



Establishing a Specialized Employee Assistance Program

AGENDA

- Background and reason for offering a public safety EAP program
- Implementation
- Utilization and results


HEADLINE NEWS!

PTSD legislation must be passed

Dec 4, 2021 Updated Dec 14, 2021 

Legislation would aid vets, first responders, with PTSD

By KATE LISA

Johnson Newspaper Corp. Dec 2, 2021 Updated Dec 3, 2021 

New legislation proposed to help provide mental health services to first responders struggling with PTSD

Under Georgia law there's not a way for a first responder to get help for PTSD unless they're also physically injured.

Regina filmmaker bringing powerful firefighter PTSD movie to Moose Jaw

'Florian's Knights' is showing on December 11th at the Mae Wilson Theatre at 7:30 pm. Tickets are available from the Moose Jaw Cultural Centre website. *Caution: readers are advised this article and movie trailer contain images and references which may be distressing

This paramedic is trying to change the law to help other first responders with PTSD

First Responder PTSD

- It is real and resources to deal with the problem are needed
- Legislation is, or soon will be, introduced in nearly every state to **mandate a PTSD workers' compensation presumption for first responders**, especially for the fire service
- When you begin to see regular news stories on the topic, you will know that a legislative push will follow
- Initial legislation proposals **may include a presumption for any "adjustment disorder"** which can mean almost any kind of stress

Problems and Solution

- Biggest complaint by our public safety members was: EAP providers/counselors in general don't know what we do
- People call and get no help so don't want to call again if experiencing issues
- Goal of SDAO/SDIS was to find a provider that understood the public safety workforce



Be Prepared and Proactive

- We knew legislation was coming and that there was a lack of mental health resources for first responders
- The firefighters' union argued that EAP was useless and ineffective
- We worked with the union to identify an EAP provider that could offer a panel of providers trusted and respected by the fire service
- We then asked the union to endorse the EAP if we provided it free of charge to all paid firefighters
- It is now a co-branded program with SDIS and OSFFC

PTSD Presumption Negotiations

- Having a co-branded EAP program took away the argument that resources don't exist
- We emphasized that **prevention of PTSD should be the focus**
- The union wanted a bill that would provide a presumption for any stress-related conditions diagnosed by a mental health professional, which could have included counselors
- Ultimately having the EAP program **helped us negotiate an agreement to limit the presumption to PTSD medical conditions** as diagnosed by a physician
- We jointly testified in support of the final negotiated bill with the union



Program Includes:

Employees and their household members as well as children up to age 26 receive:

- Unlimited telephonic counseling
- Face-to-face counseling sessions per issue: up to six
- Work/life benefits
- Lifestyle benefits
- Wellness resource center
- Two on-site trauma responses per year

Public Safety EAP

Free, confidential, benefit to assist employees and family members with:

- ✓ Counseling
- ✓ Peak performance coaching
- ✓ Resources and referrals
- ✓ Consultation
- ✓ Training
- ✓ Information

Solutions to address a full range of life issues.

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Substance Abuse

Your EAP can help. Call any time:

888-327-1060
www.PublicSafetyEAP.com



Privacy

One concern was confidentiality.

All contacts and records are confidential – except when required by law to disclose:

- Threats of harm to self or others
- Child or elder abuse

Implementation

- January 1st, 2019: Started by offering all career firefighters, EMTs and 911 communication entities in Oregon the EAP program for 6 months
- July 1st, 2019: Three-year agreement to offer all career firefighters, EMTs and 911 communication entities in Oregon the EAP program
- Over 3,500 public safety employees enrolled year one
- Initial program did not include volunteer firefighters

Implementation



2020

offered members to pay for volunteer and administrative staff for a fee to have access to EAP



2022

going after the AFG Grant again for volunteers



2020

SDAO partnered with a fire district member and applied in 2020 for an AFG Grant to cover over 10,000 volunteer firefighters (did not receive grant)



