



Bright Ideas for Employees

The West Coast of the United States is currently experiencing an aggressive wildfire season, which has been complicated by intense heat waves that have baked portions of the Pacific Coast. With the added concern of the ongoing COVID-19 pandemic, communities are worried about the safety and wellbeing of their members during this event, and the governor has advised every citizen to be ready to quickly evacuate.

An emergency situation can be a stressful experience for anyone involved. Knowing how to respond to a wildfire outbreak and what kind of difficulties you and your loved ones may face during the event can help you make the decisions that will keep everyone safe from harm. The handouts in the Wildfire Toolkit and online resources will connect you to the information you can use to gather supplies, plot evacuation routes, and prepare your loved ones for the emotional hardships emergencies can create.

As this dangerous event continues, monitor updates from local and state authorities, so you can be informed of where the fire activity exists and how much time you have to complete your emergency response preparations.

As your Employee Assistance program we strive to provide timely and relevant resources to you that will help you in times of need. Enclosed you will find some useful information as you currently navigate the wildfire situation that is impacting you and your community.

Included are the following:

1. A list of your EAP benefits and how to access them
2. Some helpful handouts on stress/anxiety and preparation for these kinds of events.
3. Useful links to resources in your area provided and updated regularly:
 - CAL FIRE Incident Information Map
 - Oregon Wildfire Map
 - Northwest Wildfire Maps Oregon/Washington - Northwest Interagency Coordination Center
 - Information on Wildfires - Washington State Department of Natural Resources
 - Extreme Heat - Ready.gov
 - Evacuation Readiness Guide - Ready.gov
 - Wildfire Readiness Resources - Ready.gov
 - Wildfire Recovery: Emotional Support Resource
 - Resources listed by County (Oregon)

The Employee Assistance Program can be reached 24/7 through our toll free number 1-866-750-1327, or visit your benefits page online at ibhsolutions.com/members. We are always ready to help.

Member Benefits and Contact Information



EMPLOYEE ASSISTANCE PROGRAM

Get help and support with life's challenges

How well we deal with life's challenges is a key component to healthy living. That's why your employer and Regence offer you an Employee Assistance Program (EAP). Designed to provide support and assistance for a wide variety of issues, the EAP can help you and your family stay healthy. The EAP is free to you as an employee and to anyone living in your household or dependent on your income.

The EAP offers free access to many services and discounts on others:

In-person counseling: Up to 4 confidential sessions for many issues, including those related to parenting, relationships, anxiety and work stress.

24-hour crisis help: Toll-free access during a crisis situation.

RBH eAccess™: Convenient access to online consultations with licensed counselors.

Work/life services

Identity theft recovery: Support in restoring your identity and credit after an incident.

Legal help: A free, half-hour consultation followed by a 25% discount on legal fees. (Legal services are not provided for any employer-related issues.)

Mediation: Free consultations for personal, family, and non-work related issues, such as divorce, plus 25% off professional mediator services.

Financial help: 30 consecutive days of free phone consultations for debt counseling, budgeting, college/retirement planning and taxes, including 25% off certified public accountant services for tax preparation.

Online legal forms: Resources to help you create, save, print and revise online legal forms including wills, contracts, leases and many more.

Pet concierge: Packets on topics of pet selection, traveling, first aid, and choosing a kennel and veterinarian, along with referral services for groomers, kennels, walkers, sitters and veterinarians.

Child care: Support and help locating local resources for parenting, school, adoption, college planning, teenager challenges, summer camps, day care and other important issues for parents.

Adult and elder care: Specialists to help find information on transportation, meals, exercise programs, activities, in-home care, daytime care, housing and more.

College planning: A free 15-minute consultation with a college planning specialist to assist with SAT/ACT prep, scholarships, grants, financial aid and other college-related issues, followed by a 30% discount on program fees.

Personal Advantage: A life balance website that offers interactive resources for solving and preventing a range of personal problems.

Home ownership program: Free support and information on purchasing a home, financing and/or refinancing, selling and relocating.



To find out more about your EAP, schedule a counseling appointment, or get a referral for services call 1 (866) 750-1327 or go to ibhsolutions.com.

