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INTRODUCTION

The City of Bryan Fire Department values you as an employee, and we care about both your physical and mental well-being. Firefighting is certainly demanding physically, but it can be just as demanding on you emotionally. It is often difficult to discuss work events or circumstances at home that may be affecting your mood, taking a toll on relationships, or decreasing your satisfaction with life. To assist in addressing potential behavioral health issues, the City of Bryan Fire Department has provided this behavioral health guide to serve as a resource to you in the event you find yourself in a difficult situation and need assistance.

This guide is not an exhaustive list of resources available to you, but rather a collection of benefits and services of which we are aware and have found to be helpful to others. Various benefits listed within this guide do require coverage with the City of Bryan’s Health Insurance Plan (Cigna). Others are available to all department employees regardless of health insurance coverage status.

Note: When attempting to access any health insurance benefit or provider, you should always verify they are an in-network provider with the City of Bryan’s Health Insurance Plan. You are eligible to see out-of-network providers; however, your out-of-pocket expenses will be higher.
A MESSAGE FROM THE CHAPLAIN

Ernest Upchurch - BFD Chaplain/CISM
Cell- 979-450-1126

“God is our refuge and strength, a very present help in trouble
Therefore will not we fear, though the earth be removed, and though the mountains be carried into the midst of the sea.
Though the waters thereof roar and be troubled, though the mountains shake with the swelling thereof. Shelah.
What have we to fear? Nothing. Our God goes before us. When I am weak, He is my strength. When I fail, He is my refuge and lifter up of my head.”
Psalm 46:1-3
CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

The City of Bryan (COB) recognizes the harmful effects of stress associated with critical incidents. Emergency personnel involved in these types of events are subject to these harmful effects. To minimize the adverse consequences of critical incident stress, the COB established a Critical Incident Stress Management (CISM) Team.

The CISM Team utilizes a multi-dimensional approach through both a proactive and reactive format. The program is proactive by educating employees about stress and stress management prior to responding to traumatic events. The program is reactive by activating CISM Team members during and after critical incidents in order to provide emotional support and professional referrals for those impacted by the events.

Case studies of critical incidents reveal that a significant number of rescue personnel experience some form of stress-related symptoms following the incident. Many of these symptoms are transitory and have no long-term detrimental effects; however, the studies also reveal that a small percentage of personnel do experience continuing, long-term, detrimental effects resulting from exposure to such incidents. Some of these effects have been delayed, surfacing later after a period of no apparent symptoms. Without professional intervention, personnel experiencing these long-term effects show declining work performance, deterioration of family relationships, increased health problems, and in some cases suicide. The objectives of the CISM program are:

- Intervention to assist in recovery from traumatic stress
- Acceleration of recovery whenever possible
- Prevention of traumatic stress
- Mitigation of traumatic stress
- Restoration of function
- Maintenance of worker health and welfare

In addition to the CISM team, several members of our department serve on our Peer Support Team. The peer support program takes more of a proactive approach and team members are available to help you deal with the everyday stressors at work or at home. The Peer Support Team is made up of just that, your peers-people you work with on a daily basis and who are familiar with the difficult situations you may be facing. Peer Support Team members are available to lend an ear, or serve as a liaison between you and further treatment or any other avenue of assistance you may need. These team members are trained just as the CISM Team is to listen and can help guide you through a tough time.
ADDITIONAL CRITICAL INCIDENT STRESS INFORMATION

You have experienced a traumatic event or a critical incident (any incident that causes a person to experience unusually strong emotional reactions, which have the potential to interfere with their ability to function either at the incident scene or later). Even though the event may be over, you may now be experiencing or may experience later, some strong emotional or physical reactions. It is very common, in fact quite normal, for people to experience emotional aftershocks when they have passed through a horrible event.

Sometimes the emotional aftershocks (or stress reactions) appear immediately after the traumatic event. Sometimes they may appear a few hours or a few days later. In some cases, weeks or months may pass before the stress reactions appear.

The signs and symptoms of a stress reaction may last a few days, a few weeks, or a few months and occasionally longer depending on the severity of the traumatic event. With understanding and the support of loved ones, the stress reactions usually pass more quickly. Occasionally, the traumatic event is so painful that professional assistance from a counselor may be necessary. This does not imply craziness or weakness. It simply indicates that the particular event was just too powerful for the person to manage.

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<td>etc…</td>
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<tr>
<td>shock symptoms</td>
<td>increased or decreased awareness of surroundings</td>
<td>loss of emotional control</td>
<td>etc…</td>
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<td>grinding of teeth</td>
<td>etc…</td>
<td>inappropriate emotional response</td>
<td>etc…</td>
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<tr>
<td>visual difficulties</td>
<td>etc…</td>
<td>etc…</td>
<td>etc…</td>
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</tbody>
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BRYAN FIRE DEPARTMENT PEER SUPPORT/CISM MEMBER CONTACT LIST:

Daniel Goodenow – Peer Support/CISM Team Lead 979-575-8261
Daniel Buford - Peer Support/CISM 281-382-0531
James Stewart - Peer Support/CISM 979-599-6082
Heath Dozier - CISM 713-922-4048
Matt Ford - CISM 936-526-4249
Gerald Burnett - CISM 979-218-5337
Kimberly Frederick - CISM 979-220-3150
Ponch Gonzales - DSHS Region 7 Deputy Coordinator for CISM 979-218-5534
Mark Jones – CISM - BFD Retired 979-229-7437
Howard Tipton – CISM - BFD Retired 979-204-0067
INFORMATION ON DEER OAKS PROGRAM FOR FIRST RESPONDERS

First Responders

Did you know that your EAP provides specialized support and resources to First Responders? Deer Oaks, your Employee Assistance Program, understands the unique needs of Police, Fire and Emergency Medical Services Personnel and can provide:

- In-the-moment telephonic support
- In-person counseling
- Stress management techniques
- Work/Life consultation and referral services to assist with daily living stressors

1-866-EAP-2400
www.deeroakseap.com
eap@deeroaks.com
Instant Support
ICONNECTYOU: YOUR EAP ON THE GO

FEATURES:
- Access your EAP at the click of a button
- Calls, instant messaging (IM), short message service (SMS), video, and articles
- Answered 24 hours a day, 365 days a year
- Members can connect with experts instantly or make arrangements for a later appointment
- Accessible by iOS and Android devices
- Browse our self-help resources with a few swipes on the phone

iConnectYou is an app that instantly connects you with professionals for instant support and help finding resources for you and your family.

