

CISM

Critical Incident Stress Management

 PeerSupportProgram

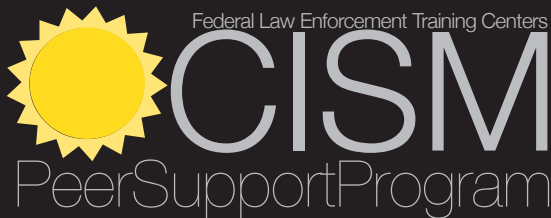
A FEDERAL LAW ENFORCEMENT TRAINING CENTER PROGRAM

FLETC/CRITICAL INCIDENT STRESS MANAGEMENT PROGRAM

When requesting services, most people contact our office directly by calling one of our staff members. You may ask to be referred to CISM/PSP services by your supervisor, class coordinator, Health Unit personnel or your Agencies Peer Support Team. The Professional Counseling Staff are on call 24 hours-a-day,

seven days a week. Each FLETC training site also has trained Peer Supporters who are available to you. They are specially trained and familiar with resources unique to your community and can refer you for help, if needed.

CISM
FLETC Glynco
912.267.2633
316 Command Circle
1131 Chapel Crossing Rd.
Glynco, GA 31524
email: cism@dhs.gov



Confidential. Compassionate.

available at all FLETC sites
912.267.2633
1.877.235.7337

CONFIDENTIAL AND TRUSTED



Critical Incident Stress Management

- Stress Management
- Military/Veteran Specific Services
- Traumatic Incident Management
- Employee Assistance Program
- Crisis Intervention
- Critical Incident Debriefings
- Community Resource Referrals

A FEDERAL LAW ENFORCEMENT
TRAINING CENTER PROGRAM

CISM

**Critical
Incident
Stress
Management**
PeerSupportProgram

The Critical Incident Stress Management/Peer Support Program supports FLETC mission by providing confidential and comprehensive services by Fully Licensed Clinicians and trained Peer Supporters to FLETC and Partner Organization staff, students, and families in order to promote mental, physical, emotional, social and spiritual wellness.

FLETC CISM/PSP services:

PROGRAM

The FLETC CISM and Peer Support Program (PSP) provide assistance to individuals and families who are going through a stressful time in their lives. We understand that stressful events may be work related, family oriented, or a personal struggle.

CONFIDENTIAL

Information that you share with any CISM personnel is confidential. CISM is legally bound to protect the privacy of all individuals and their confidentiality. Your job will not be affected by requesting CISM services or referral assistance.

SERVICES AVAILABLE

- Peer Support
- General Stress Management
- Military/Veteran Specific Services
- Crisis Intervention
- Group Crisis Response
- Traumatic Incident Management
- Employee Assistance Counseling
- Chaplain
- AA & AI Anon Groups
- Needs Assessments
- Training and Wellness Programs
- Information and Referral to local and national services

AVAILABLE TO

- FLETC staff and families
- Partner organization staff and families
- Students and families

ISSUES

- General Anxiety
- Depression
- Work/Life Stress
- Academic Stress
- Adjustment Stress
- Marriage and Family
- Grief and Loss
- Trauma Reduction
- Victimization
- Substance Misuse/Abuse
- Any event that causes stress, anxiety or life imbalance

STAFF QUALIFICATIONS

All CISM staff are licensed and/or certified in their area of expertise.

SCOPE OF SERVICES

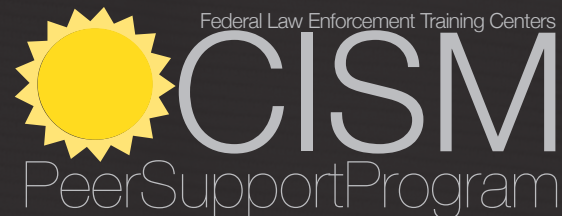
- Available 24 hours a day
- 365 days a year...at ALL FLETC Training Sites

