

First Responder Assistance Program



Peace of Mind for our Local Heroes

The First Responder Assistance Program from Provident is designed to help firefighters and their families better manage the stressors and struggles they shoulder in their efforts to protect their communities. For all that they sacrifice, let Provident help bring them the peace of mind they deserve any time they need it.

Find out how you can offer Accident & Health coverage with the First Responder Assistance Program from your Provident representative.

The First Responder Assistance Program is administered by Bensinger, DuPont & Associates (BDA), one of the leading Employee Assistance Program providers in the nation. BDA, a clinically focused innovator of EAP and wellness services, developed this customized program with Provident to meet the unique health and wellness needs of firefighters and other emergency service personnel.

Managing Stress for Better Physical and Emotional Health

Stress-related issues often lead to sleep deprivation, depression, and substance abuse, and can often impact personal interactions and overall quality of life.² These factors can contribute to a decline in physical and emotional health, which may be life-threatening in an emergency situation.

The First Responder Assistance Program offers a stress management program that includes up to five telephone coaching sessions provided by Masters-degreed counselors who identify stress triggers, teach coping techniques and develop an ongoing stress management plan. The program can also provide quarterly stress management webinars for additional guidance.

Useful Resources to Lighten the Load of Everyday Life

In addition to the intense stress they may face in the line of duty, first responders still have to deal with many of the same issues and problems that most people do. The First Responder Assistance Program includes consultation, resources and referrals for the everyday concerns that can cause distractions and loss of focus when it's most important. Assistance is available to firefighters and their families for:

- **Family issues** – Child care, elder care and adoption research and referrals
- **Legal needs** – Access to attorneys for 30-minute phone or in-person legal consultation
- **Financial concerns** – Referrals to financial consultants to assist with debt management, credit problems, retirement planning or college funding

Supplementing these consultations and referrals are online, self-service tools accessible through a password-protected interactive website that first responders and their families can use for additional guidance and support. These online resources include:

- Online wills and legal forms
- Interactive behavioral health assessment and tools
- Child and elder care locators
- Calculators and tools to help with financial decisions
- Identity theft prevention and recovery information

¹ "The Most and Least Stressful Jobs of 2014," *Wall Street Journal*, January 7, 2014

² "Sleep Problems, Depression, Substance Use, Social Bonding, and Quality of Life in Professional Firefighters," *Journal of Occupational and Environmental Medicine*, August 2011