PEER SUPPORT
Professional - Effective - Empathetic - Respectful

Directory & Information
Dr. Tania Glenn is the president of Tania Glenn and Associates (TGA), PA a clinical practice with two offices in Austin, TX and the TGA Trauma Defense Team (TDT) a sub-component focused on promoting critical incident response and peer support teams and providing situational awareness training. As a leading national clinician in the identification of post-traumatic stress disorder (PTSD), Dr. Glenn specializes in the treatment of emergency responders and combat veterans by providing briefs on pre and post-deployment, combat stress, and family readiness. She has great experience recognizing symptoms of PTSD and battlefield stress and providing intensive therapy to combat their PTSD.

The clinical practice of Dr. Tania Glenn and Associates, PA provides several therapeutic specialties including adult, couples, family and children’s play therapy. Dr. Tania Glenn focuses on the public safety, aviation, and military communities as first responders and war fighters have distinct needs requiring specialized client care. The Associates specialize in other areas including domestic violence, child abuse, mood disorders, personality disorders, self-esteem and workplace violence issues; they also provide mental health services on collaborative law cases and facilitate supervised visits and neutral exchanges. As a deployable component, TGA-TDT provides training and preparation for extreme stress and trauma events along with training in situational awareness and first response and life saving.

As a Licensed Clinical Social Worker (LCSW) with twenty-three years of experience treating anxiety and depression, Dr. Glenn deployed to Oklahoma City in 1995, New York City in 2001, and New Orleans in 2005 in support of law enforcement officers, fire fighters, and national guardsman who responded to the Murrah Federal Building and World Trade Center terrorist attacks and the aftermath of Hurricane Katrina. Recognized nationally, Dr. Glenn’s clients include Avenge Inc., Sierra Nevada Corporation, Southwest Airlines, U.S. Airways, PHI Air Medical, Customs and Border Protection Air and Marine Operations and Border Patrol Special Operations Group, Defense Criminal Investigative Service, U.S Marshals Service Special Operations Group, Army and Air National Guard, Navy Corpsman, USMC 4th Marine Division and 4th Aircraft Wing. She is the Clinical Director for several critical incident response teams with her unique perspective to special operations competencies.

Dr. Glenn’s emergency room experience includes ten years at Brackenridge Hospital, Austin, TX. Having developed several traumatic stress management programs, Dr. Glenn currently serves as the traumatic stress management coordinator for Austin/Travis County Emergency Medical Services and Round Rock Police Department. She is an active faculty member and trainer for the International Critical Incident Stress Foundation and an advisory board member for the Brattleboro Hospital Uniformed Services Worker’s Retreat, Brattleboro, VT.

Dr. Glenn received her Bachelor and Master Degrees from the University of Texas at Austin and Doctorate Degree from California Coast University. Having published numerous articles, Tania serves as a regular contributor to Air Beat: the Official Journal of the Airborne Law Enforcement Association. A 2006 film documentary titled “Between Iraq and a Hard Place” featured Dr. Glenn for her traumatic stress work for returning military members. Tania sits on the Board for the Vets 360 – The Unseen Wound in San Diego, CA. She also sits on the Board for the Tug McGraw Foundation, with a focus on treating and healing Traumatic Brain Injuries. She is a graduate of the Austin Police Academy who also finished the Boston and U.S. Marine Corps Marathons.
The Austin Travis County EMS Peer Support Team was established in 2015. The mission of the team is to provide effective peer to peer interventions for ATCEMS Employees in response to work-related stress, critical incidents and burnout.

The Peer Support process has been shown repeatedly to be very effective and valuable tool for helping first responders mitigate harmful stress responses that typically manifest when the job becomes overwhelming or extremely negative.

