

PLAN HIGHLIGHTS

...Is designed to help you maximize your health and effectiveness at home and at work

You receive confidential, personal support for a wide range of issues — from everyday concerns to more serious issues.

...Offers Services at No Cost to You

Consultations with program counselors are provided free of charge, and you may have up to five sessions per personal problem or concern per year. Anyone who lives in your household is also eligible to use EAP services.

...Is Available 24 Hours a Day, 7 Days a Week

In an emergency, you can call anytime, day or night, on any day of the week. Otherwise, counselors are available for appointments during normal business hours.

...Ensures Complete Confidentiality

Your discussions with counselors are strictly confidential. No information about you or your dependents will be released unless you give written permission, or unless required by law.

WHAT THE EMPLOYEE ASSISTANCE PROGRAM COVERS

The Employee Assistance Program provides confidential, professional assessment, referral and counseling services on a one-on-one basis.

The Employee Assistance Program can identify resources that will help you and your eligible dependents manage life's changes and challenges. The Employee Assistance Program can assist with a wide range of positive and difficult events, including (but not limited to):

- Life Events
 - Becoming a new parent or adopting a child
 - Dealing with grief and loss
 - Handling the changes associated with marriage, separation or divorce
 - Getting ready to move
 - Preparing for your or a family member's retirement.
- Family issues
 - Finding appropriate day care or elder care
 - Helping your child with selecting and paying for college
 - Dealing with pet issues
 - Becoming a grandparent.

- Health and wellness
 - Coping with chronic or serious illness
 - Handling stress and finding ways to relax
 - Dealing with drug or alcohol problems
 - Managing anxiety, depression or other emotional issues.
- Career and work
 - Developing your career path
 - Managing your time and work-life balance
 - Handling co-worker dynamics
 - Becoming a better manager or team member.
- Legal and Financial Services
 - Dealing with a variety of issues including domestic issues, wills and estate planning, using a budget and planning for the future.

HOW THE EMPLOYEE ASSISTANCE PROGRAM WORKS

Through **the Employee Assistance Program**, you have access to:

- Telephone assessments
- Referrals for face-to-face assessments
- Counseling sessions (up to five sessions per personal problem).

On the initial call to **the Employee Assistance Program**, you and the counselor will discuss your concerns and decide on the appropriate course of action together. You may decide no additional services are needed, or you may choose to meet with a program counselor (for a maximum of five sessions per personal problem). If necessary, the Employee Assistance Program can also help you identify specialized services.

If you decide to meet face-to-face, you will be offered an appointment with a program counselor within five days. In an emergency, a counselor will be available to meet with you as soon as possible.

COST OF TREATMENT

Any consultation between a program counselor and you or your dependents is free of charge. If you are referred outside the program for treatment, you will be responsible for paying for the treatment. Treatment outside the program may be covered by your medical coverage.

CONTINUATION OF COVERAGE

You and your eligible dependents may continue your EAP coverage in certain cases when coverage would otherwise end. Refer to the “Administration” section for additional information.

CONFIDENTIALITY

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