CALL

912.267.2633

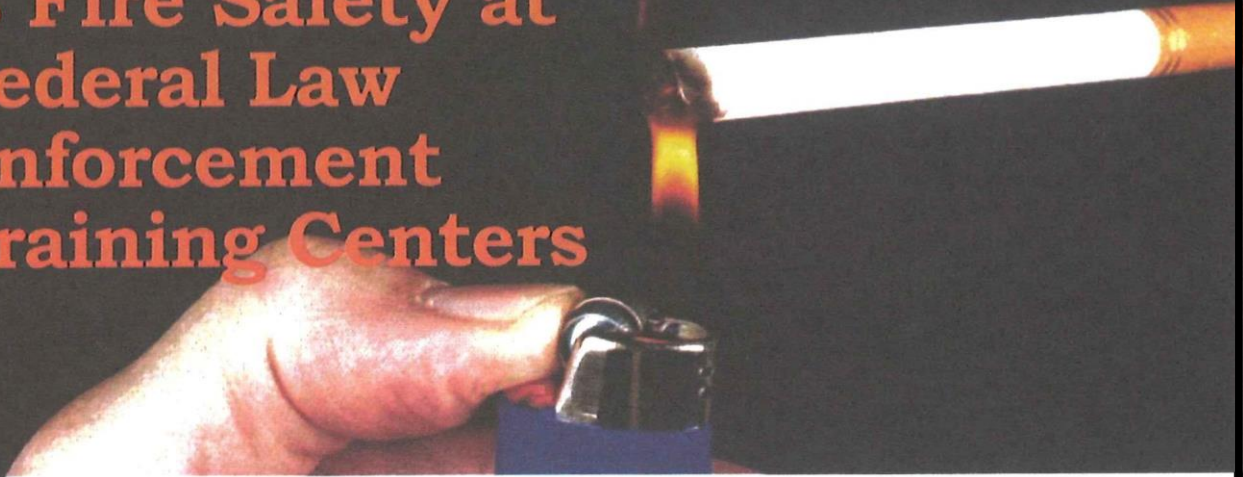
or

877.235.7337 (PEER)



Confidential. Compassionate.

Smoking & Fire Safety at Federal Law Enforcement Training Centers



Please help us keep the FLETC a beautiful place to work and train.
Please properly dispose of cigarette butts and tobacco products.

SMOKING SAFETY AT FLETC

- If you smoke, use only fire-safe cigarettes.
- Smoking is prohibited within 100 feet of the PTD Buildings
- Use of tobacco products and vapor devices are strictly prohibited within 50 feet of all FLETC buildings including trailers, dorms and recreational buildings.
- Proper disposal of tobacco products is required. Cigarette butts should be extinguished and disposed of in appropriate containers and not on the ground.
- Wastes from chewing tobacco and similar products should be properly disposed of in a toilet and not in waste cans or on the ground. Janitorial service employees are not required to empty containers with these types of waste.
- Smoking, including the use of smokeless tobacco products and vapor devices, is allowed in designated smoking areas only.

PUT IT OUT

- Use the FLETC provided butt receptacles in designated smoking areas. Place it away from anything that can burn.
- Do not discard cigarettes in vegetation such as mulch, potted plants or landscaping, peat moss, dried grasses, leaves or other things that could ignite easily.
- Before you throw away butts and ashes, make sure they are out, and dousing in water or sand is the best way to do that.

ELECTRONIC CIGARETTES

Fires have occurred while e-cigarettes were being used, the battery was being charged, or the device was being transported. Battery failures have led to small explosions. Never leave charging E-cigarettes unattended. E-cigarettes should be used with caution.

FACTS

- Many fires have been started on the Center due to careless disposal of burning cigarette butts, resulting in danger to staff, students and facilities.
- Improper disposal of cigarette butts is littering, increases FLETC operating costs and is against FLETC Policy

FLETC Environmental/Safety Division
Phone: 912-267-3239



Homeland
Security



TICK WARNING



TICKS

OCCUR IN THIS AREA

Ticks feed on blood and will bite humans.