The EAP includes access to online tools and resources like webinars, monthly newsletters, assessments, self-directed courses, stress tools and healthy recipes.

To access online resources, go to ibhsolutions.com, then:

- Select MEMBERS from the top right corner.
- Click on the RBH logo.
- Enter your access code.
- Click the “My Benefits” button.

Your access code is:

Once you're signed in you can:

- View your benefits
- Go to Personal Advantage
- Request counseling or other services

EAP services are delivered by Reliant Behavioral Health (RBH), an IBH Company.



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Regence complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-344-6347 (TTY: 711)。

Helpful Articles



Friends & Family Can Help After a Traumatic Event

Help Them Support You

Your friends and family can offer support to you after you experience a traumatic event at work. They will be very concerned about you, and you can help them support you by letting them know how you are feeling.

Even though they care, they didn't experience the trauma with you. It's okay to remind them about your experience and ask them to be patient as you recover. This will help them help you.

Share this flyer with them so they know what to expect and can offer support as you need it.

Explain Your Feelings

Tell your family and friends you have gone through a traumatic experience at work. Let them know that you will need their support and understanding to cope and recover, and that it may be weeks, or even months, before the effects of this experience have diminished.

Also let them know you may be experiencing some of the following feelings and behaviors:

- Increased anxiety or fear
- Short temper or irritability
- Nightmares and sleep problems
- Confusion and/or short term memory loss
- Difficulty making decisions
- Fear of being alone
- Physical aches and pains
- Tendency to withdraw

Tell Them Specifically How The EAP Can Help

I might be feeling or acting differently for a while. Here are some ways you can help when I'm struggling:

- Be patient - don't just tell me to think positive
- Listen and try to understand my feelings
- Ask how you can help
- Temporarily take over some of my responsibilities
- Help me feel safe again

(Drive me to work, help me feel safe by installing new safety precautions at home such as door locks, run errands with me, or just spend some extra time with together.)

Let Them Know What's Your Progress

A traumatic even can trigger memories of other unrelated traumas, such as an illness, injury, or the past death of a loved one. If you are having other traumatic memories, tell someone.

Your friends and family can only help you if they know what you are dealing with. So if your feelings or behaviors are changing or getting worse, let someone know so they can support your needs.

If you don't feel comfortable talking to your friends and family, or if you need more help than they can offer, you should reach out to professionals by calling the EAP.



For help with any issues you are facing, **contact the EAP** for free, confidential, counseling or 24-hour crisis support.

866-750-1327

ibhsolutions.com/members



Bright Ideas for Employees

Coping with Trauma at Work

How You May Feel After a Traumatic Event

If you were exposed to a traumatic event at work, you may feel your safety or life was threatened.

Even if you were not directly confronted during the incident, you will probably experience a reaction to the traumatic event.

Reactions will vary in terms of severity, intensity, and duration. You cannot control whether or not you have a reaction, but you can influence the rate at which you recover from the incident.

Remember, your reactions are a normal response to an abnormal event.

Some things you might experience include:

- An increased sense of anxiety or fear
- Inability to sleep, concentrate, relax
- Irritability or short temper
- Desire to be alone or a fear of being alone
- Paranoid thoughts and/or nightmares
- Headaches, increased heart rate, stomach problems
- Chronic fatigue
- Depression

Recovering from this trauma can take time, and your healing process will be different from how other people cope.

Be aware of and use your support systems. They will play a very important part in helping you resume your normal functioning after the incident.



Where to Find the Support You Need

Typically, people find support from several sources:

1. An important support system will probably be your work group. They have gone through the trauma with you and know how you feel. Use each other to talk about your feelings.
2. Support may also come from family. They will be concerned about you and will need specific ideas about how to help. However, their support may wane sooner than you are ready because they did not share your experience.
3. Another source of support could come from the community. This will include your friends, clergy, counselors, or other significant people in your life.



