



***Mile-High RETAC Employees Assistance Program
(EAP) Project Report***

SEMTAC Safety Committee Meeting

April 11, 2018

***Presented by Shirley Terry, BSN, RN
Executive Director, Mile-High RETAC***

Executive Summary Results

Goal: The goal of this survey is to determine if EMS agencies offer EAP services and what specialized training if any, these EAP's have to deal with the unique challenges of EMS, police and fire.

Agency, City, Agency Contact Person, Contact Person Title & E-mail on final detailed report.

1. Do you have an EAP that your personnel can access?

- a. Yes - 67%
- b. No – 23%

Comments on Yes:

Approximately 50 EAP's were identified in Colorado

2. If yes, please identify – see final report details

If no, why not? _____

Comments on Why Not:

Majority said no funds, cost and availability, not in budget, board thought it was “unnecessary”, members reach out to officers who try to find help as available.

3. Is the EAP hired by a city, county (public) or by your agency(private)?

- a. Public- 26%
- b. Private – 74%

4. Who pays for the services of the EAP?

- a. EMS Agency 48.48%
- b. Staff's Personal Insurance- 13.64%
- c. Other- 37.88%

Comments on Other:

Majority includes city and counties paying for services, part of AAA membership, donations, volunteers, hospital, employees make the decision for private pay.

5. What types of staff does your EAP provide?

Check all that apply

- a. Clinical Social Worker - 52%
- b. Mental Health Counselors – 72%
- c. Substance Abuse Counselors – 61%
- d. Other__ - see comments

Comments on Other:

Financial, legal, estate planning, child and elder care, financial planning, Only one mentioned stress debriefing, peer support, handling discussions on an internal basis

6. How are employees referred to the EAP services?

Check all that apply

- a. Self-referral – 71%
- b. Recommended by front line – 22%

- c. Ordered by supervisor or human resources – 7%

7. Does the EAP have special training regarding the unique challenges of EMS, Fire and Police?

- a. Yes – 42%
- b. No – 16%
- c. Unknown – 42%

8. Do you feel it would be helpful to provide specialized training to EAPs to assist them in understanding the unique challenges of EMS, Fire and Police?

- a. Yes – 96%
- b. No – 3%

9. How frequent is your EAP utilized?

- a. 0 – 34%
- b. 1-5 times per year – 39%
- c. 6-10 times per year – 8%
- d. 11 or more times per year – 13%

10. Do you believe that confidentiality is maintained by your EAP?

- a. Yes – 68%
- b. No – 2%
- c. Unknown – 30%

11. Do you track compliance with requests for utilization of the EAP?

- a. Yes – 26%
- b. No – 74%

12. Do you believe that the use of EAP services has been helpful?

- a. Not Helpful – 18%
- b. Slightly Helpful – 5%
- c. Somewhat Helpful – 29%
- d. Very Helpful – 32%
- e. Extremely Helpful – 16%

13. Does your EAP services have limitations of the program such as a pre-determined number of visits that are allowed?

- a. Yes – 57%
- b. No – 43%
- c. If yes, what are the limitations _____

Comments on yes:

Majority said 5 visits per year—some extended to six and a couple said 10. One said caregivers are allotted 10 mental health visits but access to the EAP program is unlimited.

14. Does your agency have a designated health and safety officer?

- a. If yes, Name, E-mail – 71%
- b. If no, do you have plans to designate such a position? – 29%

Comments:

The 29% are in process of identifying the need

15. Are you aware of the National EMS Safety Summit that is held each year in Denver that focuses on personal safety, patient and community safety?

- a. Yes – 80%
- b. No – 20%

16. Any additional comments?

Comments-- Highlights:

- I would like to look at a more all-encompassing product that focuses on, financial, emotional, legal, stress and other wellness options as well as includes some type of concierge service.
- I have used the EAP extensively for my own issues over the last two years...divorce..kids.. There should be options to extend the number of visits beyond 5.
- I think the general access to EAP is very limited. Although it is beneficial, some restrictions (such as limited visits) create barriers for the employees. Also, utilizing 3rd party EAP services is very costly to small private companies in addition to creating difficulty in scheduling for individual employees. I am very curious about the model currently being used by Colorado Springs Fire Dept,

using trained peer counselors alongside licensed mental health/substance abuse staff is dynamic. Having a consistent peer counselor program available across Colorado, similar to the EMS Instructor program, would be incredibly beneficial and would help small companies be the front line in support for our staff.

- Thank you for doing this survey. I think recognizing the need is critical and it is awesome coming from RETAC and not just individual companies.
- Our company is backward and behind the times. I don't know if we even have access to an EAP, or the process involved to get help. Our company needs help with this.
- EAP can either be voluntarily accessed or mandated. If mandated follow up that the employee has fulfilled their requirement is reported back to management. Otherwise, EAP is confidential.
- We pay for two providers outside of the EAP for special situations related to Work where the EAP list may not help. For example, an employee's brother was murdered, and he was on the call, and it required more specific training to assist in his family's recovery. If an EAP of emergency services trained providers were available, we would gladly join for a higher cost.
- Thank you for doing this survey. I think recognizing the need is critical and it is awesome coming from RETAC and not just individual companies.
- Thanks for doing this survey and working to improve resources for EMS Providers in Colorado!
- I would like to offer EAP services if they were more aware of EMS challenges.
- There is definitely an issue of confidentiality when it comes to accessing assistance through the city. They also state that the plan has "trauma" counselors, which is great, but that doesn't mean they understand the world of EMS/FIRE (they don't). It takes a lot to explain "our world" and that detracts from what we need. EMS/Fire need to do their own work to engage Mental Health workers to better understand our issues and challenges. I personally very much appreciate this issue being addressed in a bigger way. Thank you!
- I would like to look at a more all-encompassing product that focuses on, financial, emotional, legal, stress and other wellness options as well as includes some type of concierge service.

- Thank you for doing this survey and working to improve resources for EMS Providers in Colorado.
- We are mixed employer, looking for a program to cover all staff.
- I do believe there are special circumstances working in EMS, rural especially, that perhaps have more of an influence of stress, PTSD, chronic stress, compassion overload and burn out. If there are resources available to our agency I would love to learn more about them.