The Peer Support Team is specifically trained to assist colleagues through active listening, problem-solving and educational techniques. They are also very in tune with the needs of their colleagues in the aftermath of a trauma, so they are especially ready to assist with the aftermath of such events.
Confidentiality
Dr. Tania Glenn Addresses Concerns

I wish to take this opportunity to address concerns some you have voiced regarding confidentiality issues. This is a topic I take very seriously. I treat all clients with dignity and respect. I will diligently work with you to achieve your desired outcome while always maintaining complete confidentiality. I will not compromise my integrity, ethics or the trust you have in me.

Any information a client discloses to me is held in strict confidence. A client should feel free and comfortable to make a full disclosure of information so that I can effectively provide needed services. The client is able to make this disclosure with the knowledge that I will respect the confidential nature of your communication. I cannot reveal confidential information without your express consent to anyone, not even your employer.

Information you provide to me is protected by Federal law. However, some information is subject to certain exceptions, which are ethically justified because of overriding considerations.

For example, when a client threatens to inflict serious physical harm to another person or to himself or herself, and there is a reasonable probability that the client may carry out the threat, I must take reasonable precautions for the protection of the intended victim, which may include notification of proper authorities. When the disclosure of confidential information is required by law or court order I will first notify you of the impending process.

In today’s constantly changing technical environment confidentiality is important for a host of reasons. Failure to properly secure and protect confidential information can lead to disaster. The disclosure of sensitive employee information can lead to a loss of trust, confidence and loyalty. This will always result in a loss of productivity. In my practice I take extra precautions to protect you and all information you provide. Upon entering a therapeutic relationship, I will provide you with a random client identification number. I will use that client number in all references to you and will never use your legal name at any time. I will use the random generated ID number on all City billing forms for services provided.

In the event that you are in need of a Return to Duty clearance letter from me, I will solicit your input concerning the intended recipient of that letter. The information within the clearance letter states that you are clear to return to work and the letter will be delivered to the person of your choosing and your discretion.

Steps Taken To Protect Confidential Information

I have strict confidentiality policies and procedures all my employees must follow for protecting confidential information. This process extends to the Peer Support Team as well. It is an expectation that all members of the Peer Support Team maintain strict confidential procedures. A Peer Support Team member will not take notes, record, email or text message during or after an interaction with an employee. No documentation of any kind takes place with regards to any contact with an employee. Peer Support Team members are not permitted to discuss any information that was shared with them, even among themselves.

RECAP

- Written or electronic confidential information does not exist in peer support, your information is not documented at any time.
- For counseling, client data and references to a client is by random client number that is generated upon initiation of services.
- No names are used, not even during the billing process.
- Client/doctor information is federally protected.
Focus on what you are grateful for—it allows you to see what you have rather than what you do not have.

Shift your focus on the positive things in life. Overcome obstacle’s that present themselves in a positive and creative way, find inspiration from within.

Challenge yourself to find imaginative solutions. When you live what inspires you, it doesn’t just affect you, but those around you.

Life is full of challenges, its how we address those challenges that define the ultimate outcome. We are created with boundless potential, and the only way to discover it is to take risks and step out of your comfort zone.

Our biggest limitations are the ones we believe. If you believe in yourself, and you have a goal, get out there and do it. Reach for your goals, use your past accomplishments and obstacles as stepping stones to reach higher and fulfill your dreams. You have the power to do so much—live an inspired life.
The Peer Support Team Program was developed to aid our team members/employees by establishing a group of trained employees who can assist their fellow coworkers through rough times and crisis. The Peer Support education is a structured curriculum taught by Dr. Tonia Glenn through a series of lessons over a period of three days. The training includes information such as the process of recovery, wellness and self-care, symptoms and coping skills as well as what to expect from professional mental health services and self-advocacy.

The Peer Support Program focuses on the everyday experiences of everyday, typical people. The Program is ultimately based on the premise that people who experience a common circumstance or find themselves in a common predicament can, by virtue of their understanding, facilitate recovery in others. In many instances peers have been in the same or similar situations as the troubled employee. Peers often understand the plight of their co-workers and are, generally, perceived by their co-workers "to understand". The Peer Support personnel understand and share the stress of the EMS environment.

