



Local 591 EAP / Member Assistance

Credit IAM EAP, LAP

May 2023

May is Mental Health Awareness Month

(Excerpts from [cdc.gov](https://www.cdc.gov))

What is mental health?

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices.¹ Mental health is important at every stage of life, from childhood and adolescence through adulthood.

Why is mental health important for overall health?

Mental and physical health are equally important components of overall health. For example, depression increases the risk for many types of physical health problems, particularly long-lasting conditions like [diabetes](#), [heart disease](#), and stroke. Similarly, the presence of chronic conditions can increase the risk for mental illness.²

Can your mental health change over time?

Yes, it's important to remember that a person's mental health can change over time, depending on many factors. When the demands placed on a person exceed their resources and coping abilities, their mental health could be impacted. For example, if someone is working long hours, caring for a relative, or experiencing economic hardship, they may experience poor mental health.

How common are mental illnesses?

Mental illnesses are among the most common health conditions in the United States.

- More than 1 in 5 US adults live with a mental illness.

- Over 1 in 5 youth (ages 13-18) either currently or at some point during their life, have had a seriously debilitating mental illness.⁵
- About 1 in 25 U.S. adults lives with a serious mental illness, such as schizophrenia, bipolar disorder, or major depression.⁶

What causes mental illness?

There is no single cause for mental illness. A number of factors can contribute to risk for mental illness, such as

- [Adverse Childhood Experiences](#), such as trauma or a history of abuse (for example, child abuse, sexual assault, witnessing violence, etc.)
- Experiences related to other ongoing (chronic) medical conditions, such as cancer or diabetes.
- Biological factors or chemical imbalances in the brain
- Use of alcohol or drugs
- Having feelings of loneliness or isolation

Helplines

Need Support Now?

- If you or someone you know is struggling or in crisis, help is available. [Call](#) or [text](#) 988 or chat [988lifeline.org](https://www.988lifeline.org)
- [Disaster Distress Helpline](#): CALL or TEXT 1-800-985-5990 (press 2 for Spanish)

Abuse/Assault/Violence

- [National Domestic Violence Hotline](#): [1-800-799-7233](tel:1-800-799-7233) or text LOVEIS to 22522
- [National Child Abuse Hotline](#): 1-800-4AChild ([1-800-422-4453](tel:1-800-422-4453)) or text 1-800-422-4453
- [National Sexual Assault Hotline](#): [1-800-656-HOPE](tel:1-800-656-HOPE) (4673) or [Online Chat](#)

LGBTQ+

- [Trans Lifeline](#): [1-877-565-8860](tel:1-877-565-8860) (para español presiona el 2)
- The Trevor Project's [Trevor Lifeline](#): [1-866-488-7386](tel:1-866-488-7386)

Older Adults

- [The Eldercare Locator](#): 1-800-677-1116 – [TTY Instructions](#)
- Alzheimer's Association Helpline: [1-800-272-3900](tel:1-800-272-3900) (para español persona el 2)

Your EAP Representative listed below can help you if you are experiencing a mental health or substance use issue. Contact them for a free and confidential consultation.

Finding Treatment

[FindTreatment.gov](https://www.findtreatment.gov)

Find a provider treating substance use disorders, addiction, and mental illness.

[American Psychiatric Association Foundation](#)

Find a Psychiatrist

[American Academy of Child and Adolescent Psychiatry](#)

Child and Adolescent Psychiatrist Finder

[American Psychological Association](#)

Find a Psychologist

National Drug and Alcohol Facts [\(CDC\)](#)

- Alcohol is the most commonly used substance among young people in the U.S.
- Underage drinking is a significant public health problem in the U.S. Excessive drinking is responsible for more than 3,900 deaths and 225,000 years of potential life lost among people under age 21 each year.
- In 2020, nearly 75% of overdose deaths in the United States involved opioids, and most of these deaths specifically involved synthetic opioids such as Illicitly manufactured fentanyl (IMF).
- One in 7 Americans reports experiencing a substance use disorder.