To access iConnectYou, download the app from the App Store (iPhone) or Google Play (Android) and register using the iCY passcode below. For additional information, you may access your EAP’s website following the details listed below.

ICONNECTYOU PASSCODE: 33770
TOLL FREE: 1-866-327-2400
WEBSITE: www.deer oakseap.com
WEBSITE USERNAME/PASSWORD: cityofbryan
LOCAL CIGNA MENTAL HEALTH PROVIDERS

The City of Bryan provides medical benefits through Cigna. If you are enrolled in the City’s health insurance plan, you have access to a host of mental health providers throughout the nation. In order to access network providers, visit https://apps.cignabehavioral.com/web/consumer.do#/findAtherapist. You can also access the provider directory through the myCigna App. See the following page in this guide for instructions on how to download the App.

Note: The listing of a provider in the directory does not guarantee the services rendered by that provider are covered under your specific plan. This listing is subject to change. You should always check with the provider to verify they are an in-network provider. You are eligible to see out-of-network providers; however your out-of-pockets expenses will be higher.

Below is a screenshot of the form you will need to complete in order to search for a behavioral health provider and an example of the listing you will see once you submit the required information.
CIGNA TELEHEALTH OPTION

Cigna offers covered services related to mental health and substance abuse through their telehealth connection. Using the form shown on the previous page, select the “Telehealth” option to view providers available to you. After you have selected a provider, call to make an appointment and access the provider through your computer or smart phone. Telehealth visits with Cigna Behavioral Health network providers cost the same as an in-office visit.
CERTIFIED COUNSELORS IN B-CS AREA EXPERIENCED IN WORKING WITH FIRST RESPONDERS

Note: These providers may or may not be in the Cigna Network. Always verify their network status prior to making an appointment. You are eligible to see out-of-network providers; however, your out-of-pocket expenses will be higher.

Licensed Professional Counselor, DPC, LPC-S

The mission of Mending Hearts Grief Center is twofold: * First, we proactively provide education and counseling to individuals, couples, and organizations to help them prepare for the uncertainties of life; and * Second, to help cultivate healing when those uncertainties become a reality.

We do this by providing: * Grief Counseling * Counseling for Depression, Anger, and Anxiety * Premarital, Marriage, and Divorce Counseling * Peer Support Groups * Training Education * Crisis Response.

What can you expect during your initial counseling session? We will listen to your story. Then together we will explore possible problem areas in your life or marriage, set goals for your counseling, and develop a plan to achieve your goals. Call if you would like to work with us to help you.

CALL DR. TOMMY MYRICK
(979) 316-2327
Mending Hearts Grief Center
2112 Southwood Drive
College Station, Texas 77840

Dr. Tommy Myrick also serves on the Brazos Valley Critical Incident Stress Management Team.
Greetings!

You’ve taken the first step in improving your overall health and well-being. As a Psychologist, I have worked with hundreds of clients and understand the intricacies of various psychological issues that people face. I have over 12 years of experience treating a variety of mental health and transitional life concerns. My goal as your psychologist is to provide you with a safe environment that allows you to explore the areas of your life you feel need attention and to help you achieve growth in those areas.

My training to become a psychologist was an 8-year-long process with intense psychotherapy and assessment training at Sam Houston State University (where I received my PhD), Baylor College of Medicine where I completed a year-long predoctoral internship, and Scott & White Clinic where I completed a postdoctoral fellowship in an integrated health setting. I am proficient in the use of a variety of evidence-based/empirically supported modalities used to treat and assess mental and behavioral health concerns. Some of these modalities include Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Acceptance and Commitment Therapy (ACT), Therapeutic Assessment (TA), and Psychodynamic Psychotherapy. I work closely with my clients to develop a flexible, dynamic, and collaborative treatment plan. I look forward to helping you reach your emotional health goals.

In addition to my clinical experience, I have had extensive training and experience in Forensic Psychology. More specifically, I have been a court-appointed and attorney-hired forensic psychologist in cases of misdemeanor and felony offenses involving issues of competence to stand trial (or in the case of juveniles, fitness to proceed), sanity (in the case of juveniles, responsibility), violence risk (including sexual offending risk), and mitigation. My training and experience as a forensic psychologist allow me to provide psycho-legal consultation, expert witness testimony, and conduct forensic evaluations within the context of criminal law at this time. I do provide clinical services to individuals who are involved in civil litigation.

Kindly,

Dr. Rockett
OTHER RESOURCES

Note: If you, a family member or co-worker is in immediate danger, please call 9-1-1 or report to the nearest emergency room.

National Suicide Prevention Lifeline 1-800-273-TALK

Mental Health Authority (Brazos County) Crisis Phone 1-888-522-8262

Rock Prairie Behavioral Health 979-703-8848

Substance Abuse and Mental Health Services Administration 1-800-662-HELP

National Alliance on Mental Illness (NAMI) 1-800-950-NAMI

NAMI (National Alliance on Mental Illness) Crisis Text Line Text NAMI to 741-741