



Mile-High Regional Emergency Medical and Trauma Advisory Council (MHRETAC)

Employees Assistance Program (EAP) Project Deliverables June 18, 2019

Prepared by Shirley Terry, Executive Director, MHRETAC

First Responder Survey Questions for EMT's May 21, 2019

Please see the attached document

Employees Assistance Program Survey Questions, May 21, 2019

Please see the attached document

First Responder Survey Results for EMT's Executive Summary and Survey Results

Please see the attached survey results and executive summary

List of EAP's and Supports in Colorado

Please see the attached document

Cigna identified EMS and Fire Counselors

Aetna list of specialized counselors for fire and EMS

Final Report

Please see the attached document



Mile-High Regional Emergency Medical and Trauma Advisory Council (MHRETAC)

First Responder Survey Questions for EMTs

Prepared by Shirley Terry, Executive Director, MHRETAC
May 21, 2019

All information provided will be kept confidential- only aggregate data will be provided in a summary of the information obtained.

1. Agency Information-optional
 - a. Agency
 - b. City
 - c. Contact Person
 - d. Contact Person Title
 - e. Contact Person E-mail Address
2. Staffing Patterns
 - a. Paid
 - b. Volunteers only
 - c. Paid and Volunteer
 - d. Fire Based
 - e. Fire and EMS
 - f. EMS only
3. Agency location type?
 - a. Urban
 - b. Rural
 - c. Frontier
4. Does your agency contract with an Employee Assistance Program (EAP)?
 - a. No
 - b. Yes
 - c. Unknown
5. Does your agency have a health and safety officer?
 - a. No
 - b. Yes- Please identify name, e-mail and cell phone

6. Does your agency have an employer contract with an internal mental health professional to support the team on a regular daily basis?
 - a. No
 - b. Yes- please identify name, e-mail and cell phone
 - c. Unknown
7. Does your agency provide education for stress awareness and stress management? Check all that apply
 - a. Training is provided during a new hire academy
 - b. Training is provided annually
 - c. Training is optional
 - d. No training is provided for stress awareness and stress management
8. Does your organization provide training that specifically addresses the stigma surrounding mental health issues and well-being in EMS?
 - a. No
 - b. Yes
9. Does your organization provide training on Mental Health First Aid?
 - a. No
 - b. Yes
10. With the recent mental health trends in EMS, do you feel the current level of information and resources provided at EMS conferences has been informative and appropriate?
 - a. No
 - b. Yes
11. What type of information regarding mental health issues would you like to see at EMS conferences or through continuing education?
 - a. Please identify
12. What type of services would you like your EAP or agency to offer? Please check all that apply
 - a. Mental Health Services
 - b. Peer Support
 - c. Substance Abuse-Addiction Counseling
 - d. Family Counseling
 - e. Child and Adolescent Counseling
 - f. Financial Planning Assistance
 - g. Legal Services
 - h. Acupuncture
 - i. Yoga
 - j. Eye Movement Desensitization Reprocessing (EMDR)
 - k. Anonymous Texting, Crisis Text Line
 - l. Spouse Support Program
 - m. Neurofeedback or Neurotherapy
 - n. Crisis Intervention or Critical Stress Debriefing
 - o. Pharmaceuticals

- p. Antidepressants
 - q. Mindfulness
 - r. Transcendental Meditation
 - s. Staff Psychologists
 - t. Staff Psychiatrics
 - u. Group Therapy- please identify
 - v. Crew Care
 - w. Resiliency Training
 - x. Chaplains
 - y. Wellness Training or Smoking Cessation
 - z. Stress Management
 - aa. Education Assistance
 - bb. Sleep Lab
 - cc. Other- Please identify
13. What type of service are you most likely to use?
- a. In office
 - b. Call- in
 - c. Texting
14. If you experienced critical stress, but did not seek help, what prevented you from doing so?
- a. Help was not available
 - b. Didn't want it on my employee record
 - c. Didn't want to be identified
 - d. Didn't sense a need
 - e. Concerned about what others would think
 - f. Other- Please identify
15. If you experienced critical stress and did seek assistance, what type did you seek?
- a. Employee Assistance Program
 - b. In-house peer counseling, i.e. Critical Incident Stress Management Team (CISM)
 - c. Private mental health assistance
 - d. Other- Please identify
 - e. NA
16. If you did seek support, how helpful was the support received?
- a. On a scale of 1-10, with 10 being the most helpful and 1 being not helpful, please rank the support.
17. If you did seek help,
- a. Did your peers encourage you to seek mental health assistance?
No ___ Yes ___
 - b. Did your management team encourage you to seek mental health assistance? No ___ Yes ___
 - c. Did your management team require you to seek mental health assistance?

No ___ Yes ___

d. Were you required to undergo psychiatric prescreening prior to your employment with your current agency?

No ___ Yes ___

e. Considering your mental health, do you feel supported by your peers?

No ___ Yes ___

f. Considering your mental health, do you feel supported by your management team? No ___ Yes ___

18.

18. How long have you been a first responder?

- a. 0-5 year
- b. 6-10 years
- c. 11-20 years
- d. 20+ years

19. What was the primary reason you wanted a career as a first responder?

20. Do you feel that the job currently fulfills that goal?

- a. No
- b. Yes
- c. Why or why not?

21. Do you believe the job has adversely affected you, your outlook on life, your emotional wellness or your relationships away from work?

- a. No
- b. Yes- if yes in what ways?

22. Has your family or someone else close to you told you that you have changed since you began your first responder career?

- a. No
- b. Yes-if yes, in what ways?

23. Name any specific issues or circumstances related to your job that adversely affects your general wellness.

24. List any specific habits, hobbies, or interests that you enjoyed and regularly participated in before you began your first responder career, and that you either no longer enjoy or no longer participate in to the same level.