PERSONAL

Personal Stress	Eating Disorders
Anxiety	Life Transitions
Alcohol Abuse	Pregnancy/Post Partum
Drug Addiction	Personal Trauma
Depression	Sexual Concerns
Medical Conditions	Domestic Violence
Grief/Bereavement	Learning Disabilities
Gambling	Smoking
Weight Control	Men's/Women's Issues
Anger	Nutrition
Chronic Pain/Illness	



FAMILY & RELATIONSHIPS

Marital	Teen Issues
Parenting	Domestic Partners
Caregiving	Physical Abuse
Childcare	Family Relocation
Eldercare	Sandwich Generation
Education Planning	Military Life/Separation
Adoption	Disaster Preparedness
Family Pets	Communication
Special Needs Child	Keeping Children Safe
Blended Families	



FINANCIAL & LEGAL

Debt	Criminal Law
Credit Card Issues	DUI/DWI
Financial Loss	Landlords & Tenants
Bankruptcy	Homeowner Concerns
Budgeting	Taxes
Retirement Planning	Insurance
Wills & Trusts	Consumer Law
Real Estate Law	Contracts
Car Buying	Personal Injury
Immigration	Child Custody
Divorce	Social Security
Civil Suits	



WORK & CAREER

Employee Conflict	Time Management
Work Related Stress	Skills Development
Coaching	Project Management
Supervisor Conflict	Motivating Self & Others
Team Development	Valuing Diversity
Career Planning	Managing Change
Management Skills	
Supervising Others	

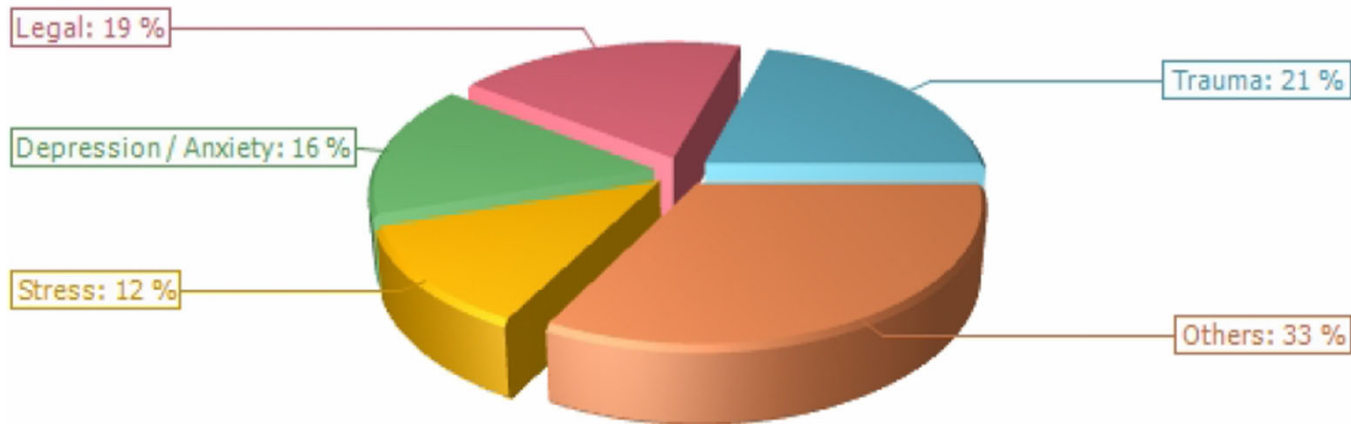
Utilization of the Public Safety EAP

(7/1/20 - 6/30/21)

The leading issues for counseling/coaching were:

58 members with 690 activities

- Trauma 20.69%
- Legal 18.97%
- Depression/Anxiety 15.52%
- Stress 12.07%
- Partner/Relationship 12.07%



Utilization of the Public Safety EAP

(7/1/20 - 6/30/21)

The leading areas accessed via the self-help resources (member website) were:

69 members with 246 activities

- Legal 28.46%
- Work/Life 24.80%
- Resource Centers 15.45%
- Physical Health & Wellness Center 10.16%



