

# Getting to Know Your EAP Benefits



[www.lifessolutionseap.com](http://www.lifessolutionseap.com)



# What Services are Offered?

## Employee and Dependents

- Face to face counseling with local, licensed, certified counselors and referrals to various resources

## Supervisors

- Telephonic assistance for employers dealing with difficult employee situations

## Client Companies

- Critical Incident Debriefings, Mandatory Referral Management

# Who is Eligible?

**Three annual visits are available to:**

- ▣ ADP Resource client worksite employees
- ▣ Dependants of ADP Resource client worksite employees

**Who is a Dependant?**

- ▣ Anyone living under the roof of an ADP Resource client worksite employee or a child away at school

# When am I Eligible to Participate?

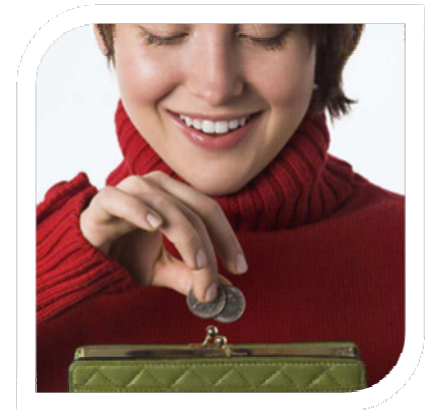
You and your dependants are **immediately** covered and may begin using your EAP benefits today!!!!



# What's the Cost?

Provided to clients/worksite employees of ADP Resource at **no additional charge**

- *No* employee premiums
- *No* patient deductibles
- *No* office visit co-payments
- *No* surprises!



# Who will Know?

Life's Solutions EAP and our local network providers:

- **Strictly** adhere to all Federal and State privacy guidelines and laws regarding mental health, alcohol and drug abuse treatment
- **No** information will be released to **anyone** without the expressed written consent of the employee or dependant



# Self Referral

- Employee or dependant makes initial contact by calling
  - Life's Solutions EAP – 1.888.231.7015
  - Since there are many clients under the umbrella of ADP, members should identify themselves as an ADP Resource employee or dependant
- EAP Case Manager will assess the type of need and if immediate crisis intervention is required
- Whenever possible, the member will be given several local network providers to choose from for local face to face counseling

# Suggested Referral

- Supervisor makes suggestion for employee to contact EAP
  - Not mandatory or condition of employment
- Supervisors are encouraged to keep a small supply of EAP wallet cards handy
- Remind employee of self & dependant coverage
- Encourage employee to seek assistance

**REFER** – don't diagnose!





# EAP vs. Progressive Discipline

- EAP **does not** replace or displace employer's Progressive Disciplinary Procedures
- EAP is designed to work **in conjunction with** normal disciplinary procedures and established standards
- **Goal** is to assist in resolving employee issues and reduce turnover!



# Mandatory Referrals to EAP

May occur for a variety of reasons

- Inappropriate:
  - Workplace behavior
  - Interactions/communications
  
- Significant violation of company policy
  - *But*, is not yet considered a terminable offense