25. What coping mechanisms, if any, do you regularly rely on to deal with stress and issues from work? Please check all that apply

- a. None
- b. Exercise/group sports
- c. Vacation/time off
- d. Meditation
- e. Faith-based activities
- f. Hobbies
- g. Self-medication (Alcohol or drugs)
- h. Spending time with family

- i. Counseling
 - j. Talking with friends
 - k. Gambling
 - l. Promiscuity or other reckless or dangerous behavior
 - m. Shopping/ buying things
 - n. Extreme sports or other high-risk activities
 - o. Other- please identify
26. Which personal issues listed below directly impact you, those close to you or your job performance? Please check all that apply.
- a. Finances/bankruptcy/foreclosure
 - b. Divorce
 - c. Trouble relationships
 - d. Depression
 - e. Suicidal thoughts (current or formerly)
 - f. Alcohol
 - g. Prescription medications
 - h. Anger
 - i. Sleep deprivation/sleep problems
 - j. Eating Disorders
 - k. Domestic violence
 - l. Organizational stress from the agency/command staff/supervisors
 - m. PTSD/issues related to a critical incident(s) at work
 - n. Other- please identify
27. How much does the agency promote or train individuals in emotional-survival and wellness issues?
- a. Not at all
 - b. Very Little
 - c. Very little, and I would like to see more
 - d. Moderate level
 - e. Moderate level, and I would like to see more
 - f. High level
 - g. High level, and I would like to see more
 - h. Too much
28. Is there emotional-survival/wellness training you would like to see?
- a. No
 - b. Yes- please identify
29. Any additional thoughts or comments?



Mile-High Regional Emergency Medical and Trauma Advisory Council (MHRETAC)

Employees Assistance Program Survey Questions

Prepared by Shirley Terry, Executive Director, MHRETAC
May 21, 2019

1. Agency Demographics
 - a. Name of EAP
 - b. City
 - c. Phone Number
 - d. Contact Person
 - e. Contact Person Title
 - f. Contact Person E-mail Address
2. What is your location type?
 - a. Urban
 - b. Rural
 - c. Frontier
3. What is your catchment area?
 - a. Local Only- Identify catchment area
 - b. Statewide
4. EAP contracts with EMS agencies for services rendered
 - a. Annually
 - b. Price based on number of employees
 - c. Flat rate for services
 - d. Return on investments- does your agency send a report to the agencies on services utilized with an outcome report- de-identified?
5. What types of EAP services are offered?
 - a. Mental Health Services
 - b. Peer Support
 - c. Substance Abuse-Addiction Counseling
 - d. Family Counseling
 - e. Child and Adolescent Counseling
 - f. Financial Planning Assistance
 - g. Legal Services
 - h. Acupuncture

- i. Yoga
 - j. Eye Movement Desensitization Reprocessing (EMDR)
 - k. Anonymous Texting, Crisis Text Line
 - l. Spouse/ Family Support Program
 - m. Neurofeedback or Neurotherapy
 - n. Crisis Intervention or Critical Stress Debriefing
 - o. Pharmaceuticals
 - p. Antidepressants
 - q. Mindfulness
 - r. Staff Psychologists
 - s. Staff Psychiatrists
 - t. Group Therapy- please identify
 - u. Crew Care
 - v. Resiliency Training
 - w. Chaplains
 - x. Wellness Training or Smoking Cessation
 - y. Stress Management
 - z. Education Assistance
 - aa. Other
6. What are your hours of service?
- a. 24-hour service
 - b. 9-5
 - c. After hours on-call
 - d. Other- Please identify
7. Do you offer inpatient beds?
- a. No
 - b. Yes- how many?
8. What types of payor sources do you accept?
- a. Private Insurance
 - b. Medicaid
 - c. Worker's Compensation
 - d. Other
9. Are there limitations of service such as three visits per incident or five visits per incident?
- a. No
 - b. Yes, Please Identify
10. How do you connect the employee with the right counselor?
11. What types of staff do you have to offer to EMS?
- a. Clinical Social Workers
 - b. Mental Health Workers
 - c. Certified Substance Abuse Counselors
 - d. Chaplains
 - e. Staff Psychologists

- f. Staff Psychiatric
 - g. Licensed Professional Counselors
 - h. Children's Services
 - i. Child and Adolescent Services
 - j. Other
12. Have the staff received specific training to deal with First Responders?
- a. No
 - b. Yes, please identify
13. Would you be interested in a joint educational/workshop combining first responders with EAP's to determine educational needs and services of EAP's to become more effective and responsive to the needs of EMS agencies



Mile-High RETAC List of EAP's and Supports in Colorado

June 17 2019

Agency	City	Phone	Website	Notes
Aetna Insurance	National	866.252.4468	www.aetna.com	Has identified counselors who specialize in first responders
Cigna Insurance, Behavioral Health	National	800.633.5954	www.cignabehavioral.com	Has identified counselors who specialize in first responders. Can get on line and ask for specific providers for specific issues that need to be addressed
BC/BS Anthem	National	800.865.1044	www.bcbs.com	Has identified counselors who specialize in first responders
Building Warriors	Denver	720.504.6207	www.buildingwarriors.org	Not an EAP but works with first responders, families who do not have insurance. Clinicians are trained in peer counseling and provide training for other counselors. Experienced staff with first responders.
Care24 Through United Health	National	888.887.4114	www.uhc.com	Can purchase EAP general counseling. For in-patient beds, must have this insurance
CCOM	Denver	303.925.4003	www.centura.org	Centura Centers for Occupational Medicine
ComPsych	Virtual, Global	877.616.0508	www.compsych.com	Purchase the service, mainly family counseling, custom design programs, great technology