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Bright Ideas for Employees

21 Things You Can Do While You're Living Through a Traumatic Experience

1. Take immediate action to ensure your physical safety and the safety of others. If it's possible, remove yourself from the event/scene in order to avoid further traumatic exposure.
2. Address your acute medical needs (e.g., If you're having difficulty breathing, experiencing chest pains or palpitations, seek immediate medical attention).
3. Find a safe place that offers shelter, water, food and sanitation.
4. Become aware of how the event is affecting you (i.e., your feelings, thoughts, actions and your physical and spiritual reactions).
5. Know that your reactions are normal responses to an abnormal event. You are not "losing it" or "going crazy".
6. Speak with your physician or healthcare provider and make him/her aware of what has happened to you.
7. Be aware of how you're holding-up when there are children around you. Children will take their cues from the adults around them.
8. Try to obtain information. Knowing the facts about what has happened will help you to keep functioning.
9. If possible, surround yourself with family and loved ones. Realize that the event is likely affecting them, too.
10. Tell your story. And, allow yourself to feel. It's okay not to be okay during a traumatic experience.
11. You may experience a desire to withdraw and isolate, causing a strain on significant others. Resist the urge to shut down and retreat into your own world.
12. Traumatic stress may compromise your ability to think clearly. If you find it difficult to concentrate when someone is speaking to you, focus on the specific words they are saying and work to actively listen. Slow down the conversation and try repeating what you have just heard.
13. Don't make important decisions when you're feeling overwhelmed. Allow trusted family members or friends to assist you with necessary decision-making.
14. If stress is causing you to react physically, use controlled breathing techniques to stabilize yourself. Take a slow deep breath by inhaling through your nose, hold your breath for 5 seconds and then exhale through your mouth. Upon exhalation, think the words "relax", "let go", or "I'm handling this". Repeat this process several times.
15. Realize that repetitive thinking and sleep difficulties are normal reactions. Don't fight the sleep difficulty. Try the following: Eliminate caffeine for 4 hours prior to your bedtime, create the best sleep environment you can, consider taking a few moments before turning out the lights to write down your thoughts thus emptying your mind.
16. Give yourself permission to rest, relax and engage in non-threatening activity. Read, listen to music, consider taking a warm bath, etc.
17. Physical exercise may help to dissipate the stress energy that has been generated by your experience. Take a walk, ride a bike, or swim.
18. Create a journal. Writing about your experience may help to expose yourself to painful thoughts and feelings and, ultimately, enable you to assimilate your experience.
19. If you find that your experience is too powerful, allow yourself the advantage of professional and/or spiritual guidance, support and education.
20. Try to maintain your schedule. Traumatic events will disrupt the sense of normalcy. We are all creatures of habit. By maintaining our routines, we can maintain a sense of control at a time when circumstances may lead us to feel a loss of control.
21. Crises present opportunities. Cultivate a mission and purpose. Seize the energy from your experience and use it to propel you to set realistic goals, make decisions and take action.

American Academy of Experts in Traumatic Stress © 2017



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Bright Ideas for Employees During a Wildfire

If advised to evacuate, do so immediately. Take your disaster supply kit, lock your home and choose a route away from the fire hazard. Watch for changes in the speed and direction of the fire and smoke. Tell someone when you left and where you are going.

If you see a wildfire and haven't received evacuation orders yet, call 9-1-1. Don't assume that someone else has already called. Describe the location of the fire, speak slowly and clearly, and answer any questions asked by the dispatcher.

If you are not ordered to evacuate, and have time to prepare your home, FEMA recommends you take the following actions:

