- Licensed behavioral health professionals
- Crisis services
- External support resources

Peer supporters do not diagnose or provide clinical treatment.

Program Oversight

The agency shall designate a Wellness Lead or Resilience Officer responsible for:

- Coordinating training
- Maintaining program structure
- Reviewing aggregate engagement data
- Ensuring policy compliance

Documentation

Peer support interactions shall not be formally documented in personnel files. Agencies may track aggregate engagement numbers for program evaluation purposes.

Non-Retaliation

Members who access peer support services shall not face retaliation or negative employment consequences for voluntary participation.

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