Counseling Collaborative of the Rockies	Evergreen & Golden	303.481.4258	www.counselingcollaborativeoftherockies.com	EDMR & psychotherapy for children, adults and families. Must be a state employee, face to face, phone or video services. Will see state troopers.
C-SEAP	Statewide	303.866.4314	www.colorado.gov/c-seap	Disaster Mangement Services, trauma stressors, business contracts, all counselors with at least a master degree, teams will go to disasters for support
Empathia Life Matters	Virtual, Global	800.634.6433	www.empathia.com	Designed for fire and EMS, can purchase services, 24 hr help line for counselor, on-line services and teleconference
ESI Group- Public Safety EAP	Virtual, Global	800.535.4841	www.publicsafetveap.com	No phone- only website for employees
HCA EAP Program	National		www.hca.com	Mon-Fri on site counselors- on-call counselors 719.440.5807
Henderson Consulting & EAP Services	Colorado Springs	719.380.1644	www.hendersonconsulting.org	Deal with all of it, works with Longmont and Dacono Police Dept.- need insurance and co-pay
Krupnick Counseling Services	Longmont	303.651.1515	www.krupnickcounseling.com	Master level staff clinicians, critical incident response, trauma response, 24/7, Used by AAA members
Life Works	Virtual, Global	877.510.0556	www.lifeworks.com	Face to face- on-line and telephonically, 24/7
LiveWell Solutions	National	866.831.2181	www.livewellworklife.com	Open M-F, crisis line, Vail works with firemen, located in eleven cities
Mind Springs	Western Slope	970.476.0930	www.mindspringhealth.org	

Mines and Associates	National	800.873.7138 800.272.2727, 719.587.5274,7 19.400.0844	www.minesandassociates.com	Littleton on site critical incident support services, intervention experts in trauma treatment, works with corporate employees, national business psychology firm
Morneau Shepell	Canadian, International		www.lifeworks.com	Video, on-line texting- part of LifeWorks
National Volunteer Fire Council	National	202.887.5700	www.nvfc.org	Share the Load- benefit of members, trained counselors for fire and EMS- have a help line, resources available, focus on health and safety- Help Line is 888.731.FIRE (3473)
New Directions EAP- St. Joseph Hospital - Grand Junction St. Mary's	Global, Grand Junction	800.624.5544	www.ndbh.com	Part of Triad EAP, Crises Management, 24/7, works with various companies-assistance on the phone with counselors
Pennock Center for Counseling	Brighton	303.655.9065	www.pennockcounseling.org	Bilingual counseling, provide services to larger companies ComPsych, New Directions and Cigna, licensed and unlicensed staff, 8-5 Mon-Fri, no 24 hr crises line, may take months to get started at times
Profile EAP- Centura	Colorado Springs	719.634.1825	www.centura.org	Mon-Fri on site counselors- on-call counselors
Profile EAP-Pueblo	Pueblo	719.560.0612	www.centura.org	Mon-Fri on site counselors- on-call counselors

Solutions Wellness Center	Montrose	970.249.4449	www.solutionsandme.com	Phone kept hanging up- website says they provide all types of counseling
Triad EAP	Grand Junction	970.242.9536	www.triadeap.com	Mon-Fri Master level counselors, more family oriented, need to leave a message with them, 24/7 is 877.679.1100

See attached:

- Aetna List of Counselors for First Responders-- the ones in green
- EIS Public Safety EAP Program
- National Volunteer Fire Council