Peer Support Team Members shall not discuss information obtained while acting in a peer support capacity with anyone. They shall not divulge shared information with other employees, family members, friends, supervisors/management, or the general public. Communication between a Peer Support Team member and a peer is considered confidential, except for those matters that involve a life threat or violation of the law.

WHAT DO PEER SUPPORT TEAM MEMBERS DO?
They want to be of help, and are trained to listen and talk with peers who want or need opportunities to talk. They respect the need for anonymity and confidentiality. The primary responsibilities of the Peer Support Team members is to provide listening support, referral information and psychological support for fellow teammates who have been involved in a critical incident, job related stress and/or suffering personal issues. They are not authorized to act as psychological counselors. The role of the Peer Support Team member is one of support in dealing with negative reactions to a stressful situation.

WHO ARE THE PEER SUPPORT TEAM MEMBERS?
Peer Support personnel consist of a wide variety of individual personalities and backgrounds that transcends all ranks and levels within the department. The Peer Support Team is a trustworthy group of professionals who are committed to assisting those in need and will always maintain the utmost discretion and confidentiality.

They are dedicated advocates for those in need, providing support and assisting individuals going through difficult times without judgement, retribution, retaliation or fear of a negative impact or job loss. The Peer Support Team is about helping people in a healthy way by reducing stress and assisting in emotional healing through difficult situations that arise in our daily lives.
What is the Peer Support Program?

- Peers help peers with day-to-day stressors and high stress environments
- Peers know when and how to intervene in crisis situations
- Peers have an organized approach to cope with stress in the work place
- The program is free of charge and available to everyone

GOALS:

Provide EMS personnel the opportunity to help others during times of personal and professional crisis situations, to keep each other mentally well and prevent loss of valued employees.

- Provide an avenue that will aid fellow employees and or family members in resolution of crisis situations in their personal and professional environment
- Foster the physical, emotional, and social health of EMS employees
- Act as a liaison between our employees and all available resources

BENEFITS:

- Happier healthier employees
- Higher retention of valued personnel
- Decreased use of sick leave and medical benefits
- An avenue for employees to know what support services are available to them
- Enhanced job satisfaction
- Increased safety
- Empower people to work to solve their own problems
- Assist individuals in feeling less isolated and more understood
- Reduces anxiety, improves self-esteem, and helps provide a sense of well-being

Additional information, brochures and posters are available for all employees.

CONFIDENTIAL LINE: 855-321-3332
Meet the Peer Support Team Members

Should to Shoulder we will never walk alone

Paul Alvarez  
Jacinto Andry  
Janelle Boone  
Bret Burke  
Fiona Thomas  
Kristy Canales  
Jason Castleberry  
Keri Cinquina  
Holly Craghead  
Jordan Crouch  
Craig Fairbrother  

JC Ferguson  
Roman Flores  
Jason Guest  
Brian Hadas  
Heath Holt  
Wesley Hopkins  
Janelle Landers  
Sam Latta  
Cassandra Lydon  
Natalie Lyon  
Ray Migl  

Lisa Naranjo  
Kevin Nichols  
Neda Oskouee  
Amber Price  
Brynnen Stutsman  
Tommy Taylor  
Caitlin Thornhill  
Randy Vickery  
Liz Yankiver

31 Extraordinary individuals open up and share a part of themselves, allowing us into their personal lives, to shed some light on what motivates them.
Craig Fairbrother

“I joined the Peer Support Team to do for others what I would want. Providing my best when my colleagues need it the most is what drives me as a member of this team. We are the most important part of this department and we need to support each other as brothers and sisters who do an incredible job in incredible situations.”

JC Ferguson

“We all encounter things from time to time that get to us. There is no shortage of stress we encounter on a continual basis, which can build over time. My hope in being a part of Peer Support is that we begin the shift to acknowledging that these traumatic events and continuous stress can have an impact on us, and that there are things outside our job that build on our stress. Most importantly I want us to all believe that it is OK to not be OK, and it is OK to tell someone. The nature of our work makes us a family, and I want us to take care of each other as such.”

