



CRITICAL INCIDENT RESPONSE FOR PEER SUPPORT TEAMS

DATE

June 9, 2026

TIME

8:00am - 5:00pm

COST

\$150.00

LOCATION

Norma Hertzog
Community Center
1845 Park Ave
Costa Mesa, CA 92627
Costa Mesa Room

DESCRIPTION

This POST Certified course is designed to prepare support team members to respond and effectively support the psychological recovery and resilience of public safety personnel after a large-scale critical incident, an active shooter, or terrorist event. All public safety employees and peer support members are encouraged to attend.

Topics will include:

- Identify the ripple effect of a critical incident
- Discuss and define the role of peer support
- Increase capacity to support after a critical incident
- Understand acute stress reactions
- How to reduce post-traumatic stress injury (PTSI)
- Increase skills for crisis counseling
- Discuss the importance of self-care

PRESENTER



Heather Williams, PsyD.
Premier First Responder
Psychological Services

After more than 20 years responding to critical incidents alongside law enforcement, and five years serving as the Regional Peer Support Coordinator for the

Orange County Sheriff's Department, Heather chose to take her passion for supporting first responders to the next level. In 2019, she founded Premier First Responder Psychological Services. As a licensed psychologist, Heather is dedicated to serving and protecting public safety professionals and their families by providing exceptional, culturally competent care. Her services include individual, couples, and EMDR therapy; 24/7 crisis response; critical incident debriefings, peer support program development, oversight, and training/presentations consultation, and active shooter response and recovery coordination/crisis response services.

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