Cigna identified EMS and Fire Counselors is attached in as separate document



***Mile-High Regional Emergency Medical and Trauma
Advisory Council (MHRETAC)***

***Employees Assistance Program (EAP) Project
Deliverables
June 18, 2019***

Prepared by Shirley Terry, Executive Director, MHRETAC

First Responder Survey Questions for EMT's May 21, 2019

Please see the attached document

Employees Assistance Program Survey Questions, May 21, 2019

Please see the attached document

**First Responder Survey Results for EMT's Executive Summary and
Survey Results**

Please see the attached survey results and executive summary

List of EAP's and Supports in Colorado

Please see the attached document

Cigna identified EMS and Fire Counselors

Aetna list of specialized counselors for fire and EMS

Final Report

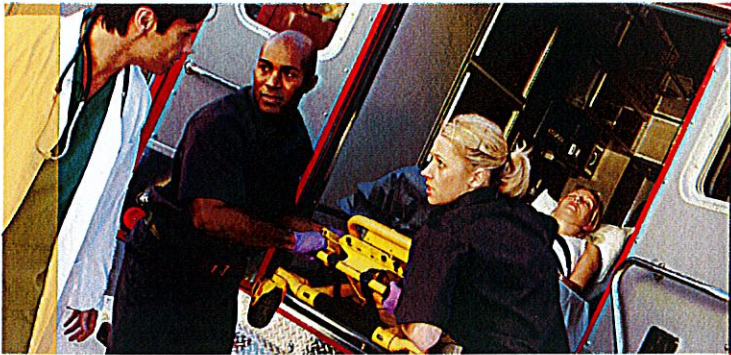
Please see the attached document

<u>LAST NAME</u>	<u>FIRST NAME</u>	<u>ADDRESS</u>	<u>CITY</u>	<u>ZIP</u>	<u>OFFICE PHON</u>	<u>NOTES</u>
LEVENTHAL	LYNN	7850 VANCE DR 190	ARVADA, CO	80003	(303)430-7021	YES, with both
SIEBER	HANS	5738 OLDE WADSWORTH BLVD	ARVADA, CO	80002	(720)315-0123	YES, with both
BUNIN	ANDREW	5757 CENTRAL AVE STE 10	BOULDER, CO	80301	(303)449-2743	EMD Practitioner and regularly works with first responders
ROBINSON	ABIGAIL	2955 VALMONT STE 230	BOULDER, CO	80301	(303)819-2279	Treated a First Responder
GRASSMAN	MARK	1244 PINE ST	BOULDER, CO	80302	(303)447-2727	CELL (303)775-2271. YES
MAH	PETREA	2030 CARBON PL 200	BOULDER, CO	80303	(303)430-4010 x17	CELL: (303)589-9077, CERTIFIED DISASTER MENTAL HEALTH W RED CROSS
HELSEL	STEPHANIE	2975 VALMONT RD 320	BOULDER, CO	80301	(303)402-9036	Trauma training, CISD, but not first responders
KUSICK	BECKY	710 BURBANK ST C	BROOMFIELD, CO	80020	(303)907-6499	YES, for many years
SCHANKWEILER	GAYE	80 GARRDEN CNTR, BLDG A 350	BROOMFIELD, CO	80020	(303)366-8278	CELL (303)378-2204. CERT EMDR SPECIALIST
BRIDGES	JENNY	7400 W 14TH AVE STE 6	DENVER, CO	80214	(720)350-1109	YES, for CIR and EMDR
MILLS BEVERS	KAREN	777 S WADSWORTH BLVD BLDG 2 106	DENVER, CO	80226	(303)274-2485	LVM CELL: 720-251-6014. Yes for both, current case load is full
STILES	LYDIA	550 S WADSWORTH BLVD 402	DENVER, CO	80226	(303)274-6348	Yes, for both
FREDRICKSON	LISA	6565 W JEWELL AVE 4B-1	DENVER, CO	80232	(720)377-4969	Yes, for both over past 20years
KEELIN	CECELIA	1880 S PIERCE ST 6	DENVER, CO	80232	(303)908-8677	Yes, On first responder teams - individual and group, CISM training, accepting new
MCQUISTON	VIRGINIA (GINGER)	7114 W JEFFERSON AVE 111	DENVER, CO	80235	(303)_948-5791	Yes, for both, had worked on the mental health team
FRASER-SOLAK	FELICIDAD (Felise)	2000 W 120TH AVE 4A	DENVER, CO	80234	(720)629-9441	Yes, current practice is trauma focused. Have not directly worked with first responders but had
HEANY	BRUCE	11674 HURON ST 200	DENVER, CO	80234	(303)668-6277	Yes, with first responders
KNUTSON	PETER	1333 W 120TH AVE 300	DENVER, CO	80234	(303)884-2242	Yes, with both
STUBBS	JAMES (BRAD)	445 UNION BLVD 221	DENVER, CO	80228	(303)987-3444	Yes, EMDR, a lot over the past 20 yrs
WARD	NATALIE	2460 W 26TH AVE 450-C	DENVER, CO	80211	(303)429-5099	EMDR, participated in 2ndary trauma trainings
BROTHERS	ELIZABETH	29029 UPPER BEAR CREEK RD STE. 207	EVERGREEN, CO	80439	(970)485-3956	Yes in both, trauma, extensive police and FF, some ENT, availability in evergreen, frisco wait list
SALTZMAN	HEIDI	28000 MEADOW DR 9	EVERGREEN, CO	80439	(303)810-5856	Yes in both , currently booked until December
SUNDERLAND	HILLARY	360 PEAK ONE DR STE 110	FRISCO, CO	80443	(970)668-3478	Yes, Specialize in trauma specific treatments. Returning from maternity leave Jan or Feb 2018
ENTRICAN	MARY	195 N THIRD ST	GRANBY, CO	80446	(970)531-1996	Yes, specialty in trauma, EMDR, First Responders
DETWEILER	VIRGINIA	1365 FOREST PARK CIRCLE	LAFAYETTE, CO	80026	(303)442-0883	Yes, Trauma training and any number of first
BEGGS	MARY	229 TERRY ST	LONGMONT, CO	80501	(720)482-0069	Yes in trauma, CISM, First responders. Not a lot of availability - only in mornings
CRANWILL	PATRICIA	500 COFFMAN 207	LONGMONT, CO	80501	(303)915-4973	Yes, 14yr with Boulder community MH, 10yr at ER, 3yr at Sherriff office, community trauma team