Benefits and you:

Reporting a Death

When a team member dies, American Airlines Benefits Service Center offers support and assistance for surviving family members. A representative from the team member's department should contact American Airlines Benefits Service Center immediately when they learn about the death.

American Airlines Benefits Service Center will then contact the family in writing within 10 days with important information regarding Survivor benefits and privileges. They will continue to monitor the situation to ensure all benefits are processed and issues resolved.

Please complete the following steps to ensure immediate support and assistance to grieving family members:

Step 1 – Company Notification

Please contact Survivor Support to report the death. Survivor Support can be reached through American Airlines Benefits Service Center 1-888-860-6178.

Step 2 – Emergency Transportation (A9)

Active team members and team members on a leave of absence (LOA) must contact their management team to verify if they qualify for travel and for assistance booking their flights. Please refer to the [Emergency/bereavement travel](#) document in Jetnet for a list of family members eligible for A9/emergency travel.

Please note: Interline emergency travel may be requested for the deceased team member's spouse and dependent children only. This will be at the discretion of the other airline.

Step 3 – Shipment of Remains

The company provides confirmed space for the shipment of a team member's or eligible family member's remains between cities on the American system. At this time, American Eagle is unable to accommodate the shipment of remains.

- Contact the appropriate surviving family member to obtain the names of both the shipping and receiving mortuaries
- Contact AA Cargo at (800) 228-7878 and provide the agent with the following information:
 - Identify the shipment as the remains of a team member and provide the team member number and cost center. The names and addresses of both the shipping and receiving mortuaries are required
 - Notify the shipping mortuary that transportation has been arranged on a nocharge basis, and request that they enter the team member number and cost center on the airbill. The team member number will be used as the airbill number on domestic shipments, the actual airbill number will be used. However, the team member number and cost center are also required on the airbill.
 - Any additional charges will be the responsibility of the next-of-kin or estate. The company is unable to secure courtesy shipment of remains on other airlines.

Step 4 – Final Salary Payment

Please process a removal in Employee Central. For assistance you may contact Payroll at 918 or ICS 254-3433.

Before final wages can be released payroll must have a completed and notarized payroll affidavit. This form will be sent to the survivor by Survivor Support. Final Wages will be sent directly to the person designated as legal payee.

Step 5 – Funeral Arrangements

When appropriate, please notify local team members of funeral home visiting hours and/or funeral details. Ensure that appropriate respects are paid in the form of company representation at the funeral home and attendance at the funeral service. If the family would like information regarding a funeral assignment (MetLife paying the funeral home directly), the following items will be needed: itemized bill, assignment form provided by funeral home and certified death certificate. If they still have questions, please have the family contact Survivor Support directly at 1-888-860-6178.

Funeral Expenses for fatalities that may be job related

Reasonable funeral expenses for covered occupational fatalities are often greater than the statutory amount payable by SRS. In some states, the funeral benefits payable by SRS can be delayed by several weeks due to statutory requirements. American's Workers' Compensation Department has established an occupational death funeral fund to address these inherent deficits in the state mandated workers' compensation systems.

This fund is designed to immediately compensate a surviving family for the entire cost of reasonable burial benefits if the fatal injury is most likely to be considered as compensable. The Workers' Compensation Department must make the determination of "likely compensability". SRS will reimburse the fund with the statutory funeral benefit; the balance of the funeral benefit paid to the family will be transfer priced to the operational department by the Workers' Compensation Department.

For more information you may contact your adjustor or the Workers' Compensation help desk at 817-963-5944.

Step 6 – Flowers / Remembrance

A Manager may send flowers on behalf of the Company, or reimburse up to \$100.00 for flowers or a donation in memory of the deceased in lieu of flowers to a charitable, medical research or religious organization upon the death of a Team Member or a Team Member's spouse/domestic partner, child, step-child, parent or step parent.

591 CONTACT INFO:

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