



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

***SEMTAC Safety Committee Meeting***

***January 10, 2018***

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### ***Project Description:***

This is a multi-year project of surveying and exploring the availability, education and use of Employee Assistance Programs (EAP) for EMS and fire in Colorado.

### ***Project Goals:***

To identify if and where there are EAPs in Colorado available for EMS and fire agencies.

### ***Project Mission:***

To develop and conduct a survey of EMS and fire agencies to determine the availability, types and use of EAPs in Colorado.

### ***Process and Deliverables:***

The goals of the project were discussed at the SEMTAC Safety Committee over a series of committee meetings. Due to all the mental health issues and suicides, it was felt that the group needed to know if and where EAPs were offered in Colorado for EMS and fire. In addition, did these EAP's have special training in dealing with the unique challenges that face EMS and fire on a daily basis.

The Mile-High RETAC wrote a system improvement grant to research EAP's in Colorado during the grant period of FY18. Fortunately, the Mile-High RETAC was awarded the grant.

The Mile-High RETAC interviewed Shirley Terry of S J Terry, Inc. to determine if she could complete the research project in a timely manner. Shirley Terry was hired to conduct the research and report back as per the grant deliverables. A contract was signed and executed. Shirley Terry has been extremely involved in the mental health and safety issues related to EMS and fire for greater than ten years.

Shirley Terry contacted CDPHE Behavioral Health Services to determine if they had a list of EAPs in Colorado. They did not have such a list.

Shirley Terry developed a survey that contained the ideas and key components that would validate sound meaning from the questions. These components came from conversations held at the SEMTAC Safety Committee meetings. The survey contained the pertinent questions related to EAP's in Colorado.

A list of EMS agencies in Colorado was obtained from CDPHE. The list contained the contact information for each EMS and fire agency by RETAC. The following RETACs

were identified to have EMS and fire agencies: Central Mountain, Foothills, Mile-High, North Central Colorado, Northwest, Plains to Peaks, San Luis Valley, Southeastern, Southern, Southwest and Western. Shirley Terry identified and entered each EMS and fire agency into her address book for ease of sending out the survey via e-mail. She developed an e-mail list for each RETAC. She then sent the survey to each EMS and fire agency by RETAC copying the RETAC Coordinator/Executive Director. The survey was also posted at [www.coems.com](http://www.coems.com) twice.

The survey was conducted over the holiday season, so the outcome was shaky, but the information was important and timely since the holidays often cause stress in many people. Survey Monkey was used for ease of the respondents. The average time to complete the survey was less than 7 minutes. The survey was conducted from December 23, 2017 to January 5, 2018.

### **Survey Components:**

Mile-High RETAC

Employee Assistance Program (EAP) Survey

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

Contact Person- email address

1. Do you have an EAP that your personnel can access?
  - a. Yes
  - b. No
2. If yes, please identify \_\_\_\_\_ Phone \_\_\_\_\_  
e-mail \_\_\_\_\_  
If no, why not? \_\_\_\_\_
3. Is the EAP hired by a city, county (public) or by your agency(private)?
  - a. Public

- b. Private
- 4. Who pays for the services of the EAP?
  - a. EMS Agency
  - b. Staff's Personal Insurance
  - c. Other
- 5. What types of staff does your EAP provide?  
Check all that apply
  - a. Clinical Social Workers
  - b. Mental Health Counselors
  - c. Substance Abuse Counselors
  - d. Other \_\_\_\_\_
- 6. How are employees referred to the EAP services?  
Check all that apply
  - a. Self-referral
  - b. Recommended by front line
  - c. Ordered by supervisor or human resources
- 7. Does the EAP have special training regarding the unique challenges of EMS, Fire and Police?
  - a. Yes
  - b. No
  - c. Unknown
- 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
  - b. No
- 9. How frequent is your EAP utilized?
  - a. 0
  - b. 1-5 times per year
  - c. 6-10 times per year
  - d. 11 or more times per year
- 10. Do you believe that confidentiality is maintained by your EAP?
  - a. Yes
  - b. No
  - c. Unknown
- 11. Do you track compliance with requests for utilization of the EAP?
  - a. Yes
  - b. No
- 12. Do you believe that the use of EAP services has been helpful?
  - a. Not Helpful
  - b. Slightly Helpful
  - c. Somewhat Helpful

- d. Very Helpful
  - e. Extremely Helpful
13. Does your EAP services have limitations of the program such as a pre-determined number of visits that are allowed?
- a. Yes
  - b. No
  - c. If yes, what are the limitations \_\_\_\_\_
14. Does your agency have a designated health and safety officer?
- a. If yes, Name, E-mail
  - b. If no, do you have plans to designate such a position?
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
  - b. No
16. Any additional comments?

### ***Survey Results:***

There were 71 respondents. The data was collected and collated. The report was presented to the SEMTAC Safety Committee on January 10, 2018.

Please see the attached EAP Survey Results

### ***Next Steps:***

Create list of Safety Officers and contact information

Develop list of EAP's around Colorado

Develop a survey for EAP's to determine what training they currently have to handle the unique challenges of EMS and fire personnel

Develop next survey regarding peer support programs, use of chaplains, mental health counselors

### ***Future Goals:***

Provide identified specialized training for EAPs in Colorado

Develop a list of EAPs who specialize in handling the challenges of EMS and fire in Colorado

Contact and support an EAP to present at the National EMS Safety Summit