O'BOYLE	JANELLE	659 4TH AVE	LONGMONT, CO	80501 (970)988-7936	Expert in trauma for 21 yr, PTSD. Not yet with first
MACKINTOSH	SANDRA	1707 MAIN ST STE 404	LONGMONT, CO	80501 (303)595-5463	Yes, Trauma, CIR debriefing, Wriked in ER trauma
ANDREWS	JOANNE (JODY)	700 FRONT ST STE 205B	LOUISVILLE, CO	80027 (970)250-3001	Yes. Lots of experience with first responders, was a specialty. Came from 911 and was under contract with a number of smaller rural agencies.
DODD	TERRI	8704 YATES DR 110	WESTMINSTER, CO	80031 (303)220-7870	Yes, used to be aurora FD and others – but currently not accepting
MADISON	RENEE	8771 WOLFF CT	WESTMINSTER, CO	80031 (303)257-7623	Yes, with both
MIRANDA-WHITE	MARY	8671 WOLFF CT 220-C	WESTMINSTER, CO	80031 (720)485-7945	Yes, with both
PRAI	DULCINEA	8671 WOLFF CT 220	WESTMINSTER, CO	80031 (303)359-3358	Yes, first responders
DERRICK	KERRY	8800 RALSTON RD 204	ARVADA, CO	80002 (303)386-2990	LVM
HEIT	KATHLEEN	ARVADA, CO 80002	ARVADA, CO	80002 (303)277-9407	LVM
MURATA	FARA	5511 W 56TH AVE 200	ARVADA, CO	80002 (720)898-4800	LVM
ALLEN	MARY (MICKI)	7985 VANCE DR 106B	ARVADA, CO	80003 (303)380-5526	LVM. Cell: 720-335-9422
CAMINS	STEPHANIE	7985 VANCE DR 106B	ARVADA, CO	80003 (303)380-5526	LVM. Cell: 303-668-5355
GOETZ	BONNIE	5606 OLDE WADSWORTH BLVD #207	ARVADA, CO	80002 (303)482-0910	LVM
SIEGLER	STACIE	7985 VANCE DR 106B	ARVADA, CO	80003 (303)380-5526	LVM
COON	JANET	12191 WEST 64TH AVE 301	ARVADA, CO	80004 (303)475-8398	No, due to too stressful
O'LEARY	CHARLES	5460 WARD RD 210	ARVADA, CO	80002 (303)861-7064	LVM. Accepting new 11/27/2017
SALTNESS	MELISSA	324 EVERGREEN RD	BLACK HAWK, CO	80422 (303)886-0521	LVM
BIGFORD	ANGELA	2945 CENTER GREEN CT STE E105	BOULDER, CO	80301 (303)589-3376	LVM
ELLARD	KATE	5412 IDYLWILD TRAIL	BOULDER, CO	80301 (720)310-5125	LVM
ERLANDER	BETH	5412 IDYLWILD TRAIL	BOULDER, CO	80301 (720)470-3513	LVM (out of country until 11/7) Bi-Lingual: Spanish
HILBURN	LYNDA	2955 VALMONT RD STE 230	BOULDER, CO	80301 (720)347-8559	LVM
TAYLOR	DAWN	3445 PENROSE PL 250	BOULDER, CO	80301 (303)473-4435	LVM
COHEN	SARA	1634 WALNUT ST 221	BOULDER, CO	80302 (303)443-3637	LVM
DOUGHERTY	DANIELLE	613 WALNUT ST	BOULDER, CO	80302 (303)550-3874	LVM
FIESTER	KAREN	1113 SPRUCE 501	BOULDER, CO	80302 (303)449-3028	LVM
FIESTER	THOMAS	711 WALNUT STREET 200	BOULDER, CO	80302 (303)449-3028	LVM
JONES	JAMES	1638 WALNUT ST 201	BOULDER, CO	80302 (303)312-1342	CELL: 720-771-8656 OFFICE ALSO IN BROOMFIELD
MAYBERRY	KATHLEEN	5377 MANHATTAN CIRCLE 201	BOULDER, CO	80303 (303)956-5284	LVM
PYATT	DARIN	1530 55TH ST 121	BOULDER, CO	80303 (720)347-8559	LVM
SUSLAK	KENNETH	5412 IDYLWILD TRAIL	BOULDER, CO	80301 (303)817-9963	LVM
BOMHOFF	BEVERLY	1634 WALNUT ST 221	BOULDER, CO	80302 (303)449-8656	LVM
RANDOLPH	CHRISTIE	2885 E AURORA AVE 8	BOULDER, CO	80303 (303)499-9044	LVM

NAME	ADDRESS	CITY	STATE	ZIP	PHONE	STATUS
DAWSON	5061 E 160TH AVE	BRIGHTON, CO	CO	80602	(303)619-5536	No. not wanting to expand her practice
BOMHOFF	740 BURBANK ST	BROOMFIELD, CO	CO	80020	(303)449-8656	LVM
GUTKNECHT	7050 WEST 120TH AVE 30	BROOMFIELD, CO	CO	80020	(720)244-6418	LVM
KELLY	740 BURBANK ST	BROOMFIELD, CO	CO	80020	(720)270-4716	LVM
KENLINE	710 BURBANK ST	BROOMFIELD, CO	CO	80020	(720)495-7741	LVM
PITTE	9035 WADSWORTH PKY 1240	BROOMFIELD, CO	CO	80021	(303)271-3415	LVM
SIENKNECHT	11001 W 120TH AVE STE 400	BROOMFIELD, CO	CO	80021	(720)771-4787	LVM
SWITZER	26267 CONIFER RD 301	CONIFER, CO	CO	80433	(303)493-1401	No
BALL	2781 W 38TH AVE	DENVER, CO	CO	80211	(303)507-0040	LVM
KERSTEIN	2460 W 26TH AVE 450C	DENVER, CO	CO	80211	(720)838-7166	LVM
COHEN	3867 TENNYSON STREET #C	DENVER, CO	CO	80212	(303)807-6110	LVM
BAUMGARTEN	950 WADSWORTH BLVD 202	DENVER, CO	CO	80214	(303)312-1687	LVM
LAIRD	950 WADSWORTH BLVD 202	DENVER, CO	CO	80214	(303)358-3372	LVM
MONAHAN	950 WADSWORTH BLVD 202	DENVER, CO	CO	80214	(303)257-7047	LVM
GOLDMAN	2460 W 26TH AVE 450-C	DENVER, CO	CO	80221	(303)877-6302	LVM
HORIGAN	7010 BROADWAY 210	DENVER, CO	CO	80221	(303)759-5828	LVM
OSMAK	390 UNION BLVD 260	DENVER, CO	CO	80226	(720)201-6597	LVM
HUEFTLE	445 UNION BLVD 221	DENVER, CO	CO	80228	(303)271-1213	LVM
RUDIGER	445 UNION BLVD 203	DENVER, CO	CO	80228	(303)331-1811	LVM
STOLOF	445 UNION BLVD 238	DENVER, CO	CO	80228	(303)790-5061	NO
MANN	1880 S PIERCE ST 6	DENVER, CO	CO	80232	(303)934-2828	LVM
BATES	1333 W 120TH AVE 300	DENVER, CO	CO	80234	(720)242-9796	LVM
RYAN	2008 W 120TH AVE 1A	DENVER, CO	CO	80234	(303)304-0218	LVM
CLUBB	11154 HURON ST 209	DENVER, CO	CO	80234	(303)920-8771	LVM
KUNZE	9450 HURON STREET	DENVER, CO	CO	80260	(303)429-3400	LVM
GEDNEY	1333 W 120TH AVE 222	DENVER, CO	CO	80234	(303)941-6298	LVM
HOFFMAN	12518 W FIRST PLACE	DENVER, CO	CO	80228	(970)479-9912	LVM
WOLF	77 ERIE VILLAGE SQ STE 160	ERIE, CO	CO	80516	(303)517-7396	LVM
HARRIS	1746 COLE BLVD 225	GOLDEN, CO	CO	80401	(720)261-1567	LVM
SENGELMANN	607 10TH ST STE 109	GOLDEN, CO	CO	80401	(305)788-6857	LVM
PEARSON	1746 COLE BLVD 225	GOLDEN, CO	CO	80401	(303)883-0001	LVM
COWMAN	480 E AGATE AVE	GRANBY, CO	CO	80446	(970)887-2179	No
OHL	480 E AGATE AVE	GRANBY, CO	CO	80446	(970)887-2179	No
NAGEL	1365 FOREST PARK CIR 202	LAFAYETTE, CO	CO	80026	(303)442-0883	LVM