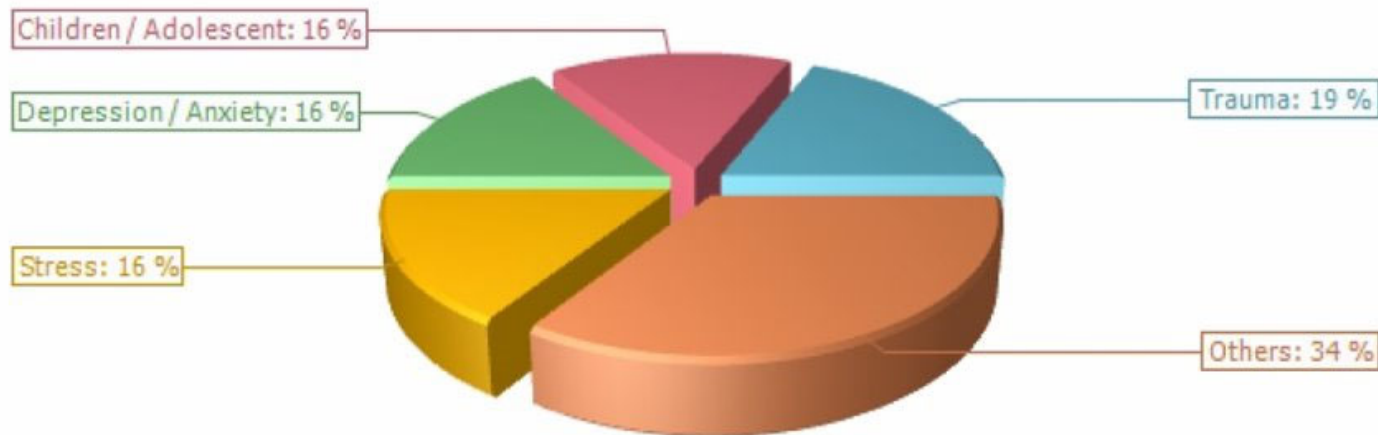
Utilization of the Public Safety EAP

(7/1/21 - 11/30/21)

The leading issues for counseling/coaching were:

32 members with 566 activities

- Trauma 18.75%
- Stress 15.63%
- Depression/Anxiety 15.63%
- Children/Adolescent 15.63%
- Partner/Relationship 9.38%