Brynnen Stutsman

“I am surrounded by others who, like me, can't always put their finger on why they chose public safety, but would not choose any other profession. People like this have something different that drives them, and many times don't feel like anyone on the outside of public safety understands them. The hardships of calls get to everyone at some point, and I want to be able to be there for them when it does. I joined because the Peer Support Team allows me to offer any help I can to lighten the burden of my fellow coworkers. The Peer Support Team is a great resource and I am honored to be counted amongst them as we get to serve our brothers and sisters who sacrifice so much for others.”

Jordan Crouch

“I had no idea what I was getting into when I became a Paramedic. With a little luck and a lot of help from people who have their head on straight, the last 13 years have flown by. I love my job and the people I work with. Live to work, not the other way around. If you’re not feeling it, or you just like to talk about pastries, hit me up.”

Natalie Lyon

“Life experiences are my primary motivation for joining the Peer Support team...most importantly, what I learned from these experiences. I became acutely aware of how important peer support is to those of us in Public Safety because of not having either one readily available after the traumatic events of Katrina. I lived in New Orleans and worked as a Paramedic during Katrina...I know firsthand the feeling of saying goodbye to my children when I evacuated them, the fear of never seeing them again, the anguish that I saw on many faces of those who lost their loved ones, and feeling every emotion a person can have in a moment of time - and, the scars that are left from not having any type of critical debriefing after a disaster like Katrina. However the daily struggles of doing the job we do as a single mom and the added stress of being diagnosed with Sjogren's disease are the real life experiences that give me the ability to say to another struggling that ”I understand". That is the reason I am on the Peer Support Team.”
Brian Hadas

“The Peer support program presented as a promising support team that has become a reality for our family at Austin/Travis County EMS. I have a love and take pride in helping people. I consistently allow myself to hold a door for a stranger and make that call when I notice a colleague in both smiles and tears. I felt the peer support team would allow us to open up in smaller groups and individual care in order to assist each and every employee within our family.”

“I am proud to be a part of such an amazing group of people. Both new and tenured professionals trying their very best to meet the daily grind that is pressed upon us all. I look forward to reaching out and speaking to all of those that are in need of a soft ear.”

Caitlin Thornhill

“I’ve always been a helper, a do-er, a fixer, a giver. Family and friends are important to me. It doesn’t make sense to do this with EMS for total strangers but not for those I actually have a relationship with. My hope with peer support is to give people an outlet, a place where they are not alone. I know how important it is to have a support system; even just knowing it’s not there, whether or not it is utilized. Big or small, no one should have to go it alone.”

Wes Hopkins

“I joined Peer Support because I truly believe the best thing about ATCEMS is the people. This diverse group of medics is truly impressive and I get to witness it in action at every event we work. The most rewarding part of my job is helping the men and women that help our patients. I hope being a member of Peer Support allows me the opportunity to do more and I’m humbled to get to serve in this capacity.”

Janelle Boone

“This is my big rotund extended dysfunctional family. I have been in this family for over 26 years, problem is the family has grown apart and we don’t know who to rely on anymore. That same hand that reached out to pats me on the back has also swatted me on the backside so I have seen the view from all sides. I know we can draw close those ties again. There is so much compassion, talent and energy within us just waiting to be tapped. If you need help, reach out. It could make the difference between a brief job span and a fulfilling career.”

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Sam Latta

“I wanted to join Peer Support Group as a way to offer my support to others who may be going through difficult times. I think letting others know there is someone who will listen and can keep confidentiality is very important. We are our brother’s keepers.”

Neda Oskouee

“I have been with the department since October 2004. Peer support is truly important to me. Believing that we are never alone and that we have someone that can understand the challenges we face or is there to just listen has been priceless in my own life. I believe this team in conjunction with all our peers will be one of the catalysts for incredible growth and unity in this department. It is a sincere honor to serve my peers.”

