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Behavioral Health Access Program

BHAP Model – Coral Springs, Florida

BHAP Program Outline

The Behavioral Health Access Program (BHAP) is a comprehensive employee mental health/wellness and crisis intervention plan. The program aims to assess, educate, minimize the impact of stress, improve quality of life, and return employees experiencing significant challenges to a healthy, productive state.

BHAP operates under the Safety, Health, and Wellness Committee (SHWC). The organization's Safety, Health and Wellness Officer is responsible for implementing and managing the program and is the chair of the SHWC.

BHAP incorporates the services of Critical Incident Stress Management (CISM), peer support, trained peer support specialists, and trained professionals, such as department chaplains, physicians, psychologists, counselors, and Employee Assistance Programs (EAP)



professionals. These tools provide a diversified resource pool that may be utilized by employees and family members experiencing an acute crisis or everyday stress.

The BHAP team comprises trained and credentialed members of the organization (peer supporters), health care professionals, trained, credentialed, and licensed mental health professionals, and qualified clergy members trained in crisis intervention. BHAP programs are intended to be available for any incident that occurs 24 x 7 x 365, within two (2) hours after a critical incident or when services are requested.

BHAP Components:

- 1. Leadership:** The organization's leadership should be accessible and open to supporting employees and their families' mental wellness needs. This includes demonstrating empathy and concern for these employees, referring them to the various options available within BHAP and creating a trusting environment and workplace culture.
- 2. CISM:** Trained team(s) which utilize approved models of individual psychological crisis intervention, which serves as protocol or a procedural guide to aid in conducting such individual and/or group psychological crisis interventions.
- 3. Trained Clinician Response Team (CRT):** Interagency team trained through cultural awareness program. The CRT, when requested, provides assessment, treatment, and educational services when an employee is experiencing crisis symptoms that may put them at significant risk for mental health issues. Members assigned to the CRT shall be state of Florida licensed mental health professionals. The following are examples: Marriage & Family Therapist (MFT), Licensed Mental Health Counselor (LMHC), Licensed Clinical Social Worker (LCSW), Psychologist, and Psychiatrist.
- 4. Chaplaincy:** Chaplaincy is a significant part of the BHAP. Chaplaincy's primary purpose is to help in the event of an injured or deceased member and to assist in grief counseling. Chaplains lend an ear to those who need to talk about something bothering them, such as physical or emotional stress. A chaplain's goal is to aid, comfort, help employees and their families and refer to vetted resources to assist in the recovery cycle.

5. Peer Support Team: One of the most heavily used components of BHAP and commonly refers to an initiative consisting of trained supporters; and can take several forms such as peer mentoring, reflective and active listening, and referral to professional counseling services where appropriate.

6. Family Support: All resources available to employees should also be available to family members. Including family members in resources is key to improving outcomes for employees.

7. Recovery Centers: Fixed facility centers that provide for general employees and first responders and provide specific treatment care programs geared toward successful recovery from, but not limited to: substance abuse, PTSD, and other co-occurring behavioral health-related issues. Members of BHAP and a member of HR should conduct facility site evaluations to determine if those facilities meet the organizational needs.

8. Retiree Inclusion: Mental wellness programs should be extended to include retirees who may continue to suffer from job-related stress and could benefit from positive BHAP programs. The retiree demographic can be at a higher risk of depression, substance abuse, and suicidal ideation due to many factors. Retirees can also be an invaluable asset in peer support.

9. Behavioral Health Awareness Education: Employees' education should cover everyday mental wellness needs. Education should include awareness of the signs and symptoms of stress and the numerous resources available. The resources should be shared via various methods to reach all employees and should be easy to access. Leadership level components should also be offered to cover the spectrum of mental wellness-related issues. This includes promoting the organization's culture, identifying employees in crisis, reducing employee stress, and developing appropriate policies and methods for assisting those in need.

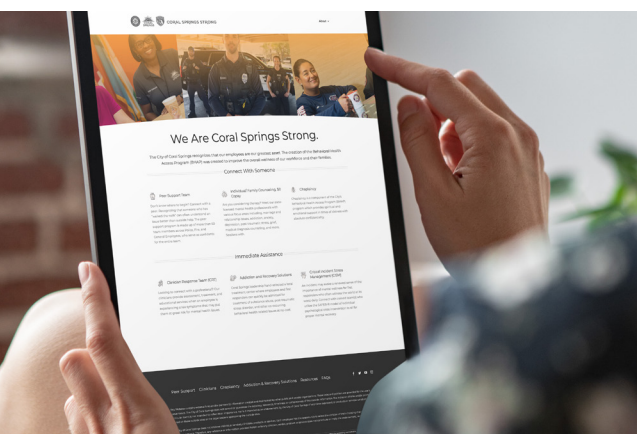
10. Financial Wellbeing: Improving financial health is critical to overall stress management. A comprehensive program should also include educational components to help employees feel secure in meeting ongoing financial obligations. Examples are workshops that cover preparing for emergencies and preparing for retirement. Implementing a comprehensive offboarding process is also recommended.

11. Effective Insurance Coverage: Effective insurance policies should include appropriate providers and provide the highest service level while limiting potential impediments to accessing resources.

12. Employee Assistance Programs: Employee Assistance Programs should be available to employees and their families through a process that includes program managers knowledgeable in the organization's culture and community.

13. Confidentiality: All BHAP and Peer Support interventions and interactions of strictly confidential.

14. K-9 Therapy Services: Therapy dogs and their handlers are highly-trained, registered, and certified. Therapy Dogs and Crisis Response Canines are dogs trained to serve people other than their owners and are appropriate for use in Peer Support.



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BHAP in your organization?**

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