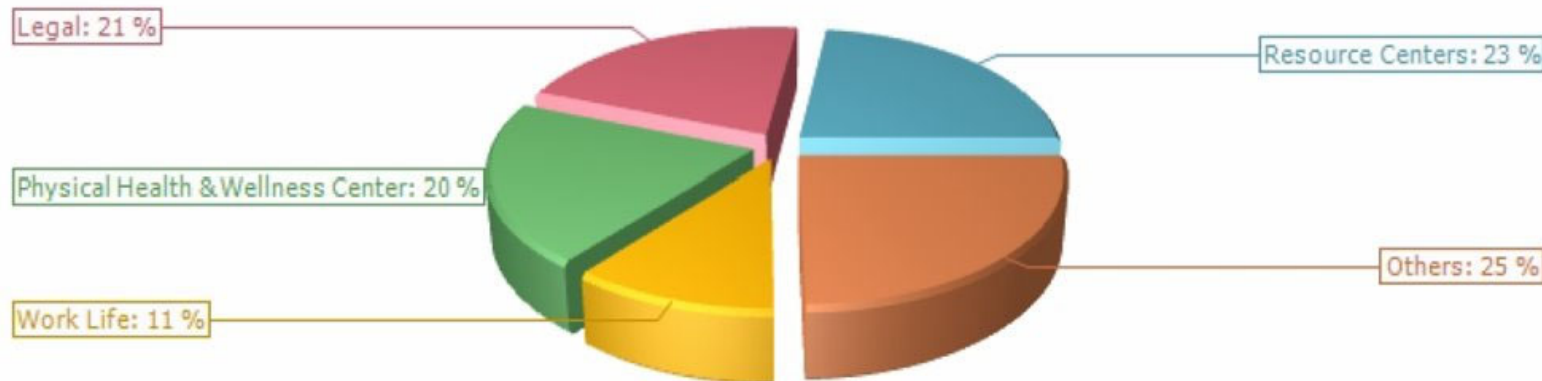
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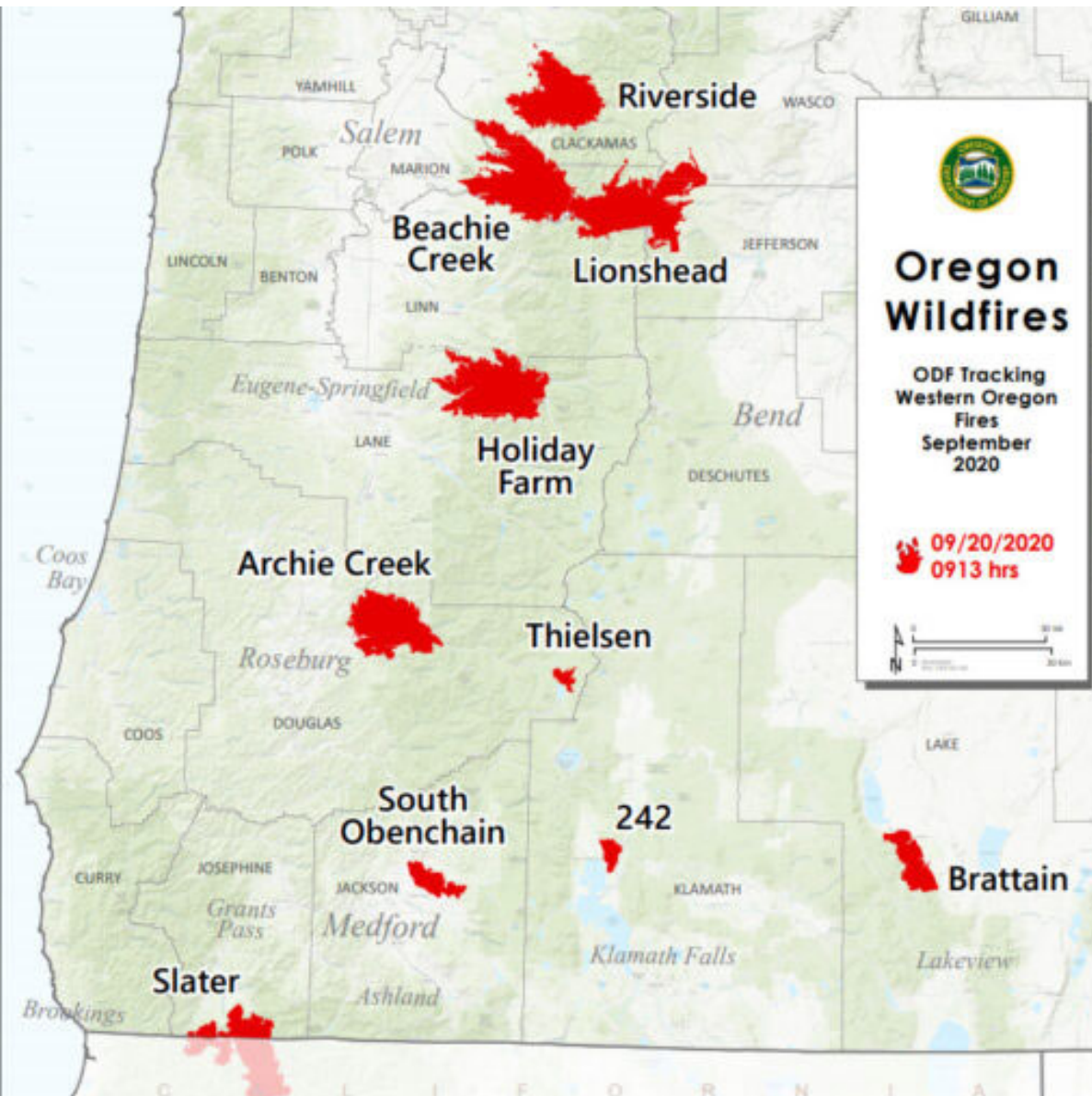
35 members with 109 activities

- Resource Centers 22.94%
- Legal 21.10%
- Physical Health and Wellness Center 20.18%
- Work/Life 11.01%





Success Stories and Mental Health in the Fire Service





Success Stories and Mental Health in the Fire Service

 **Idanha-Detroit Rural Fire Protection District** 3h · 🌐

We just got the news that Detroit City Hall burned down, which is where our district office was located. We also lost one of our fire engines.