Heath Holt

“I was hired here in February of 2013. It has been a great experience this far we are happy to have put down some roots in Leander. Outside of work I love hanging out with family and being active in our church. I am very proud to be part of the peer support team. There have been some great people throughout my career that have walked with me through things. My hope is that I can pay that back through peer support if ever needed.”

Amber Price

“I've been a field paramedic at ATCEMS since 2004. I enjoy being on the truck and getting the opportunity to see numerous co-workers throughout the day. It’s a bright spot for me every shift. My peers are important to me and it just felt natural to go through the training and support my ATCEMS team.”

Liz Yankiver

“I have been here at ATCEMS since August 2001. I became a Peer Support team member to provide support to my co-workers who are in need. This need for me arose when I went through some hard times in 2013, both professionally and personally. I am lucky that I have a wonderful group of friends who recognized a need for me. I don't want anyone else to have to feel alone in their processes, whatever they are. In my spare time I am an Olympic weightlifter, and am the Texas State record holder in my sport.”
Janelle Landers

“I joined the Peer Support team because I know at more than one point in my life I could have benefited from a group like this. Everyone could use someone to talk sometimes.”

Kristy Canales

“With all of the changes that have occurred in the department in the last 10 years of my career, I have seen some highs and lows. And during our high times was when we pulled together as a team and supported each other, we are “family” and we always knew there was someone there we could count on. During that time period was also one of my most difficult times, a newly single mom in Austin, alone with no family. I know from experience what peer support can do! That is why I am still here today! I want to return the favor and be able to help others when they need it most!”

Lisa Naranjo

“I joined the Peer Support Team because not all of our employees are aware that there are trusted people within the Department they can turn to when they are having a bad day or dealing with something more challenging.”

Kevin Nicholes

“I am honored to be a part of the Peer Support Team here at A/TCEMS. This job has challenges and experiences that don’t leave us, for better or for worse. For those of you that know me, you know that I have several hobbies including playing football for the Central Texas Wolf Pack public safety team, and competing in Olympic Recurve Archery. I don’t want this job to keep me from enjoying my hobbies nor do I want your experiences keeping you from enjoying your hobbies and/or loved ones. Remember we are blessed to have the ability to help others, sometimes we just need to step back and help each other so that we can ‘turn it off’ and enjoy life.”

Jacinto Andry

“I’m honored to be part of the Peer Support team here in Austin Texas. I have had the wonderful pleasure to be part of Austin Travis County EMS for over 16 years. I have served in the EMS profession for over 31 years, working in New Orleans and Atlanta prior to Austin. In my many years, I’ve had the great pleasure of working with many fine individuals. In those years I have noticed that we can also lose our way as we face the many challenges in our personal life and work life as we serve in our chosen profession. Being part of the Peer Support Team will enable me to give a listening ear and maybe wise direction to the wonderful people that give so much to help so many.”
Fiona Thomas

“I grew up with public safety being a family, and I absolutely believe that to my core. We ARE a family, no matter what, and part of being a family means supporting each other through things. Being on Peer Support gives me the opportunity and tools to properly be there for my public safety family. Not a one of us should have to face anything by ourselves, and this is building that very crucial first step.”

Zachary Guest

“Sometimes it’s hard to know that you can talk to someone about tough or confusing “life stuff”. I’ve had those times when I didn’t want to burden others or I was too embarrassed to share my issues with a coworker. Being part of this large Peer Support team allows me to be part of a net of people clearly telling our peers “We’re here to confidentially talk about that stuff, without judgement.”

Keri Cinquina

“I have the privilege of working with some of the best people on the planet. For better or worse, we are a family. We are so good at taking care of total strangers, but we need to get better at taking care of each other. I joined the Peer Support Team to help do that. My hope is that people will see this group as something positive amidst all the negative right now. Nobody should have to feel alone, you matter, every single one of us matters, we are a family.”

