

Summary of Services

Counseling Services

Up to four (4) counseling sessions are available for issues affecting employees and their dependents. Individuals may speak with a professional counselor by phone, and the EAP provides a referral to see a local counselor at no cost for issues such as:

- Alcohol or drug abuse
- Anxiety and stress
- Depression
- Grief and loss
- Parenting
- Relationships - Individual, marital, and family
- Transition and change

Legal Services

Up to 30-minute phone or in-person consultation is available to help answer basic legal questions and simplify the process of obtaining legal help. Some common legal concerns:

- Adoption
- Bankruptcy
- Child custody
- Criminal issues
- Divorce
- Estate planning/wills
- Immigration
- Mediation
- Real estate
- Tenant's rights

Financial Services

A telephonic consultation with a qualified financial consultant is available to assist with a variety of financial concerns such as:

- Bankruptcy alternatives
- Budgeting and cash flow
- Credit issues
- Education funding
- Identity theft
- Income taxes
- Mortgages
- Retirement planning

Family Caregiving Services

Confirmed referrals and information are available on a variety of family matters, including:

- CHILD CARE AND PARENTING**
 - Prenatal Care
 - Daycare/summer camps
 - Special needs services
 - College preparation
- ELDERCARE**
 - Assisted living
 - In-home care
 - Transportation services
 - Adult daycare

Convenience Services

The EAP includes complimentary referrals to convenience services to help members make the most of their money and free time.

- Car and hotel reservations
- Cleaning services
- Destination guides/tours
- Dining
- Gift recommendations
- Moving and relocation services
- Pet care services
- Repairs
- Personal shopping

Online Tools and Information

EAPHelpLink.com is an interactive web-based self-service solution. The site provides a wide array of life management tools to help members with a variety of personal and/or work related issues in a private and convenient manner.

- Research articles
- Wellness articles
- Online trainings
- Monthly Webinars
- Self-search locators for child, academic, and adult care resources
- And much more!

CONFIDENTIALITY: All discussions between you and your EAP professional are confidential. Information regarding your contact with the EAP cannot be released without your written consent, except by court order, imminent threat of harm to self or others, or in situations of abuse (such as child or elder abuse).

NO OUT-OF-POCKET COST: Your EAP is offered at no cost. Most concerns can be resolved directly with your EAP professional, but in the case that additional services are needed, your EAP professional will work with you to identify the most appropriate and affordable community resource to help meet your needs. Please note that referrals to services outside the EAP benefit may require out-of-pocket costs.

For more information about our Employee Assistance Program contact:

Phone: 800-999-1077 | Website: www.EAPHelpLink.com | Company Code: DOUGLAS