👍👎🗨️ 316 42 Comments 76 Shares

👍 Like 💬 Comment ➦ Share

 **Idanha-Detroit Rural Fire Protection District** 7h · 🌐

STAY OUT OF THE DETROIT AND IDANHA AREAS. WE DO NOT HAVE THE RESOURCES TO RESCUE YOU IF YOU GET STUCK!!!

Please listen to fire and law enforcement authorities. Your lives are not worth structures. We are sending a crew back

Send Message



I am 60 miles from the ICP and the highway is deadly. I don't know if I can be there but we desperately need help. I am so traumatized I can't think straight and trying to run the dept and make decisions. It is so hard. I am sick and tired and broken.

None of my folks have cars left. No way to get there as they are some w family evacuated, some here. I have to get some of them back up here. None of them have seen it yet.



09:24



HP

Heather P >

Good morning-
Clocked out at 10:00
last night. Long day but
I think I made some
significant impact on
the situation. [REDACTED]
had a phone convo with
[REDACTED] last night that I hope
showed some progress
toward stability for
[REDACTED] and helped to
reduce [REDACTED] burden.
While I feel the
immediate crisis is
managed for this
particular situation, long
term issues are present.
I will have an EAP
therapist follow up with
[REDACTED]

TEMPORARY ACCESS CARD



Public Safety
EAP *A division of ESI*

A no-cost service provided by Public Safety EAP and
the Special Districts Association of Oregon (SDAO)

888.327.1060

Tell the phone counselor you are an Oregon Firefighter:
Your access is available through October 17, 2020

Subject: Re: Jason

Hey just letting you know I called them and there setting up a counselor for me

On Mon, Nov 23, 2020 at 4:33 PM Jason Jantzi <jjantzi@sdao.com> wrote:

Ok, I will keep checking in. I would ask that you do this for me and make some time to care for yourself. It's easy for us to always worry about others, that's how we are made in the public safety world. Good for the world, sometimes not so much for us.

Reach out if you need something, and I will check in on you next week to see if you were able to connect with them.

Jason

None of my folks have cars left. No way to get there as they are some w family evacuated, some here. I have to get some of them back up here. None of them have seen it yet.

Success Stories and Mental Health in the Fire Service

Jason



To Jason Jantzi



11/18/2020

You replied to this message on 11/23/2020 4:15 PM.

Hello my name is [REDACTED] my Cheif "Jeff" from [REDACTED] game me your contact information to have someone for me to talk to. Not to sure what steps I need to take or if there is anything. You can email me or call me at [REDACTED]

Thank you.

"I'm at the end of my rope."
"I have nothing left to do to get help, I'm out of options..."



Re: Jason



To Jason Jantzi



11/25/2020

You replied to this message on 2/11/2021 11:09 AM.

Thank you! meeting with someone next week.

On Tue, Nov 24, 2020 at 3:12 PM Jason Jantzi <jjantzi@sdao.com> wrote:

Hey that great. I'm very glad to hear it and hopeful that the discussions will be fruitful.

Please let me know if I can help in the future or if something in the process gets bungled up. You have my cell phone number.

Jason Jantzi

Sent from my mobile device. Please excuse typos and short answers.

Success Stories and Mental Health in the Fire Service

Fire department: Western Lane Ambulance District employee killed in Hwy 126 crash

by News Staff | Monday, September 20th 2021



NEWS

The community of St. Paul and the state pays tribute to fallen firefighter Austin Smith



Bill Poehler
Salem Statesman Journal

Published 3:19 p.m. PT Feb. 12, 2022 | Updated 3:19 p.m. PT Feb. 12, 2022

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We did go out for an AFG grant to fund the EAP for three more years. Our goal would be to develop a statewide EAP for everyone, paid and volunteer.

That program really has saved lives. I appreciate SDAO commitment to mental health treatment access for all fire fighters. Thank you