



**Department of Veterans Affairs, Employee Education System**  
and  
**Mental Health Services**

Present

**Employee Assistance Program- Providers Supporting  
Veterans in the Workplace**

VAXxxx/13.MSE.ST.PCS.PTSD.EAP

**Program Release :** September 30, 2013

**Program Expiration:** September 30, 2015

***To Complete this Educational Activity:***

Participants must:

View the Self-Study Module

Log into [TMS](#)

- Search for **PTSD\_EAP**
- Complete the exam with a passing score of 80
- Complete the course evaluation and
- Print course certificate from the exam web site

**Purpose Statement**

Most Veterans transition and adapt well to the civilian workplace, others may encounter difficulties. This web based program is designed to educate Employee Assistance Program (EAP) providers within the Veteran's Administration (VA) and in the community about the differences between military and civilian workplaces and subsequently, some common problems that Veterans may experience in the civilian workplace. This training will also help EAP providers determine how to support and help Veterans address issues or problems they may encounter in the civilian workplace. In addition, EAP providers will learn how to help civilian managers or supervisors to support and assist Veterans.

**Target Audience**

This course is designed for Employee Assistance Program (EAP) providers to include psychologists and social workers who are seeking information to assist Veterans in the workplace.



### **Outcome/Objectives**

At the conclusion of this educational program, learners will be able to:

1. distinguish differences in hierarchy and management style when transitioning from military to civilian workplaces;
2. describe how military resilience training can impact the transition to civilian life and the workplace;
3. identify ways to help Veterans communicate with peers, supervisors, or employers in order to address challenges; and
4. recognize how myths and stereotypes about Veterans can impact the work environment.

### **Registration / Participation in the Activity Procedure**

1. Length of course: 1.0 hours
2. Review EES Program Brochure
3. Attend and participate in 100% of program activity
4. Complete Post Test Exam at a minimum passing score of 80%
5. Complete Program Evaluation
6. Print Certificate of Completion

### **Instructions for Completing Evaluation in TMS to Access Accredited Certificate**

1. Log in to TMS.
2. Using the Catalog search field in the upper right portion of the screen, locate the item number.
3. Click "Add to To-Do List."
4. Locate the program in your To-Do List.
5. Hover over the title and click "Link to Evaluation and Certificate."
6. Complete the SEES Evaluation. Once submitted, close the window.
7. Click "Return to Online Content Structure."
8. There should now be a date next to both links in the Online Content Structure window.
9. Some courses require a Self-Certification to record completion. If there is a Self-Certification link present, click the link and follow the instructions given.
10. You have now completed your requirements for this course, and the item should be located in your Completed Work.

### **To access your Accredited certificate in TMS, please follow the steps below:**

1. From the Home screen in TMS, click on "Completed Work."
2. Hover the mouse over the title of the program, and click "View Details" in the popup window that appears.
3. In the Completed Work Details screen, you should see a section named "Accreditation Details"
4. Click the "Print Accredited Certificate" button next to your requested Accreditation.
5. Your Accredited certificate should appear on the screen for you to save or print



## **Enduring Material**

TMS provides the on-line course, post-test, evaluation and certificate. The post-test has 19 questions: a passing score of 80% is required to receive credit. Upon completion of this course, participants will be required to complete and submit an evaluation through TMS at [www.tms.va.gov](http://www.tms.va.gov). Participants will need to log into TMS and go to the Search box. In the box, type PTSD\_EAP". The search will reveal a list of titles to choose from, select PTSD\_EAP Web Course. Click on "Link to Evaluation." The evaluation of the program must be completed before you are able to print the certificate of completion. You will be able to select from the offered accreditation types for your certificate and print your certificate. The program will be marked as complete in your TMS learning plan.

### ***EES contact information:***

Lauran Hardy, EES Project Manager, St. Louis Employee Education Resource Center, 1 Jefferson Barracks Rd Bldg. 2, St. Louis, MO 63125; 314-894-6450; [Lauran.Hardy@va.gov](mailto:Lauran.Hardy@va.gov)

## **Accreditation/Approval**

The accreditation organizations for this course are listed below.

### ***American Psychological Association (APA)***

The VA Employee Education System (EES) is approved by the American Psychological Association to sponsor continuing education for psychologists. The Employee Education System maintains responsibility for this program and its content.

## **Continuing Education Credit**

### ***American Psychological Association (APA)***

As an organization approved by the American Psychological Association, the VA Employee Education System is sponsoring this activity for 1.0 hours of continuing education credit. The Employee Education System maintains responsibility for this program and its content.

### ***Association of Social Work Boards (ASWB)***

VA Employee Education System, Provider Number 1040, is approved as a provider for continuing education by the Association of Social Work Boards, 400 South Ridge Parkway, Suite B, Culpeper, VA 22701. <http://www.aswb.org> ASWB Approval Period: 4/7/13 - 4/7/16. Social workers should contact their regulatory board to determine course approval.

Social workers will receive 1.0 continuing education clock hours in participating in this course.



***The California Board of Behavioral Sciences (CA BBS)***

The VA Employee Education System (Provider #PCE3204) asserts that this educational activity meets the qualifications for 1.0 hours of continuing education credit for Marriage and Family Therapist MFTs and / or for LCSWs as required by the California Board of Behavioral Sciences.