The bites can be irritating and transmit diseases including: Lyme Disease, Rocky Mountain Spotted Fever and Tularemia.

TO AVOID TICK BITES:

1. Stay on designated pathways, choose wide trails and walk in the center. Avoid grassy or brushy areas.
2. Wear light-colored, long sleeved clothing, tuck shirts in pants and pants in socks.
3. Apply insect repellent to clothing and footwear.
4. Check clothing, body and companions for ticks frequently.
5. Carefully removed attached ticks immediately. Remove ticks by grabbing with tweezers as close to the head as possible and pulling steadily and firmly.

If you get sick or have a rash within three weeks after visiting a tick infested area, seek medical attention. Tell your doctor that you have recently been in a tick infested area.

For more information please contact the
FLETC Environmental and Safety Division

912-267-3239



Homeland
Security

Effective and long-lasting repellent contains one of the following proven EPA-registered active ingredients:



Which insect repellents are effective against mosquitoes?

It takes
One MOSQUITO
ONE BITE.

Whether it's a training event or a quick walk around the FLETC campus, everyone should have and use insect repellent.



Mosquitoes can transmit painful, disabling, and potentially deadly diseases, such as West Nile virus.

In addition, choose repellents based on these factors:

- Length of time you need protection
- Percentage of active ingredient as listed on product label



*Don't become
their next meal*

FLETC

Mosquito Awareness and Protection

Key Concepts for Protection

- ✓ Cover as much exposed skin as possible (e.g., wear long sleeves and long pants to cover arm and legs, especially during early morning and late afternoon).
- ✓ If using both sunscreen and insect repellent, apply the sunscreen first and then the repellent.
- ✓ Apply repellent containing DEET (preferred) concentration 30 to 35%, picaridin, IR3535, oil of lemon eucalyptus, or para-menthadiol to exposed skin.
- ✓ Follow application and reapplication instruction per manufacturer. Do not spray insect repellent on the skin under your clothing.
- ✓ Apply permethrin (concentration 20% or greater) to clothing, bedding, and mosquito netting.
- ✓ Use air conditioning or window/door screens to keep mosquitoes outside. If you are not able to protect yourself from mosquitoes inside your home or hotel, sleep under a mosquito bed net.
- ✓ Help reduce the number of mosquitoes inside and outside homes or hotel rooms by emptying standing water from containers such as flowerpots or buckets.



Emergency Numbers

For all emergencies, including medical emergencies, chemical spills and fires, call the following:

Glynco:

912-267-2911 or ext. 2911

Artesia:

504-748-8136 or ext. 8136

Charleston:

843-974-6305

Or

843-743-2020

Cheltenham:

301-877-8400

Willis Hunter/ESD Division Chief
David S. Barber/ESD Assistant Division Chief
Phone: 912-267-3239



Homeland Security

FEDERAL LAW ENFORCEMENT TRAINING CENTER

Mosquito Life Cycle



Egg - Mosquito eggs are oval and about 0.635mm long and are either laid singly or as an egg raft in water.

2-3 days



Larva - There are four developmental stages called instars and some species can grow to a 1/2 inch long. Larvae move through the water in a serpentine motion.

5-6 days



Pupa - About the size of a sesame seed. Pupae move in a somersault fashion through the water. They remain at the surface unless they are disturbed.

2-3 days



Adult Asian Tiger

Adult - Process begins again with a female adult mosquito collecting a blood meal (for protein) to lay her eggs. Adults typically live 2-3 weeks.

Did you know...

- The Asian Tiger is a non-native mosquito spreading throughout Glynn County. They are aggressive, only bite during the day, breed only in small containers and travel up to 300 feet from where they hatch.
- Another common mosquito in our County is the native *Culex* which is active at night.
- Male mosquitoes do not bite. Only females bite!





What are Ticks?