UPHAM	HANNAH	400 E SIMPSON ST G2	LAFAYETTE, CO	80026 (720)347-8559	LVM
ARDERN	HEIDI	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
BEAUPRE	RHONDA	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
BELT	LINDA	275 S. MAIN ST. STE. 201	LONGMONT, CO	80501 (949)683-9928	NO
BENDER	BRENDA	1361 FRANCIS ST 102	LONGMONT, CO	80501 (303)817-7857	NO
CARR	TODD	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
ENGEL	DAWN	1707 N MAIN ST 404	LONGMONT, CO	80501 (303)651-1127	LVM CELL (720)270-2058 LVM
HOVEY	AVERILL	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
INNES	JUDITH	545 COLLYER ST	LONGMONT, CO	80501 (303)437-1351	LVM
KARLICEK	EMILY	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
KING	AMY	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
LOWE	KATHLEEN	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
LUKE	KERRY	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
MOFFITT	LISA	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
PHILLIPS	JACKIE	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
REED	JANINE	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
RICHARDSON	JOHN	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
ROBEDO	MARY KATHERINE	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
SCHWEIHS	KAREN	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
SCOTT	JILL	1707 N MAIN ST 404	LONGMONT, CO	80501 (303)956-6281	LVM
SEYMOUR	JANE	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
WEISE	JENNIFER	500 KIMBARK ST 200	LONGMONT, CO	80501 (303)651-1515	LVM
WOODRUFF	ADAM	1361 FRANCIS ST 102	LONGMONT, CO	80501 (303)834-9388	NO
ALTMAN	MICHAEL	844 MAIN ST 204	LOUISVILLE, CO	80027 (720)480-2429	LVM
BRYANT	KIMBERLY	159 W 2ND ST	NEDERLAND, CO	80466 (720)347-8559	LVM
WAND	SHERRI	8471 TURNPIKE DR 110	WESTMINSTER, CO	80031 (303)430-0512	LVM
FOSTER	MARY	8778 WOLFF COURT 207	WESTMINSTER, CO	80031 (303)947-6847	LVM
HENDERSON	TANIA	4251 KIPLING ST 150	WHEAT RIDGE, CO	80033 (303)915-5597	LVM
RUSSELL	JINNA	4070 HARLAN ST	WHEAT RIDGE, CO	80333 (303)456-2889	LVM



GETTING HELP IS SIMPLE

Just call **888.327.1060** 24/7 to reach a professional counselor.

CAREER DEVELOPMENT AND TRAINING BENEFITS

Our online training and resources help with personal growth. If you are a supervisor or hope to become one, we offer an entire online supervisory training resource. You can balance your work, life and career objectives with the help of tutorials, exercises and worksheets.

PEAK PERFORMANCE COACHING

Personal and professional coaching is available from senior-level ESI coaches. Get one-to-one telephonic coaching and support, as well as online self-help resources and trainings.

Coaching is available for:

- Certified Financial Coaching
- Balancing Life at Work and Home
- Resilience
- Effective Communication
- Home Purchasing
- Student Debt
- Yoga & Relaxation for Beginners
- Workplace Conflict
- Retirement
- Succeeding as a Supervisor



Call any time for confidential assistance.
To reach a counselor 24 hours a day, call toll free:

888.327.1060

or log on to **PublicSafetyEAP.com**

©2018 ESI

You protect the public, but where can you turn for support?



WHAT IS PUBLIC SAFETY EAP?

Public Safety EAP is a confidential counseling and support service staffed by trained professionals 24 hours a day to assist public safety personnel and their families. We currently serve thousands of sworn police officers, firefighters, state troopers, EMS personnel, corrections officers, civilian staff and their families. Public Safety EAP is one of the most experienced in the country and nearly 99% of those who use the EAP are satisfied with the experience.

MORE BENEFITS FOR YOU

Your EAP provides access to more problem solving solutions than any other EAP. Detailed here are just some of the many resources available.

HOW DOES THE EAP WORK?

Getting the help you need is simple. You can call the EAP 24 hours a day, 7 days a week to reach a professional counselor. Call our toll free number or log on to our website to access other benefits.