***National Board for Certified Counselors (NBCC)***

The VA Employee Education System is an NBCC-Approved Continuing Education Provider (ACEP™) Provider #5927 and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program to offer continuing education accreditation for National Certified and Licensed Counselors. We adhere to NBCC Continuing Education Guidelines. This program is approved for 1.0 clock hours.

**Statement of Participation**

A certificate of completion will be awarded to participants and accreditation records will be on file at the Employee Education System. In order to receive a certificate of completion from EES, you must register in the TMS, attend 100% of the program and complete the evaluation as directed in SEES, and then: go into your Completed Work, hover over the title, and choose View Details to print your accredited certificate.

**Report of Training**

It is the program participant’s responsibility to ensure that this training is documented in the appropriate location according to his/her locally prescribed process.

***Course Outline:***

- Introduction
- Management styles
- Communication skills

**Program Schedule**

Program Schedule Date: Web

<b>Minutes</b>	<b>Content</b>	<b>Exam</b>
60	Supporting Veterans in the Workplace <ul style="list-style-type: none"> <li>• Management structure and style</li> <li>• Resiliency and reintegration</li> <li>• Communication</li> <li>• Myths</li> </ul>	Yes



**Faculty and Planning Committee Listing**

\* Denote planning committee member

+ Denotes faculty

<p>*Lauran Hardy Project Manager Employee Education Resource Center St. Louis, MO</p>	<p>*Susan Henderson-Catani, LCSW-R EAP Coordinator VA New York Harbor Healthcare System New York, NY Planning Member for ASWB Planning Member for CA BBS Planning Member for NBCC</p>
<p>*Sara J. Landes, PhD Research Health Science Specialist National Center for PTSD VA Palo Alto Health Care System Menlo Park, CA</p>	<p>*Pearl McGee-Vincent, PsyD Health Science Specialist National Center for PTSD VA Palo Alto Health Care System Menlo Park, CA</p>
<p>*Teresa Pickle Human Resource Specialist VA Palo Alto Health Care System Menlo Park, CA</p>	<p>*Pamela Swales, PhD Health Science Specialist National Center for PTSD Palo Alto Health Care System Menlo Park, CA</p>
<p>*Robyn Walser, PhD Clinical Psychologist National Center for PTSD VA Palo Alto Health Care System Menlo Park, CA Planning Member for APA</p>	

**EES Program Staff for Trace Code: 13.MSE.ST.PCS.PTSD.EAP**

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To learn more about EES and its programs, products and services, visit [vaww.ees.lrn.va.gov](http://vaww.ees.lrn.va.gov) (VA Intranet) or call the EES Customer Service Center at **1-877-EES-1331** or [EESCSC@va.gov](mailto:EESCSC@va.gov)



## Deadline Date

### *Satellite, Independent Study, or Virtual Conferences:*

This program will no longer be authorized for continuing education credit after: **9/30/2015**. Information on participation may be obtained from Lauran Hardy, Project Manager, Employee Education Resource Center, #1 Jefferson Barracks Dr., phone: 314-894-6450, or e-mail: [Lauran.hardy@va.gov](mailto:Lauran.hardy@va.gov).

### **Accessibility Statement: (Reasonable Accommodation)**

The U.S. Department of Veterans Affairs (Employee Education System) is committed to providing equal access to this meeting (or event) for all participants. If you need alternative formats or services because of a disability, please contact Lauran Hardy, Project Manager, Employee Education Resource Center, #1 Jefferson Barracks Dr., phone: 314-894-6450, or e-mail: [Lauran.hardy@va.gov](mailto:Lauran.hardy@va.gov).

### **Disclosure Statement**

The VA Employee Education System (EES) must ensure balance, independence, objectivity, and scientific rigor in all of its individually sponsored or jointly EES sponsored educational activities. All prospective faculty and planning committee members participating in an EES activity must disclose any relevant financial interest or other relationship with: (a) the manufacturer(s) of any commercial product(s) and / or provider(s) of commercial services discussed in an educational presentation, and (b) any commercial supporters of the activity. Relevant financial interest or other relationship includes, but is not limited to, such things as personal receipt of grants or research support, employee or consultant status, stockholder, member of speakers' bureau, within the prior 12 months. EES is responsible for collecting such information from prospective planners and faculty, evaluating the disclosed information to determine if a conflict of interest is present and, if a conflict of interest is present, to resolve such conflict. Information regarding such disclosures and the resolution of the conflicts for planners and faculty shall be provided to activity participants. When an unlabeled use of a commercial product or an investigational use not yet approved by the FDA for any purpose is discussed during an educational activity, EES shall require the speaker to disclose that the product is not labeled for the use under discussion or that the product is still investigational.

The faculty and planning committee members reported that they had no relevant financial relationships with commercial entities in any amount that occurred within the past 12 months that create a conflict of interest.

This activity includes no discussion of uses of FDA regulated drugs or medical devices which are experimental or off-label.

\* The ACCME defines "relevant financial relationships" as financial relationships in any amount occurring within the past 12 months that creates a conflict of interest.