

Work-Life Program Resource Guide

U.S. Coast Guard

The services described in this guide are available to active duty, civilian and reserve personnel (on extended active duty for more than 30 days) and their families.

Employee Assistance Program - Toll-free number: (800) 222-0364

The Coast Guard Employee Assistance Program (EAP) provides services designed to help employees, managers, and organizations meet life challenges and remain healthy, engaged, and productive.

Your EAP offers **short-term** confidential counseling and referral for issues that are affecting your ability to work. The EAP will either address your concerns during counseling sessions or will refer you on to appropriate community resources, counselors, and other supports if needed. Issues addressed by the EAP include:

- Life changes – divorce, new job, new baby, aging parents, grief and loss, retirement
- Life challenges – drug and alcohol abuse, situational depression and/or anxiety, distress ,
- Job stress and burnout
- Coping with difficult situations or difficult people
- Legal issues (Consultation with a lawyer in your State)
- Financial Issues (Consultation with a financial expert)

If longer-term care is needed you will be referred to a more appropriate resource such as outside providers or TRICARE.

For Managers:

Your EAP is an ally in fostering a high-performance organization by providing:

- Coaching/Supervisor Consultations – how to refer employees to EAP, have difficult performance conversations, handle difficult employees, and be a better manager
- Counseling and referral to help you manage your own stress and life challenges

“WorkLife4You” Resource and Referral Service - Toll-free number: (800) 222-0364

Website: www.worklife4you.com (Screen name and password for Coast Guard personnel is “uscg”)

This service provides individually-tailored responses to callers and website visitors. Services include:

- 24/7 expert guidance (via toll-free number or online) to assist with child care & parenting, pregnancy & adoption, adult care & aging, education, health & wellness, relocation, pet care, and other daily life issues
- Personalized and prescreened referrals for resources related to child care & parenting, pregnancy & adoption, adult care & aging, education, health & wellness, relocation, pet care, and other daily life issues
- Free Prenatal, Child Safety, College, and Adult Care Kits
- Parenting discussion group and network
- Scholarship and educational loan assistance
- Personalized relocation packets
- Access to CareConnection (customized online private site that allows employees to update friends and family members on life events such as birth of a new baby, illness, injury, etc.)
- Live and on-demand webinars

National Suicide Hotlines

**** If you believe that you or anyone you work or live with is at IMMEDIATE risk, please call emergency services (911). ***

If you believe that you or anyone you work with is at risk for suicide, please consider contacting your EAP or one of these hotlines for assistance.

National Suicide Prevention Lifeline - A 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. By dialing 1-800-273-TALK, the call is routed to the nearest crisis center in our national network of more than 140 crisis centers. The Lifeline's national network of local crisis centers, provide crisis counseling and mental health referrals day and night. If you are hearing impaired, you may call 1-800-799-4889 (TTY). Red Nacional de Prevención del Suicidio: 1-888-628-9454. Additional information is available at: <http://www.suicidepreventionlifeline.org>.

"Veterans Chat" - An online, one-on-one "chat-service" for veterans. It enables veterans, their families, and friends to communicate anonymously with a trained VA counselor. This pilot project went live in July 2009 and is available 24/7. At http://www.mentalhealth.va.gov/suicide_prevention/.

Boys Town National Hotline - This is an accredited 24/7 crisis, resource and referral line that is staffed by trained counselors specialized in helping teens and parents deal with problems (e.g., suicidal behavior, depression, relationships, chemical dependency, physical abuse, etc). Call 1-800-448-3000 to speak with a counselor or send an email. TTY line: 800-448-1833. Their website is: <http://www.boystown.org/AboutUs/hotline/Pages/CrisisHotline.aspx>.

Coast Guard Work-Life Programs

The Coast Guard provides numerous Work-Life programs designed to support both unit commanders, and members and their families. These programs include health promotion, food service, employee assistance, transition and relocation assistance, personal financial management, adoption reimbursement, child and elder care, scholarship, special needs for family members, family advocacy, crisis intervention, addiction and substance abuse prevention, sexual assault prevention and response, suicide prevention, workplace violence, and critical incident stress management. For information on these programs, as well as related support programs such as Coast Guard Mutual Assistance, go to the website noted below, or contact your regional Health, Safety and Work-Life Field Office.

