

Confidential support for employees of AAA member organizations.

As first responders, you regularly bear witness to traumatic events, and you directly experience loss, sadness, and sometimes even frightening violence outside the norm of the human experience. Exposure to trauma can cause emotional reactions for weeks or even months following. **If you're struggling to cope with difficult emotions or dealing with symptoms of an acute stress reaction, the American Ambulance Association can help.**

Confidential counseling from LifeWorks – At no cost to you.

LifeWorks is your employee assistance program (EAP) and well-being resource. We're here for you any time, 24/7, 365 days a year, with expert advice, resources, referrals to counseling, and connections to specialty providers including substance abuse professionals.

- Toll-free immediate support by phone if you're in distress.
- Up to three **face-to-face confidential counseling** sessions per issue.
- Counseling **live by video** to meet clinical needs and preferences.
- All counselors are **experienced therapists** with a minimum Master's degree in psychology, social work, educational counseling, or other social services field.

Onsite CISM Services – Round-the-clock support for critical incidents.

If your ambulance service has experienced an employee death, severe vehicle accident, staff suicide, or other traumatic event, AAA is here to help. Email info@ambulance.org 24/7 to request an onsite CISM counselor at AAA's expense.

To access LifeWorks online:
login.lifeworks.com

User ID:

Password:

To connect with a counselor,
call LifeWorks, toll-free:

Get the “LifeWorks” app!