888-327-1060

PublicSafetyEAP.com

COUNSELING BENEFITS

Many complex issues are best resolved with counseling assistance from a behavioral health professional. You will want to consider calling for help if you encounter problems such as:

- Relationship and family issues
- Depression, stress, or anxiety
- Grief or loss of a loved one
- Eating disorders or substance abuse
- Workplace difficulties

When you call, you connect immediately with a counselor. Each of our experienced counselors has a Masters or Ph.D. level of training. Should you need to be referred to a local counselor for personal visits, we have more than 40,000 providers available to ensure that you will have a counselor near your home or workplace.

WORK/LIFE BENEFITS

Assistance for personal, family, financial, and legal issues is available for your everyday work/life problems, including:

- Debt counseling and restructuring
- Legal problems not related to employment or medical concerns
- Child care and elder care assistance
- Financial information
- Caregiver help and resources
- Real estate and tenant/landlord concerns
- Interpersonal skills with family and co-workers
- Pet Help Center

PUBLIC SAFETY RESOURCE CENTERS

Public Safety EAP addresses specific stressors and issues that public safety personnel and their families face every day.

- Challenges of military deployment and homecoming
- Budget helpers for public safety personnel
- Mental health issues for first responders
- Social media for first responders
- Public safety family matters

SELF-HELP RESOURCES

Self-help Resources give you access to a vast collection of thousands of tools and informative articles covering virtually every problem you might face. You can log on to the website to access these benefits. Some available resources include:

- Behavioral Health - information on everything from alcohol abuse to personal stress
- Financial - articles, tools and information to help with virtually every financial question
- Legal Information - topics ranging from adoption to wills
- Tools for Tough Times - resources to assist with difficult financial issues

LIFESTYLE BENEFITS

Your Lifestyle Benefits include discounts to help you enhance your quality of life. Call or check the website for nutrition, fitness and weight loss discounts.



SHARE THE LOAD PROGRAM

Share the Load™ Support Program for Fire and EMS

Most people are aware of the physical demands that first response activities place on firefighters and EMS providers. But it is important to also realize the impact that fighting fires and responding to emergencies has on the mental wellbeing of emergency personnel. Firefighters and EMS providers face the risk of many behavioral health concerns such as anxiety, depression, burnout, post-traumatic stress disorder, and addiction among others.

Taking care of your mental health is as important as managing your physical health. The NVFC's Share the Load™ program provides access to critical resources and information to help first responders and their families manage and overcome personal and work-related problems. This includes the Fire/EMS Helpline, which offers free 24-hour assistance with issues such as stress, depression, addiction, PTSD, and more.

The resources in this section can assist individuals seeking help for a behavioral health issue as well as departments looking to implement or enhance a behavioral health program.

- Fire/EMS Helpline ([/fireems-helpline](#)) – 1-888-731-FIRE (3473)
- Share the Load™ Resources ([/share-the-load-resources](#))(Helpletter, poster, ads, family guide, suicide prevention report, training)
- Share the Load Videos (http://www.nvfc.org/firefighters/resources/?category=resource-health&tag%5B%5D=behavioral-health&resource_type%5B%5D=videos) featuring warning signs to watch for, personal stories, how to talk to someone who needs help, and resources that are available.
- Additional Fire Service (<http://www.nvfc.org/firefighters/resources/?category=resource-health&tag%5B%5D=behavioral-health>) and EMS (<http://www.nvfc.org/ems/resources/?category=resource-health&tag%5B%5D=behavioral-health>) Behavioral Health Resources (organizations, helplines, reports, courses and webinars)
- Articles and news ([/news-archive/?category=behavioral-health-news](#)) on behavioral health topics

National Fire Service Suicide Reporting System

We tragically lose dozens of firefighters and EMTs each year to suicide. The Firefighter Behavioral Health Alliance is the nationally recognized reporting system for collecting data about firefighter suicide. The reporting system is confidential and the data is used to identify trends and prevent future instances of firefighter and EMT suicide. To report a suicide, go to www.ffbha.org (<http://www.ffbha.org>) and click on "FF Suicide Report" in the left menu.





is a proud partner of



SAVE UP TO 26% OFF TUITION
www.trident.edu/nvfc

(http://www.trident.edu/nvfc)

CONTACT:
Stephanie Carrillo
888-252-7538

FIRST ALERT
RELIABLE PROTECTION YOU CAN TRUST.

(https://www.firstalert.com/)

(https://www.facebook.com/nvfc1/)

(https://twitter.com/NVFC)

(https://www.youtube.com/user/NVFCCon)

Fire Service (<https://www.nvfc.org/firefighters/>)

EMS/Rescue (<https://www.nvfc.org/ems/>)

NVFC Programs (<https://www.nvfc.org/programs/>)

About The NVFC (<https://www.nvfc.org/about/>)

News & Events (<https://www.nvfc.org/news/>)

Media (<https://www.nvfc.org/press-room/>)

Contact (<https://www.nvfc.org/contact/>)

Join (<https://www.nvfc.org/join-nvfc-now/>)

Copyright 2019 National Volunteer Fire Council



Mile-High Regional Emergency Medical and Trauma Advisory Council (MHRETAC)

*Employees Assistance Program (EAP) Project
Deliverables
June 19, 2019*

Final EAP Project Report

Prepared and respectfully submitted by Shirley Terry, BSN, RN,
Executive Director, Mile-High RETAC

Project Goal:

To have EMS agencies identify what services they would like from an EAP

To determine what EAP's currently offer as specialized services to first responders, EMS and Fire

To determine what EAP programs are in Colorado and which ones have specialized training to deal with the issues of first responders, EMS and Fire

Process:

A new First Responder Survey Questions for EMT's was developed to determine what services they would like to receive from EAPs and what types of reasons would they seek help from an EAP. Please see the attached survey questions.

