



Employee Assistance Program (EAP)/ Work-Life Services

Counseling Services

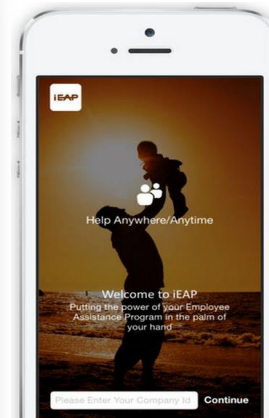
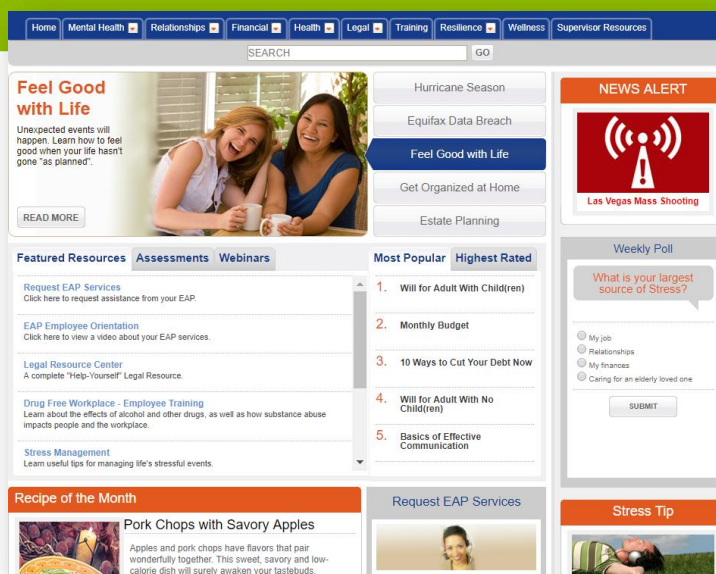
- Includes 3 sessions per issue, per family member, for face-to-face assessment, short-term counseling, referral and follow-up for alcohol and drug problems, work related difficulties, marriage and family issues, emotional and psychological problems, and other personal concerns that may affect employee well-being and job performance.
- Counseling offices located conveniently to your employees.
- 24 hours per day, 7 days per week, toll-free telephone access to mental health professionals. Participants may also securely request all services from our website.
- Multilingual interpreter services available in 140 languages.
- Case management that includes coordinating referrals to resources beyond the EAP, when needed.

Work-Life Services

- Legal consultation provided by attorneys. Simple Wills prepared at no cost. Twenty-four-hour emergency services, consultation with a mediator, consultation with fraud/Id theft specialist, also included. Tax preparation provided with a 25% discount. A 25% discount off the mediator, attorney fees for services rendered beyond the EAP.
- Financial consultation regarding debt matters, investment options, money management, tax preparation and consultation and retirement planning. Financial personnel services are discounted at 25% as are CPA tax preparation fees.
- Prenatal program assists as the process of pregnancy begins with information on such things as: childbirth methods, choosing a pediatrician, feeding your baby, health issues that may affect pregnancy, traveling, information for fathers and grandparents, preparing older siblings.
- Child care information and referrals for all types of child care as well as camps and schools.
- Elder care services to assess elder care needs, locate resources and arrange referrals.
- Adoption specialists share information, organize and arrange referrals for all stages of this process.
- Academic resources including customized profiles of kindergarten through graduate level schools. College planning guidebooks are available. Referrals to tutors are also available.
- Pet care services that offer referrals to breeders, groomers, walkers, sitters, kennels, vets, and pet publications.
- Life Event services provides resources needed during major changes in life such as birth, death, marriage, divorce, natural disasters, end of life services.

- Special needs services and referrals to assess employee needs, educate about options and make referrals to community resources for such things as: ADHD, amputees, vision issues, cancer, developmental disabilities, Downs Syndrome, Epilepsy/Seizure Disorder, hearing problems, heart disease, HIV/AIDS, language disorders, mental retardation, neurological impairments, Parkinson's, burn victims and physical disabilities
- Concierge/Convenience Services including research and referrals such as home improvement resources, cleaning services, travel information, wellness providers, relocation resources.
- Includes self-assessments and interactive tools, informative videos, expert information and access to a wide range of resources related to topics such as health and wellness, balanced living, mental health, financial, legal and more.
- Monthly Webinars: each month, an hour-long, webinar is hosted by a Subject Matter Expert (leaders in their respective industries) with an interactive question and answer session at the end. These webinars are aimed at helping participants build resiliency, communicate more effectively, become better masters of personal finance, and to learn more about achieving greater balance in our busy lives. Participants can preregister for the trainings through the website and access archived webinars.
- Over 35 interactive training courses on such topics as supervision, leadership, communications, human resources, team building, and business management, staying positive and personal growth are also offered. Depression and Substance Abuse Screenings. Participants can confidentially take an easy to use depression or substance abuse screening and seamlessly request a follow-up call from an EAP Counselor.

MOBILE APP: provides 24/7 access to tip sheets, resources and information as well as the ability to instantly connect with the EAP for assistance or to request services. The app is available at no cost through the App Store and Google Play Store.



Management and Organizational Services

- Monitoring of progress in EAP and all treatment for up to two years, when an employee is referred by management for job/substance abuse problems, by maintaining contact with the employee, treatment providers, and the employer, if appropriate.
- Unlimited consultation regarding organizational issues, including sexual harassment, drug-free workplace, downsizing, conflict resolution, and workplace violence.
- Crisis management to assist with emergencies in the workplace.
- Critical incident stress debriefings conducted on-site for traumatic incidents. Up to 2 hours per year included.

Program Promotion

- Electronic Promotional materials including: EAP brochures; Wallet cards; Quarterly e-mail newsletters (Healthy Exchange), Monthly e-mail flyers (Balanced Living); Monthly e-mail newsletter for supervisors (Frontline Supervisor)

Training & Education

- An Internet-based employee orientation, supervisory training and drug-free workplace trainings are provided in addition to the trainings and monthly live webinars described under the Online Services section above.
- Up to 2 hours available per year for onsite training and seminars. A complete training catalogue is available upon request.
- Onsite seminar topics include employee orientation, supervisor training, stress management, team building, coping with change, working with difficult people, balancing work and personal life, maintaining a positive attitude, drug-free work place, and much more.

Quality Management

- Dedicated Account Manager who is a Masters level clinician with a minimum of 5 years of experience.
- Continuous quality improvement program evaluates all components of services.
- Quarterly utilization and quality management reports that measure return on investment.

Different Solutions for Different Lives. Because we're HUMAN.

Contact us to learn more

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WE PUT THE HUMAN IN HR™