

Recovering from a critical incident

EAP is here to help



A critical incident can be a medical issue, natural disaster or other unexpected trauma. It may turn your life upside down, but healing is possible. Your Employee Assistance Program (EAP) is here for you every step of that journey.

Because these events can take many forms, it's normal to respond in many ways. You may experience:

- Shock and disbelief.
- Anger and irritability.
- Anxiety, depression and stress.
- Difficulty eating and sleeping.
- Trouble concentrating, remembering things and making decisions.
- Physical symptoms, like headaches, tense muscles, stomach problems and exhaustion.

It's also normal to feel overwhelmed and stuck — and need a little help moving forward. Your EAP offers free counseling, legal and financial services to you and members of your household. It's available 24/7, 365 days a year.

Remember that you're not alone.

Call EAP at 800-865-1044 today or visit anthemEAP.com and enter COOK. All services are confidential. No one will know you've contacted EAP unless you give permission in writing.*



* In accordance with federal and state law, and professional ethical standards.

Source: Geographic Area Coordination Centers, Interagency Critical Incident Stress Management Program: *Reactions after a Critical Incident* (accessed December 2018): <https://gacc.nifc.gov/cism/documents/reactions.pdf>.

Language Access Services - (TTY/TDD: 711)

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(Chinese) - 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。

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