Randy Vickery

“I joined Peer Support to help my co-workers and possibly pass on some advice and experience from my career here. I have been with Austin EMS for just over 20 years. I recently went to Special Events full time but spent 20 years on the ambulance. The first advice I have to share is that sometimes we are high paid social workers. We solve a multitude of society’s problems and every once in a while you might even save a life. Have fun and don’t take this job too seriously. Try to exercise and have a life outside of EMS. It is too easy to let this career consume you. If you ever need help or just want to talk, don’t hesitate to call me and anyone on the Peer Support Team.”

Roman Flores

“I joined the peer support team because we sometimes have obstacles in our lives that we cannot overcome alone may it be professional or personal. I believe EMS is a lot of fun and very rewarding, but sometimes can be overwhelming and stressful if you let it get the best of you. Having an outlet and support is much needed in our profession. I love to listen and help others when times are tough. Always trying to help others look on the bright side of life.”
Paul Alvarez

“I have a long history with this department and strong desire to help my co-workers: hired by ATCEMS IN 1992, worked as an EMT, Sr. EMT, and EMTP, EMTP field training officer, tactical paramedic, commander and special operations commander. It's important for tenured employees to reach out and help their fellow employees.”

Jason Castleberry

“Growing up, I’ve always been a very supportive person. Working in Community Health for the past few years now, I’ve had the opportunity to see my job from a unique vantage point how some of our medics struggle with the job & all the stressors that go along with it. I feel like we have the opportunity with this group to develop a team that can have a profound impact on our organization by supporting our friends & coworkers that make up the other part of our family.”

Cassi Lydon

“I got into EMS because I love helping others. I see being on the Peer Support Team as a chance to help my EMS extended family. Growing up in a group living situation (an intentional community), I have a very strong attraction to having a community and being a active member of that community. Growing up where I did, I was exposed to an extremely diverse range of opinions, thoughts, and feelings. I think that this is what helps me to relate to people and engenders a sense of trust. I want to be able to more actively help my coworkers and the training of the Peer Support Team will allow me to do so.”

Ray Migl

“I’ve seen drastic changes in our department over the last 12 years. I have hope that we can get back to a place where we had each other accountable and at the same time support each other. I have personally seen the effects of how people respond to stressful incidents when a support system exists and when you a left to deal with the stress on your own. I don’t want anyone to reach out for help and not have someone there to meet their needs.”

Holly-Nicole Craghead

“Because sometimes you just want to choke someone.”
You have experienced a traumatic event (an injury, loss of a loved one or property or a serious threat, or any overwhelming emotional experience). Even though the event may be completed, you may now be experiencing or may experience later some strong emotional or physical reactions. It is very common, in fact quite normal, for people to experience emotional aftershocks when they have passed through a horrible event.

Sometimes the emotional aftershocks (or stress reactions) appear immediately after the traumatic event. Sometimes they may appear a few hours or a few days later. And, in some cases, weeks or months may pass before the stress reactions appear.

The signs and symptoms of a stress reaction may last a few days, a few weeks or a few months and occasionally longer, depending on the severity of the traumatic event. With understanding and the support of loved ones, the stress reactions usually pass more quickly. Occasionally the traumatic event is so painful that professional assistance from a counselor may be necessary. This does not imply craziness or weakness. It simply indicates that the particular traumatic event was just too powerful for the person to manage by themselves.

**Tips to take care of yourself:**

- Try to rest a bit more
- Contact friends
- Have someone stay with you for at least a few hours or period for a day or so
- Recurring thoughts, dreams or flashbacks are normal – don’t try to fight them – they’ll decrease over time and become less painful
- Maintain as normal a schedule as possible
- Eat well-balanced and regular meals (even when you don’t feel like it)
- Try to keep a reasonable level of activity
- Fight against boredom
- Physical activity is often helpful
- Re-establish a normal schedule as soon as possible
- Express your feelings as they arise
- Talk to people who love you, call for counseling if problems persist
Austin—Travis County EMS

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Confidential line