- Ticks are in the same class as spiders (arachnida)
- They live on the outside of their host (ectoparasite) and feed on blood
- They are found around the world but are prevalent in warm, humid climate regions (ie. Glyngo)
- Ticks serve as vectors for several diseases such as Lyme's Disease, ehrlichiosis and Southern tick-associated rash illness (STARI)
- Ticks are found in brushy environments as well as tree limbs and even fields
- Ticks exhibit 3 distinct life cycles (larva, nymph, adult)



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Homeland
Security

FLETC

Tick Awareness and Protection

Key Concepts for Protection

- ✓ Use proper repellent (permethrin or DEET)
- ✓ Apply permethrin to clothing that will be used in the field
- ✓ Avoid wearing shorts while out in the field
- ✓ Check yourself and other classmates after leaving the field
- ✓ Tumble dry clothing before washing to kill ticks
- ✓ Tuck pants into your socks or boots



**FEDERAL LAW ENFORCEMENT
TRAINING CENTER**

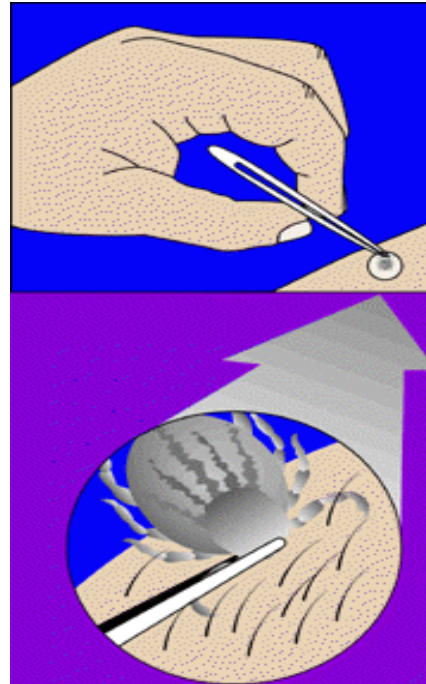
Lone Star Tick

(Amblyomma americanum)



- Name comes from the easily identified white dot or 'lone star' on the female's posterior aspect of the body
- Most common tick in Georgia
- Can cause diseases such as ehrlichiosis and STARI
- Lone Star Ticks are not carriers of Lyme Disease
- The saliva of the Lone Star Ticks can cause a rash around the bitten area which resembles Lyme disease but not caused by the Lyme disease bacteria

Tick Removal

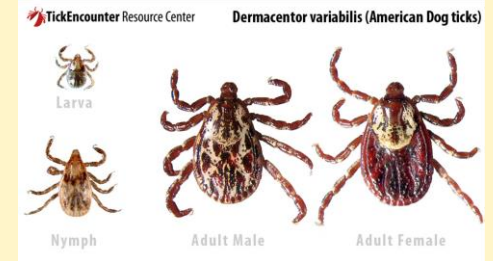


- Use fine-tipped tweezers to pull the ticks body away from the skin
- **DO NOT** use alcohol, fingernail polish or heat from lit match

Do not be alarmed if the mouthparts remain. The harmful bacteria are located in the mid-gut.

American Dog Tick

(Dermacentor variabilis)



- Second most common tick
- Can transmit Rocky Mountain Spotted fever
- Requires attachment for 4 hours to cause illness

Deer Tick

(Ixodes scapularis)



- Can Transmit Lyme Disease and human granulocytic anaplasmosis (HGA)
- Requires attachment for at least 24 hours to cause illness



Homeland
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FLETC GUEST NETWORK

FLETC offers students the ability to connect Government Furnished Equipment (GFE) and personally owned devices (laptops, cell phones and tablets) wirelessly to the FLETC Guest Network for work, training and limited personal use while attending training at a FLETC Training Delivery Point (TDP).

Students shall ensure compliance with the FLETC Guest Network Policy posted on the FLETC Guest Network login screen and in the student handbook when connecting either a personal device or GFE. IF YOU DO NOT CONSENT, DO NOT LOGON.

NEED HELP CONNECTING?

