**Your Employee Assistance Program**

**Face-to-Face Access**

<table>
<thead>
<tr>
<th>Participant Services</th>
<th>24/7 Access - Phones always Live-Answered</th>
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<tbody>
<tr>
<td></td>
<td>Confidential &amp; Voluntary</td>
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<tr>
<td></td>
<td>Provider Referrals to in-network Providers</td>
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<td></td>
<td>1-3 Face-to-Face Sessions per issue</td>
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<td>Telephonic Consultation</td>
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<td>Available to employees &amp; ALL household members</td>
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<td></td>
<td>Crisis Intervention Services</td>
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<td></td>
<td>Community Resources</td>
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<td>Work/Life Balance Resources</td>
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<td>On-Line Work/Life/Wellness Solution Centers</td>
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<td>Emotional Well-Being Online Assessment Tools, FAQs, Article Library, Online Access &amp; eSupport Professional Instant Online Chat Support</td>
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**Telephonic Services**

- **Child Care**
  - Day care centers, family child care homes, in home care, baby-sitting agencies, nanny agencies and options, au pair agencies and options, preschools/ nursery schools, before and after school programs
- **Elder Care**
  - Home health agencies, nursing homes, assisted living facilities, continuing care retirement communities, social & recreational programs, long distance care-giving, backup care, respite care
- **Prenatal Care**
  - Birthing methods, nutrition, exercise, and diet, child care pre-planning, breastfeeding and formula feeding
- **Parenting**
  - Child development, sibling rivalry, separation anxiety, sleep and bedtime routines, toilet training, child safety, discipline
- **Summer Care**
  - Residential camps, day camps, traditional camp programs, specialized camp programs
- **Special Needs**
  - Common childhood illnesses, children with multiple disabilities, developmental delays, mentally challenged/ill
- **At-Risk/High-Risk Adolescents**
  - Transitional living programs, day & residential treatment facilities, positive after-school alternatives, mentoring programs
- **Pet Care**
  - Veterinarians, insurance, pet-sitting resources, obedience training, pet store, pet supply catalogs
- **Adoption**
  - State adoption specialists, adoption support groups, private adoption, national adoption organizations
- **Education**
  - Kindergarten programs, public schools, undergraduate & graduate programs
- **Legal**
  - 30 minute free consultation, 25% discount on usual fees, referrals to local providers, coverage for most legal issues
- **Budget & Credit**
  - Spending habits, budgeting strategies, managing credit, debt management, debt consolidation
- **Financial Services**
  - 30 minute free consultation, 25% discount on usual fees, referrals to local providers, and more
- **Concierge**
  - Home management, recreation & leisure, event planning, travel services, automotive/transportation, personal needs, gifts & shopping

**Online Services**

- **Family & Caregiving**
  - Adoption, Child Care, Parenting, Senior Care, Education, Pet Care
- **Health & Wellness**
  - Live Healthy, Health & Aging, Common Health Concerns
- **Daily Living**
  - Consumer Information, Travel & Recreation, Finances, Legal Issues
- **Working Smarter**
  - Teambuilding, Career Transition & Growth, Supervisory Issues, Diversity, Productivity, Recognition
- **Relocation Center**
  - Climate, Crime Rates, Education Levels, Income, Housing Prices, Marital Status, Types of Homes, School Listings, Hospitals, Places of Worship
- **Savings Center**
  - Everyday Discounts, In-store Shopping Events, Savings on Local Shops & Restaurants, Seasonal Shopping Guides & Promotions
- **Educational Materials**
  - Personal Assessments and Interactive Tools
- **Assisted Search - Live**
- **Self-Search Provider Locators**
- **Web Seminars**
- **Skillbuilders**

**Referrals & Fulfillment**

- Up to 5 Qualified Referrals where available; if additional needed consumer calls back
- Life Events Turnaround Time: 12 business hours; emergency is 6 business hours
- Enhanced Online & Print Fulfillment Materials