

## Glossary

- **Active status**  
Category denoting team member activation and approval to provide services. Programs should have protocols for maintaining active status. Other options for status may be “applicant”, “candidate”, “inactive” or “removed” from program.
- **Call-out**  
Term used to describe crisis response to a location / on-scene / in the field.
- **Clinical Consultant** (aka: Clinician)  
A mental health professional with training and experience germane to crisis intervention and peer support work. The main function of the clinical consultant is to provide clinical direction, support and oversight to team members; though they may wish to provide direct support services too.
- **Contact**  
Individual identified as seeking peer support services. The name of the individual, along with any other identifiable information, is not used to identify an individual in order to safeguard anonymity and protect confidentiality.
- **Coordinator**  
Usually staff member responsible for the day-to-day operation of the program and ensuring that volunteer team members are properly trained and adherent to program policies / protocols. Sometimes known as: program manager.
- **Compassion fatigue**  
Secondary traumatic stress defined as the "cost of caring" for others in emotional pain. In essence, a “phenomenon” where “those who work with the suffering suffer themselves because of the work” (Figley, 1982).
- **Crisis**  
State of overwhelming distress caused by an unexpected and powerful event that was deeply personal to those involved.
- **Critical incident**  
A traumatic experience that propels someone into a state of crisis. In order for the incident to be considered “critical”, the individual must experience the incident in these three (3) ways: (a) Unexpected - those in crisis will feel caught “off guard” and not properly prepared. (b) Personal - those in crisis will be closely connected to the people, places and/or things disrupted by the incident. (c) Powerful - those in crisis will feel

overwhelmed by the severity and intensity of the incident and unable to cope or function as before.

- **Crisis support / intervention**

An organized and immediate stabilizing support for individuals and groups in a state of significant distress following a critical incident. Crisis support can be provided by one or team of vetted “peers”, chaplains and mental health professionals.

- **Executive** (Management or Leadership)

Senior staff position in the organization responsible for approving and allocating funds to the program

- **Inactive status**

Category denoting team member is no longer approved to provide services. Inactive status may be a voluntary request by a team member - or a team member may be placed on inactive status by the coordinator / manager of the program. Inactive status is normally granted to a team member that needs time away from the program, with intention to return to active status. Inactive status is not a punitive or disciplinary action.

- **KSA's** (training standards)

KSAs are the Knowledge, Skills and Abilities that the program requires team members to acquire with training. KSAs may be divided between basic training and ongoing / continuing education.

- **Peer** (aka: Support Team Member)

A vetted, designated “helper” trained to support those struggling and in need.

- **Peer Support**

An informal support service providing care and offering hope to those struggling during a difficult time.

- **Peer Support Program**

An organized, internal, leadership-approved program designed to provide support to employees during a difficult time.

- **Psychological First Aid** (PFA, 2006)

Evidence-informed modular approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism.

- **Subject matter expert** (SME)

Person who has an expertise / authority / credibility in a particular area / domain.