Call 912-267-2222

or dial 2222 # from a FLETC Phone. The FLETC IT Service Desk can only help with basic FLETC Guest Wireless connectivity issues and FLETC Guest Network password resets. The FLETC ITSD cannot troubleshoot issues on personal devices or non-FLETC Government devices.

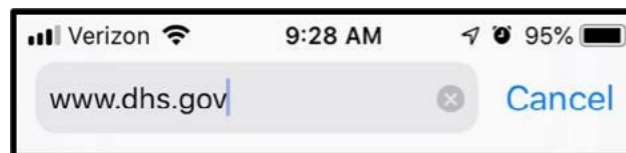


HOW TO CONNECT TO THE FLETC GUEST NETWORK

1. Go into the wireless settings on your device.
2. Select the network called “**FLETC Guest.**”



3. Open a browser window. You should be redirected to the **FLETC Guest Portal.**
4. If you receive an error, type www.dhs.gov into your browser address bar and that should redirect you to the **FLETC Guest Portal.**



5. Enter your username and password received via email from guestregistrar@fletc.dhs.gov.
6. Review the FLETC Guest Network policy and if you choose to accept the terms and conditions, and connect to the network, check the boxes next to “**Change Password**” (first time only) and “**I agree to the terms and conditions.**”
7. Change your password to one meeting the criteria stated on the reset password page. Use new password for connecting to the FLETC Guest Network. Your FLETC Guest Network access will be available to students for the duration of class on FLETC and for one year for opted-in PO Staff.

How Can the Ombudsman Program Help You?



The ombudsman will listen to the employee's concerns, review them and advise the employee of the options available. The ombudsman will facilitate resolution of the concern or conflict through counseling, mediation, conciliation or other appropriate means. The ombudsman function is to give advice and make suggestions or recommendations to the individual involved so they can resolve their issue. The Ombudsman Program encourages employees to raise employment concerns without fear of reprisal.

We Can:

- Help clarify issues
- Identify alternatives
- Discuss Pros and Cons
- Provide a safe place to talk
- Make recommendations and provide upward feedback to management
- Bring parties together to facilitate resolution of workplace concern
- Help ensure fairness as a neutral third party

We Cannot:

- Make decisions or mandate change
- Accept Legal Notice against the FLETC
- Conduct investigations
- Be an advocate for employee or management

The Ombudsman Program serves as an alternative method of addressing employee concerns. It is not intended to replace or circumvent the administrative grievance process, the equal employee opportunity complaint system, the Employee Assistance Program or the Office of Professional Responsibility.



Message from the Director

An "organizational ombudsman" is an issue-neutral office that assists individuals and groups to resolve internal conflicts and concerns.

Our Ombudsman Program at FLETC, in my view, performs two important functions for the FLETC enterprise: it provides a safe, informal, timely and confidential alternative to formal dispute resolution processes for specific cases, and it provides the FLETC enterprise with generalized situational awareness and trends. Much of the value of our ombudsman process rests in the fact that it is elective, not mandatory, and that it is accessible to employees, managers, detailed employees, and students, as well as the staff of FLETC partner organizations.

I encourage you to find out more about how the ombudsman can work for you.

The Ombudsman Program

Office of Organizational Health
Attn: Ombudsman Program
1131 Chapel Crossing Road
Glynco, GA 31524

