

# Supporting First Responders

Specialized services based on your unique challenges.



At Cascade Centers, we understand that public safety employees and their families face unique challenges. In response, we have developed specialized services for your population, and these are currently available to you under the CityCounty Insurance Services EAP agreement. Unique public safety services include:

**Specialized Network of Counselors and Coaches:** Cascade has developed an extensive specialized network of providers who are experienced with the specific issues that public safety officers and their families face every day. Through our database, we can easily connect public safety employees and their family members to these contracted providers. We prioritize referrals to our EAP counselors who are also in-network with member's medical insurance plans to ensure continuity of care whenever possible.

**Designated Public Safety Liaison:** At Cascade Centers, we have a Certified First Responder Counselor (CFRC) on staff available provide organizational consultation and support. Our CFRC has training and experience to understand the needs of first responders, including the importance of confidentiality and trust. If you'd like to set up a consultation with our CFRC, we can assist you with scheduling.

**First Responder Self-Help Resources:** A specialized collection of assessments, videos, self-use modules and interactive tools available through our members' only website. To access, visit [www.cascadecenters.com](http://www.cascadecenters.com), register as a new user with company code "CIS" and navigate to the "First Responder" tile. Topics include: Mental Health Resources, PTSD Resources, Managing Stress, Substance Abuse, Suicide Prevention, Family Life, Financial Resources.

**Suicide Prevention and Support:** Cascade Centers is accredited by the American Association of Suicidology. More information about Cascade's services for suicide prevention, intervention and response can be found here: [EAP Suicide Prevention Guidebook](#).

**Specialized Promotion:** Customized promotional materials for Public Safety employees and available upon request.

for more information contact: Cascade Centers  
call: 800-433-2320 text: 503-850-7721 email: [info@cascadecenters.com](mailto:info@cascadecenters.com)

