# Accessing EAP and Community Support Options

This is intended to help you build a plan to provide treatment and support options to your employees as part of your PTSD Prevention Plan

### Documenting and Communicating about your Employee Assistance Program

The following questions are things that you can assess, discuss and document in your PTSD Prevention Plan with regards to your Employee Assistance Program (EAP) provider. Document the answer to these questions and plan a detailed communications strategy. If you are able you may want to negotiate with your EAP to provide additional services and supports to your employees.

Review the results of your assessment of the EAP program and identify next steps you need to take to provide additional support to your workers. In some cases you may want to contact your colleagues in the first responder community to establish a more robust program.

Establish a communications plan so that all your workers so that they are aware of the services and/or processes they will have to go through if they utilize this as a support resource.

### Understanding Current and Potential EAP Services

* How does the EAP provider screen and triage calls? Are they equipped to provide service in this area?
* How many hours of counseling they can receive and if this can be increased for PTSD cases?
* What qualifications and expertise do available counselors have to address PTSD symptoms?
* Can the employee access the same counselor or EAP customer service provider when they call back in, rather than having to explain their situation to someone new? Is this a special request or standard operating procedure?
* What knowledge and experience or training has been provided to the people who are taking employee calls have with regards to the signs and symptoms of PTSD?
* Is the service is available 24/7?
* Is there an opportunity to improve the level of service if other members in the first responder were to access the EAP as a single account/client?
* Will they communicate and refer to other services?
* Will they provide documentation to other clinical providers or insurers?

### Additional Services Provided by EAP

* What type of assistance is available to help you manage a critical incident?
* Does the provider provide training for managers on how to spot an employee in crisis and is this included in the package? If it is not included can we pay for it as needed?
* Does the provider provide peer support training, training for peer support mentors, is this included in the package, or can you pay for this as needed?
* Does the EAP have other clients in the first responder community?

### Assessing Available Community Supports

There are a number of distress and crisis centres throughout Ontario and many of these centres offer services which would be beneficial to a worker suffering from PTSD. You should reach out to your local distress centre and identify the services that they provide. Most of the centres are open 24 hours a day, 7 days a week. As part of your Prevention Plan you should communicate the services available through your local distress centre. To find your local distress centre contact information visit this website: <http://www.dcontario.org/>

The Government of Canada also has a Mental Health Helpline. Information about this service can be found on their website: <http://www.mentalhealthhelpline.ca/>

Use the following questions to assess, discuss and document in your PTSD Prevention Plan with regards to available community supports.

* Do you provide specific services in support of PTSD? If yes, what are these services?
* What are the qualifications and expertise of available counselors to address PTSD symptoms?
* Are the help line staff equipped to recognize the signs and symptoms of PTSD and then provide appropriate support and direction for the worker?
* Do they provide training or resources for managers on how to spot an employee in crisis and is this included in the package. If it is not included can we pay for it as needed?
* Do they provide peer support training, training for peer support mentors, is this included in the package, or can you pay for this as needed?

### PTSD Treatment Options Available through OHIP

It is important to understand the treatment options which are covered by OHIP, you will need to contact your local healthcare provider to understand the treatment options available to you in Ontario.

OHIP covered trauma services may be available through a local provider or hospital after referral by a family physician. These may include psychiatric assessment and treatment and individual or group counseling services. Psychological services are not covered by OHIP. In some cases, specialized treatment is provided for PTSD, though may not specifically be for first-responders and address challenges with return to work. You may want to consider engaging specialized healthcare professionals on retainer to provide service to your staff.

The Ministry of Health and Long Term Care (MOHLTC) has entered into preferred provider arrangements with US psychiatric hospitals to provide mental health services related to PTSD. Please note that these services require prior approval from the MOHLTC before it can be covered under OHIP.

Information about OHIP

Some information is available on the Ministry of Health and Long Term Care website at the following link: <http://www.health.gov.on.ca/english/providers/program/ohip/outofcountry/us_preferred_providers/restreatment_facilities.html>

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| **The New Orleans Institute: Trauma-Based Disorders**River Oaks Hospital, New Orleans LA<http://riveroakshospital.com/programs/trauma-based-disorders/trauma-based-disorders/>**Diagnoses:** Post-Traumatic Stress Disorder, Dissociative Identity Disorder, Major Depressive Disorder, etc. with/without Substance Abuse**Gender:** F/M**Level of Care:** Residential**Typical length of Stay:** 30 to 90 days | **Partial Hospitalization Program for Post-Traumatic Stress Disorder**Rogers Memorial Hospital, Oconomowoc WI and West Allis WI<https://www.rogershospital.org/treatment-service/posttraumatic-stress-disorder-partial>**Diagnoses:** Post Traumatic Stress Disorder**Gender:** F/M**Level of Care:**Day Treatment**Typical length of Stay:** 30 to 90 days |