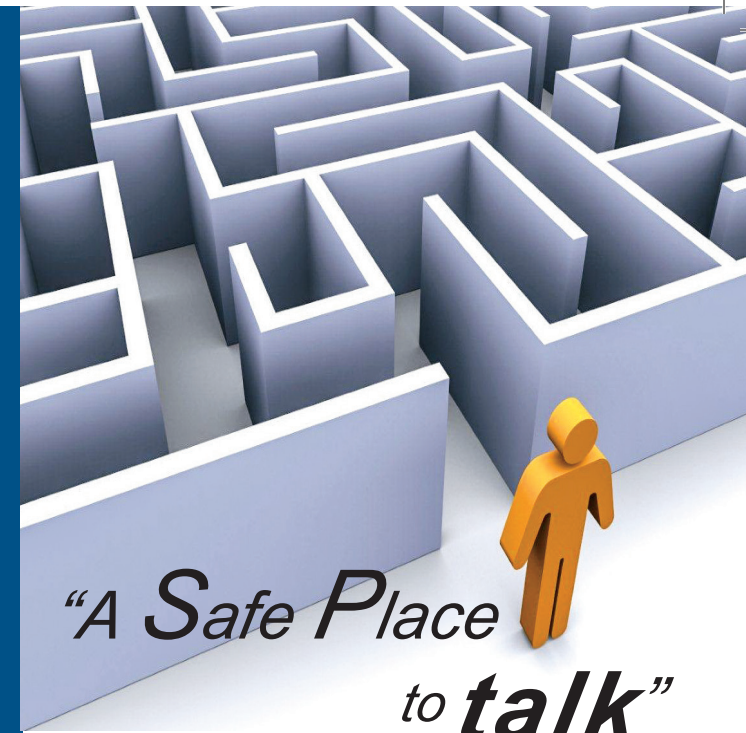
(Office) 912-267-2101
(Cell) 912-506-1445

Additional Resources Available to Employees:

Critical Incident Stress Management (CISM)
912-267-2633 or 1-877-235-7337

Equal Employment Opportunity (EEO)
912-267-3316

Workforce Relations Branch
912-267-2784



*"A Safe Place
to talk"*

CONFIDENTIAL - INDEPENDENT - IMPARTIAL - INFORMAL

*U.S. Department of Homeland Security
Federal Law Enforcement Training Centers*

**The
Ombudsman
Program**



**Homeland
Security**

Ombudsman Program

The Federal Law Enforcement Training Centers (FLETC) serves as an interagency law enforcement training organization for over 90 Federal agencies. We provide training to law enforcement professionals who protect our homeland. As misunderstanding and internal conflicts can often interfere with the workplace the ombudsman is here to help by being an independent, neutral, and confidential resource for all employees.



What the Ombudsman Program Does:

- Assists in seeking fair and equitable solutions to work related concerns through an informal, confidential process
- Provide unfiltered feedback to management by reporting issues and trends without discussing names

You May Contact the Ombudsman When:

- You are frustrated or confused on how to resolve a situation
- You are uncertain of the possible channels of resolution
- You wish to take early and informal action to resolve workplace conflicts and stressors



What is an Ombudsman?

An Ombudsman is a specially trained employee who may serve as a counselor, go-between, mediator and feedback channel. The Ombudsman Program provides a mechanism through which employees at all levels may seek answers to questions involving work-related activities. The program can provide informal and impartial assistance to employees and managers while attempting to resolve work related concerns.

Confidential

The success of the Ombudsman Program depends largely on the ombudsmen staff performing their duties while guarding the confidentiality of the employees with whom they are dealing. The Ombudsman Program is bound by International Ombudsman Association's Code of Ethics and Standards of Practice.

All conversations are held in CONFIDENCE unless the affected employee agrees that parties may be informed in order to facilitate resolution. The ombudsman will only break this pledge of confidence when there appears to be an imminent risk of serious harm to another individual or to the mission of the FLETC.



Independence

The ombudsman is not part of any management structure and is appointed by the Director of the FLETC. The ombudsman is authorized to work within any FLETC organizational office, division or entity.

Impartial

The ombudsman will take the interests of all parties into consideration. This includes the FLETC's organizational interests. The ombudsman is NOT an employee or management advocate. The ombudsman IS an advocate for fair process and timely resolution of workplace concerns.

Informal

The Ombudsman Program does not keep written or recorded records of individual cases. The program does provide statistical summary data and trending information to the

Director as part of the role of providing feedback. This information does not include specific or individual case histories but only broad categories of issues impacting employees.

