



Coping After a Traumatic Event

In response to the recent events at Saint Francis, the City of Tulsa would like to remind you of services for emotional health that are available to you and your family from CommunityCare.

No matter your problem, whether you are a manager or an entry-level employee, don't be afraid to ask for help. There are resources available.

Employee Assistance Program (EAP)

The CommunityCare Employee Assistance Program provides a confidential assessment and referral for you and your family, whether that problem is related to family, marital, relationships, grief, separation, divorce, drugs, alcohol, mental, emotional, financial, or other areas of concern.

To use the EAP, simply call **(918) 594-5232** or **800-221-3976** to arrange a free initial assessment interview. Appointments can be scheduled in-person or virtual. Generally, the timeframe for most appointments is less than a week after scheduling. This short-term counseling is free for up to three visits per person, per problem/per year.

If services are needed beyond the third session, the EAP will work with the CommunityCare Mental/Behavioral Health Department to integrate additional sessions using your medical plan benefits. City employees and their family members don't need to be enrolled in a CommunityCare health plan to utilize the EAP.

Business hours are 8 a.m. to 5 p.m., on weekdays. For emergencies, an EAP specialist is available 24 hours a day, 7 days a week.

For more information, please visit <https://cot.ccok.com/EAP>.

Behavioral and Mental Health Services Plan

CommunityCare's Behavioral/Mental Health Department can assist you with finding the right provider who can best meet your needs and is in your network.

Please contact the CommunityCare Behavioral/Mental Health Department at (918) 594-5262, option 1, for more information.



Member cost share will apply based on plan design. In-person and virtual visits are available but are subject to the provider's capabilities.

How to Find a Mental/Behavioral Health Provider Through CommunityCare:

1. Visit <https://cot.ccok.com>, and click "Benefit Details" on the top ribbon bar.
2. Under "Provider Directories," select the plan you're enrolled in, either "HMO One Provider Network" or "Multi-Choice Provider Network." Click the appropriate provider network link.
3. Next, from the drop-down menu, click "Behavioral Health Providers" and choose the desired provider type from the specialty drop-down menu.
4. You can filter your search by choosing county, city, or ZIP code criteria.

What Are Common Responses After a Traumatic Event?

When violence strikes in your community — it may be hard to process. Resiliency is defined as the ability to recover quickly from difficult situations. There are many ways people process or react to violence.

Intense feelings - Right after the event, you may feel shocked and overwhelmed. For a while, you may be jumpy, irritable, or depressed. It may be hard to focus, concentrate or make decisions.

Physical stress may be present - like headaches, dizziness, and nausea. Keep an eye on these, as you may need to seek medical attention.

Unexpected emotional reactions - For example, hearing sirens or loud noises may cause strong emotions, reactions, or grief. You may also have changes in sleeping or eating patterns.

Strained relationships - You may find yourself fighting with friends or loved ones. Or you may feel withdrawn and want to keep to yourself. Try to get back to socializing with at least one or two family members or friends.

Recovering From a Traumatic Event

Ask for help - If you feel comfortable doing so, talk to others about your thoughts and feelings. Identify supportive and helpful people you can turn to when you need help or advice. Also, try keeping a journal about those feelings.

Unplug from the coverage - Disconnecting or taking a break from the news cycle may give you time to focus on important things — like your health or stress management.

Change your perspective - Try to find something you've learned from the negative experience. It may be helpful to gain a broader perspective.

Focus on your feelings - Acknowledge your feelings as they occur. Self-awareness is the first step in learning how to manage your feelings.

Practice healthy behaviors - Get plenty of sleep, eat a well-balanced diet, and get physical activity.

Start a routine - Get back in the habit of sleeping and eating at regular times. Consider taking up a new hobby or other activities that you enjoy.



New Benefits Calculator Now Available

A new retirement calculator is now available for employees who are enrolled in the Municipal Employees' Retirement Plan (MERP). The calculator will show estimated retirement benefits for you based on the retirement date you enter.

This estimate shows benefit options payable to you, or you and a joint survivor. There are also options for a partial lump sum of money at retirement. The calculator also features a table showing the amount of money you have contributed to the MERP with interest through the prior year.

Important things to remember:

1. You will need to register to use the calculator with either a personal or city email.
2. If you do not receive your verification code after logging in and requesting access, be sure to check your junk or blocked email folder.
3. Retirements are always effective on the first of a month and the termination date entered must be before this date.
4. Termination date is the last day you are considered an active employee.
5. "Beneficiary Date of Birth" on the calculator is defined as someone that you would want to receive ongoing lifetime payments after you have passed. If this is on file, it will be auto populated. Please notify retirement@cityoftulsa.org if this information is incorrect.
6. **The calculator is an ESTIMATE only.** It will not consider periods of leave without pay or workman's compensation payments which may affect years and months of service. This estimate is based only on available data on file and imported to the calculator. If you feel there is an error or a discrepancy in this information, please contact retirement@cityoftulsa.org.
7. Some participants may receive messaging to contact retirement for an estimate as it has been determined that factors such as multiple hire dates are affecting your calculation.

For more information on the retirement calculator, including a user's guide and benefits example go to www.cityoftulsa.org/city-employees/human-resources/retirement/retirement-benefit-calculator/.



Six Tips for Preventing Slips, Trips, and Falls

It's probably happened to most of us. That momentary lapse of attention, thinking about a personal problem, or distraction by an activity that ends in a slip, trip, or fall.