This survey was sent to all the identified EMS/Fire agencies within each RETAC for responses. The survey was also posted on COEMs twice. Each RETAC

Coordinator/Executive Director was asked to forward the survey so everyone would have received the request twice.

I developed an Employee Assistance Program Survey Questions to be used when contacting EAPs. Please see the attached survey questions.

Both above surveys were presented at the SEMTAC Safety Committee for input into the content of each survey. The surveys were presented in January 2019 and was to be presented again at the April 2019 which was cancelled due to the storm in Denver. The surveys were finalized on May 21, 2019 with additional input from various individuals and sent out for completion. The deliverable for April 10, 2019 was not met since I somehow missed putting it on my calendar. I was extremely busy getting sponsors and program together for the National EMS Safety Summit that was held on March 26-29, 2019.

I compiled a list of identified EAP's from last year's EMS EAP survey. I added that list to the list of identified EAP's through the Responder Strong Survey that they conducted in March of 2018. Since there were no e-mails for these agencies, I needed to call each entity to ask questions for the survey.

It was quickly evident, that the survey questions were at times difficult to answer since the programs varied so much. I attempted to call the 72 previously identified EAP' s only to discover that some of these were insurance companies. When I left a message for unanswered phone numbers, I didn't get a return response.

The programs in Colorado are all over the board. Many of them are large virtual and global companies. They can provide the full spectrum of services, all over the state while providing teleconferences counseling services. When a person needs a specific type of counseling in a specific city, the company contracts with someone in that city to provide that service. Smaller agencies such as Pennock Center for Counseling in Brighton, only provide one-on-one in-house counseling.

EMS agencies contract with large organizations for services. Each contract is unique and varies by services requested, number of visits per incident, types of visits—in-person, telephonic, video or text messaging.

No one has in-house beds. A few can find beds if they are connected to a large insurance company such as Aetna or Cigna. Mind Springs in Grand Junction has some in-house beds. EAP's consider their services as short term help.

Most companies are Monday-Friday with a 24 -hour crises line. One program I called said "leave a message and we will return your call in two business days or call the crisis line for help."

In speaking with some of the smaller agencies, I was able to generate some interest in the combined conference with first responders, EMS/ Fire and EAPs.

I have updated the list of possible EAP's in Colorado. Aetna has four pages of providers of which two pages say they specialize in first responders. Cigna has 44 pages of practitioners that can be reviewed for possible specialization with first responders.

Some EMS agencies say they do not use EAPs any longer because peer support programs seem to be more effective and well received. Others use programs such Building Warriors which is not an EAP but works with first responders, families and offers peer support for people who do not have insurance. This group works with Foundation 1023 that raises funds to provide free care to first responders.

Mind Springs is a large non-profit company that works primarily with Medicaid clients and is contracted with cities to provide EAP services. Mind Springs Health in Vail has city contracts with areas such as Vail, Avon, Eagle, Eagle-Vail and Gypsum. There programs are in eleven cities in Colorado. If someone needs more services than the local center can provide, they are seen by telehealth with a clinician from another service such as Mind Springs Health in Grand Junction. West Springs Hospital is also located in Grand Junction which provides psychiatric care and has a 64-bed hospital for these types of services. Services are limited to six per incident.

I visited the Mind Springs facility in Frisco. It was located inside a large medical office building next to Summit Medical Center. They focus on Medicaid patients. I also visited the Mind Springs facility in Vail. This facility is located inside a parking garage owned by the city. It consists of about six offices. To use the facilities restrooms, you go back out into the garage, back outside, down some stairs into another building adjacent to the garage and the facilities are located downstairs in that building. The site was depressing. Once inside the building, the offices did have some windows that looked out onto some trees. The city of Vail provides this space at no charge.

The program director at Mind Springs in Vail has been working with firemen from around the various cities and has received referrals from other firemen. He has agreed to support the joint first responder- EAP conference and is excited to learn that this educational offering is being considered. His group contracts with the cities to provide EAP to city employees. He just happens to have worked with several fire agencies.

There is an ESI Group that is a Public Safety EAP designed for first responders, fire and EMS. They serve thousands of sworn police officers, firefighters, state troopers, EMS personnel, corrections officers, civilian staff and their families. They appear to be very experienced and state that nearly 99% of those who use their services are satisfied with the experience. They are a national international company with some offices. The office locations are unknown. They provide counseling 24 hours a day. Their services are very broad and seem to identify needs of first responders. Companies can purchase various types of services. They mostly provide on-line services and teleconferences. They have no access to beds.

Please see the attached document from their website at www.publicsafetyEAP.com

The National Volunteer Fire Council has a program called Share the Load, a support program for firefighters and EMTs. This program is offered to all their members and provides trained counselors for fire and EMS. This program will also assist family members to help them overcome personal and re-related problems. They have a 24/7 help line.

Please see the attached document from their website- www.nvfc.org

Outcome:

As far as identifying service gaps. I feel they are widespread. If you have insurance with large companies, you may be able to get someone who feels comfortable with first responder issues. Some of these large company clinicians have identified providing EDMR, trauma counseling and CISM training. When you ask the question, how are you or are you trained to handle the specific challenges of first responders, they usually so no. The psychiatrists appear to only be located at large companies. Most providers are licensed professional counselors.

Please note, there is no one class or book to read, that will assist counselors in being aware of the specialized needs of first responders. They need to get to know them personally, on the job training, hang out and most of all listen so they learn what first responders need to stay healthy.

The proposed solution to these service gaps, is to conduct an educational offering inviting EAP's, first responders, EMS and Fire to meet and discuss the needs of first responders with EAPs and what EAPs need to hear from first responders so the service gaps can close and each can be supportive of the other.