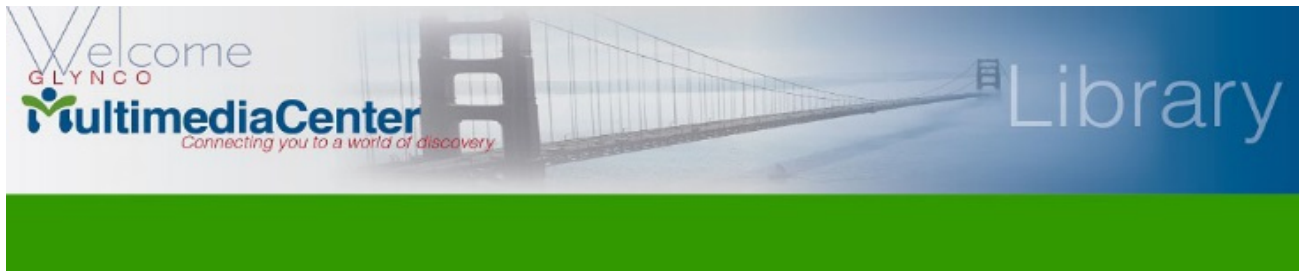
The Ombudsman Program is NOT an office of notice. This means, if an ombudsman is given information concerning possible violations of EEOC laws or Whistleblower Protection Act, among others, the ombudsman must protect the confidentiality of the person giving the information. However, the ombudsman will encourage the person to report the information to the appropriate authorities.

International Ombudsman Association (IOA)
CODE OF ETHICS - PREAMBLE
www.ombudsmanassociation.org

The IOA Code is dedicated to excellence in the practice of ombudsman work. The IOA Code of Ethics provides a common set of professional ethical principles to which members adhere in their organizational ombudsman practice.

Based on the traditions and values of the ombudsman practice, the Code of Ethics reflects a commitment to promote ethical conduct in the performance of the ombudsman role and to maintain the integrity of the ombudsman profession. The ombudsman shall be truthful and act with integrity, shall foster respect for all members of the organization he or she serves, and shall promote procedural fairness in the content and administration of those organization practices, processes and policies.





The Federal Law Enforcement Training Center (FLETC) Glynco Headquarters has its own library open to staff and students. The library has almost 13,000 items available for checkout including DVDs, audiobooks, fiction and non-fiction books, and training videos.

The Library is equipped with security cameras and gates, self-check kiosk, drop box, and a computer lab. Real time check in/out kiosk and drop box uses an RFID system that allows the account to be cleared immediately.

The library also has 32 Computers. Patrons may surf the net, check personal email, do assigned training classes, or write assignments. A printer, copier, and scanners are available to patrons. A 48-person computer lab in Room 1008 is also available when not in use for training classes.

Each month the library averages 700 checkouts and 90 new patron sign ups.

To register for a library card, you **must** see a staff member. To register:

- Students will use their student ID badges as their library card, scanning the barcode on the ID
- Staff/instructors will be given a library card

Once registered, the student ID/library card allows patrons to:

- Perform self-checkout on kiosk
- Renew items online, providing they are not late
- Check their accounts online

The library website can be located at <https://fltc.ent.sirsi.net>. Sign in using your account number – student ID for students and library card number for staff/instructors. The site allows you to:

- Browse through the catalogue and find what is available on the shelves
- See the complete new book list
- Check due dates and renew items online
- Place a “hold” on an item

Note: Renewals online can be done up to two times providing the renewal is done before the due date(s) and there is no “hold” on the item.

Once registered, patrons are allowed to check out a combination of eight items. For example: five items including books, audiobooks, training documentaries plus three featured films and/or TV series.

<u>Type of Item</u>	<u>Check out duration</u>
• Books and audiobooks (limit 5)	2 weeks
• Featured movies/TV Series (limit 3)	3 days
• TV Series (part of the allocation movie limit)	1 week
• Training Videos and Documentaries (limit 5)	1 week

The library is open seven days a week, including holidays. The hours are:

- Monday – Friday 7 a.m. – 9 p.m.
- Saturday and Holidays 8 a.m. – 5 p.m.
- Sunday 10 a.m. – 7 p.m.

For more information, call the library circulation desk at (912) 267-2320.