- Arrange temporary housing at a friend or relative's home outside the threatened area in case you need to evacuate.
- Wear protective clothing when outside – sturdy shoes, cotton or woolen clothes, long pants, a long-sleeved shirt, gloves and a handkerchief to protect your face.
- Gather fire tools such as a rake, axe, handsaw or chainsaw, bucket and shovel.
- Close outside attic, eaves and basement vents, windows, doors, pet doors, etc. Remove flammable drapes and curtains. Close all shutters, blinds or heavy non-combustible window coverings to reduce radiant heat.
- Close all doors inside the house to prevent draft. Open the damper on your fireplace, but close the fireplace screen.
- Shut off any natural gas, propane or fuel oil supplies at the source.
- Connect garden hoses to outdoor water faucet and fill any pools, hot tubs, garbage cans, tubs or other large containers with water.
- Place lawn sprinklers on the roof and near above-ground fuel tanks. Leave sprinklers on and dowsing these structures as long as possible.
- If you have gas-powered pumps for water, make sure they are fueled and ready.
- Place a ladder against the house in clear view.
- Disconnect any automatic garage door openers so that doors can still be opened by hand if the power goes out. Close all garage doors.
- Place valuable papers, mementos and anything "you can't live without" inside the car in the garage, ready for quick departure. Any pets still with you should also be put in the car.
- Place valuables that will not be damaged by water in a pool or pond.
- Move flammable furniture into the center of the residence away from the windows and sliding-glass doors.
- Turn on outside lights and leave a light on in every room to make the house more visible in heavy smoke.

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Local Resource Links



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County Resources

Douglas County

Emergency Assistance- Assists people finding motel costs if homeless

<https://www.homelesshelterdirectory.org/cgi-bin/id/city.cgi?city=Roseburg&state=OR>

Homeless Shelter Directory- Find food pantries, soup kitchens & food banks

<https://www.homelesshelterdirectory.org/cgi-bin/id/city.cgi?city=Roseburg&state=OR>

Lane County

Residents who are affected by the McKenzie Fire who have inquiries may call Lane County's non-emergency call center at 541-682-3977 between the hours of 7:00 a.m. and 10:00 p.m. After-hours calls will be transferred to the Sheriff's Office non-emergency phone line.

LaneCounty.org: Provides information for evacuation, shelter, road closures, pet and large animal resources.

<https://www.lanecounty.org/cms/one.aspx?pagelId=17035134>

Marion County

Emergency Information-503-391-7294

Marion Area Multi Agency-METCOM911-schedule before level 3 evacuations <https://www.metcom911.com/>

Salem Fair grounds has capacity for 10,000 also accepting livestock

Deschutes County

Deschutes County Fair Grounds open as shelter

Polk County

Polk County is shelter for animals and lives stock. If you need immediate information or assistance during fire season, please call 541-316-7700 or 541-316-7711. Text "COFIRE" to 888-777 to receive Deschutes County text alerts.

Clackamas County

Evacuees are setting up at Grace Church in Molalla open as shelter and Molalla High School

Jackson County

JacksonCounty.org - Search for emergency shelter <https://jacksoncountyor.org/emergency/Response/Shelter-in-Place>

Jackson County Emergency Shelter - <https://caporegon.org/jackson-county-emergency-housing-shelter-content-sheet>



Bright Ideas for Employees County Resources

Multnomah County

Regional Information: Wildfire Safety and Prevention - <https://multco.us/em/wildfire-safety-and-prevention>

Oregon Smoke Information and Air Quality Map - <http://oregonsmoke.blogspot.com/>

Sign up for Public Alerts - <https://www.publicalerts.org/hazards/wildfire-smoke>

Yamhill County

Evacuation Orders and Updates for Yamhill County Residents - <https://www.newbergoregon.gov/administration/page/evacuation-orders-and-updates-yamhill-county-residents>

Yamhill County Emergency Alert Program - <https://www.co.yamhill.or.us/content/emergency-alert-program-frequently-asked-questions>

Redcross Temporary Shelter Listings/Twitter - <https://twitter.com/RedCrossCasc/status/1303538710508519424?>

Washington County

Sign up for emergency notifications - <https://www.publicalerts.org/signup>

Washington County Relief Resources - <https://www.co.washington.or.us/>

Linn County

Linn County Sheriff's Office – Facebook page -<https://www.facebook.com/LinnSheriff/>

Support and Assistance - Red Cross Cascades -<https://www.facebook.com/RedCrossCascades>

Lincoln County

Lincoln County Emergency Management Facebook page -<https://www.facebook.com/lcemergencymanagement/>

Support and Assistance - Red Cross Cascades -<https://www.facebook.com/RedCrossCascades>