Website: <http://www.uscg.mil/worklife>

Health, Safety, and Work-Life Field Offices (HSWL FO): Toll-free number: (800) 872-4957

HSWL FO Work-Life staffs provide work-life programs designed to assist all members of Team Coast Guard and their family members. To obtain assistance, simply call the toll free number (800-872-4957), and follow the prompts. For your convenience, the three code extensions for the HSWL FO staffs are listed below:

Alameda (252)	Boston (301)	Cleveland (309)	Honolulu (314)
Ketchikan (317)	Kodiak (563)	Miami (307)	New Orleans (308)
Portsmouth (305)	San Pedro (311)	Seattle (313)	St. Louis (302)
Washington, DC (932)			

To access the web site for your Regional HSWL FO Work-Life Staff, go to <http://www.uscg.mil/worklife>, and click on "Work-Life Regional Offices."

HSWL Support Activity (HSWL SUPACT) Command Duty Officer (CDO)

This watch provides a 24 hour/day reach back capability for HSWL service delivery and contingency response. ACUTE situations arising, whether internal or external to the Command, after normal working hours EST, should be communicated to the CDO by telephone. The CDO will make needed notifications, make necessary consultations, task out/coordinate any needed actions on behalf of the Command.

To contact the CDO: Cellphone - 757-846-5348, Email: HSWL-SUPACT-CDO@uscg.mil

Family Readiness Program

Are you and your family ready for an emergency? Take these three simple steps to prepare -- Get a kit. Make a plan. Be informed. For more information on developing Family Readiness Plans, or developing a Personal Readiness Plan (PRP) to organize and store your personal information and paperwork, go to: <http://www.uscg.mil/worklife/ready.asp>

Additional Support Hotlines and Resources

Rape, Abuse and Incest National Network (RAINN). This Network provides victims of sexual assault with free, confidential services around the clock. 24/7 National Hotline: 1-800-656-HOPE(4673). Website: http://www.ra_inn.org

National Sexual Violence Resource Center. This Center provides national leadership, consultation and technical assistance by generating and facilitating the development and flow of information on sexual violence intervention and prevention strategies. Phone: 1-877-739-3895. Website: <http://www.nsvrc.org>

Additional Resources for TRICARE Beneficiaries (Includes all Active Duty Personnel)

***** Note: See below for Title 14 Reserve Personnel**

Primary Care Providers and Mental Health Specialists

Contact your local CG or DoD Military Treatment Facility, sickbay or primary care manager or call the HSWL Health Benefits Line at 1-800-9-HBA-HBA to obtain information on available services.

Other Behavioral Health Resources

Additional Behavioral Health information is available at <http://www.tricare.mil/mybenefit/home/MentalHealthAndBehavior/Resources>, or call your regional contractor for assistance:

TRICARE North Region

Health Net Federal Services, LLC
1-877-TRICARE (1-877-874-2273)
Behavioral Health Care Provider Locator and
Appointment Assistance Line: 1-877-747-9579
(8 a.m.–6 p.m. Eastern Time)
www.healthnetfederalservices.com

TRICARE South Region

Humana Military Healthcare Services, Inc.
1-800-444-5445
Behavioral Health Care Provider Locator and
Appointment Assistance Line: 1-877-298-3514
(8 a.m.–7 p.m. Eastern Time)
TRICARE South Behavioral Health:
1-800-700-8646
www.humana-military.com

TRICARE West Region

TriWest Healthcare Alliance Corp.
1-888-TRIWEST (1-888-874-9378)
Behavioral Health Care Provider Locator and
Appointment Assistance Line: 1-866-651-4970
(8 a.m.–6 p.m. in all West region time zones)
TriWest Behavioral Health Crisis Line:
1-866-284-3743
www.triwest.com

Medical Care and TRICARE Benefits for Title 14 Reserve Personnel Recalled for Deepwater Horizon Response

Reservists recalled under Title 14 U.S.C. 712 for Deepwater Horizon response are eligible for medical care and TRICARE benefits. The Type of Benefits for the service member and family members is determined based on the length of active duty orders. For more details, access the following link:

[http://www.uscg.mil/hq/cg1/cg112/cg1121/docs/pdf/Webpage%20Title%2014%20TRICARE%20Benefits%20\(2\).docx](http://www.uscg.mil/hq/cg1/cg112/cg1121/docs/pdf/Webpage%20Title%2014%20TRICARE%20Benefits%20(2).docx)