According to the U.S. Department of Labor, slips, trips, and falls make up most general industry accidents, which account for:

- 15 percent of all accidental deaths per year, the second-leading cause behind motor vehicles.
- About 25 percent of all reported injury claims per fiscal year.
- More than 95 million lost workdays per year — about 65 percent of all workdays lost.

In general, slips and trips occur due to a loss of traction between the shoe and the walking surface or an inadvertent contact with a fixed or moveable object which may lead to a fall.

There are a variety of situations that may cause slips, trips, and falls:

- Wet or greasy floors
- Dry floors with wood dust or powder
- Uneven walking surfaces
- Polished or freshly waxed floors
- Loose flooring, carpeting, or mats
- Transition from one floor type to another
- Missing or uneven floor tiles and bricks
- Damaged or irregular steps; no handrails
- Sloped walking surfaces
- Shoes with wet, muddy, greasy, or oily soles
- Clutter
- Electrical cords or cables
- Open desk or file cabinet drawers
- Damaged ladder steps
- Ramps and gang planks without skid-resistant surfaces
- Metal surfaces — dock plates, construction plates
- Weather hazards — rain, sleet, ice, snow, hail, frost

- Wet leaves or pine needles

Here are six guidelines to help you create a safer working environment for you and your employees.

Create Good Housekeeping Practices

Good housekeeping is critical. Safety and housekeeping go hand in hand. If your facility's housekeeping habits are poor, the result may be a higher incidence of employee injuries, ever-increasing insurance costs and regulatory citations. If an organization's facilities are noticeably clean and well organized, it is a good indication that its overall safety program is effective as well.

Proper housekeeping is a routine. It is an ongoing procedure that is simply done as a part of each worker's daily performance.

To create an effective housekeeping program, there are three simple steps to get you started:

- Plan ahead — Know what needs to be done, who's going to do it and what the particular work area should look like when you are done.
- Assign responsibilities — It may be necessary to assign a specific person or group of workers to clean up, although personal responsibility for cleaning up after oneself is preferred.
- Implement a program — Establish housekeeping procedures as a part of the daily routine.

Reduce Wet or Slippery Surfaces

Walking surfaces account for a significant portion of injuries reported by state agencies.

The most frequently reported types of surfaces where these injuries occur include:

- Parking lots
- Sidewalks (or lack thereof)
- Food preparation areas
- Shower stalls in residential dorms
- Floors in general

Traction on outdoor surfaces can change considerably when weather conditions change. Those conditions can then affect indoor surfaces as moisture is tracked in by pedestrian traffic.

Traction control procedures should be constantly monitored for their effectiveness:

- Keep parking lots and sidewalks clean and in good repair condition.
- When snow and ice are present, remove or treat these elements. In some extreme cases, it may be necessary to suspend use of the area.
- Use adhesive striping material or anti-skid paint whenever possible.

Indoor control measures can help reduce the incidence of slips and falls:

- Use moisture-absorbent mats with beveled edges in entrance areas. Make sure they have backing material that will not slide on the floor.
- Display "Wet Floor" signs as needed.
- Use anti-skid adhesive tape in troublesome areas.
- Clean up spills immediately. Create a procedure for taking the appropriate action when someone causes or comes across a food or drink spill.
- Use proper area rugs or mats for food preparation areas.

Avoid Creating Obstacles in Aisles and Walkways

Injuries can also result from trips caused by obstacles, clutter, materials and equipment in aisles, corridors, entranceways, and stairwells. Proper housekeeping in work and traffic areas is still the most effective control measure in avoiding the proliferation of these types of hazards.

This means having policies or procedures in place and allowing time for cleaning the area, especially where scrap material or waste is a byproduct of the work operation:

- Keep all work areas, passageways, storerooms, and service areas clean and orderly.
- Avoid stringing cords, cables, or air hoses across hallways or in any designated aisle.
- In office areas, avoid leaving boxes, files, or briefcases in the aisles.
- Encourage safe work practices, such as closing file cabinet drawers after use and picking up loose items from the floor.
- Conduct periodic inspections for slip and trip hazards.

Create and Maintain Proper Lighting

Poor lighting in the workplace is associated with an increase in accidents.

- Use proper illumination in walkways, staircases, ramps, hallways, basements, construction areas and dock areas.
- Keep work areas well-lit and clean.
- Upon entering a darkened room, always turn on the light first.
- Keep poorly lit walkways clear of clutter and obstructions.
- Keep areas around light switches clear and accessible.
- Repair fixtures, switches, and cords immediately if they malfunction.

Wear Proper Shoes

The shoes we wear can play a big part in preventing falls and are a critical component of PPE. The slickness of the soles and the type of heels worn need to be evaluated to avoid slips, trips, and falls. Shoelaces need to be tied correctly. Whenever a fall-related injury is investigated, the footwear needs to be evaluated to see if it contributed to the incident. Employees are expected to wear footwear appropriate for the duties of their work task.

Control Individual Behavior

This condition is the toughest to control. It's human nature to let our guard down temporarily and be distracted by random thoughts or doing multiple activities. Being in a hurry will result in walking too fast or running, which increases the chances of a slip, trip or fall. Taking shortcuts, not watching where one is going, using a cell phone, carrying materials which obstruct the vision, wearing sunglasses in low-light areas, not using designated walkways and speed are common factors in many on-the-job injuries.

It's ultimately up to each person to plan, stay alert, and pay attention.