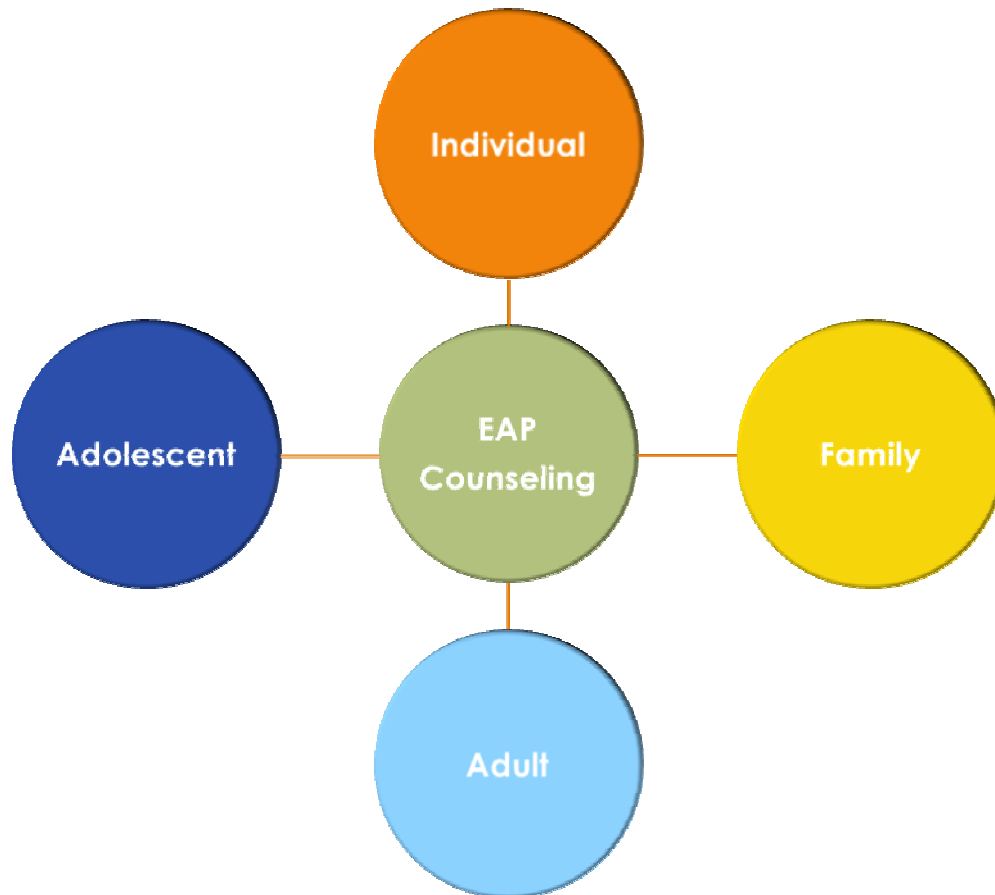
# Before a Mandatory Referral

- Supervisor should consult with HR **early** when an employee concern is recognized
- Supervisor/HR should **document** discussions and concerns
  - Per company policy
- Consult with ADP Resource HRBP as appropriate
- Review:
  - Facts of case
  - Pertinent policies and procedures
- Determine if investigation should continue, discipline, terminate, or make a Suggested or Mandatory Referral to EAP

# During a Mandatory Referral

- Obtain appropriate signatures on:
  - Mandatory Referral Agreement
  - Release of Information
  
- Call EAP to advise of Mandate and fax:
  - Agreement
  - Forms
  
- EAP cannot release **any** information to anyone not explicitly indicated on the Release
  
- Only general information is provided regarding compliance with timing, compliance with treatment recommendations and return to work status
  
- No further information is provided without additional signed releases

# Types of Counseling Available



# Legal Counseling

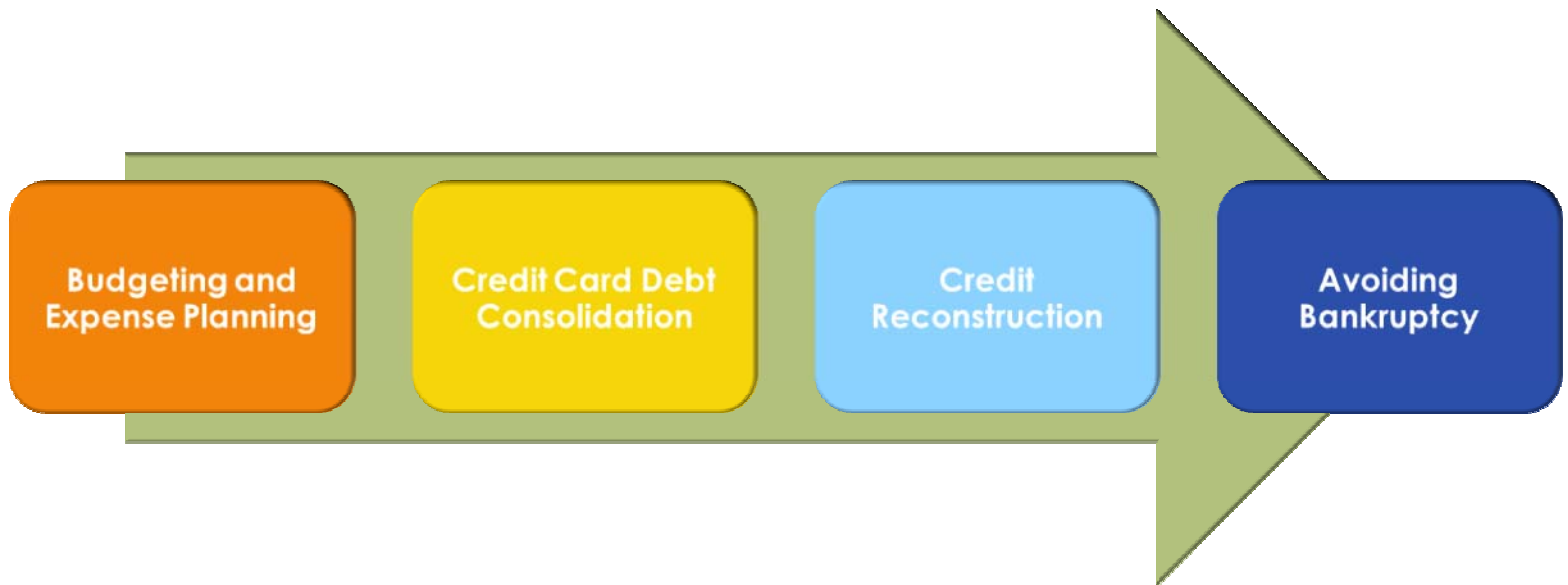
- One 30-minute, telephonic, legal consultation per calendar year for issues such as:
  - Contract Disputes
  - Property Issues
  - Probate Issues
  - Child Support Issues
  - Child Custody Matters
  - Counts as one of the three annual “visits”

**NO** Employment Related Matters!!!



# Financial Counseling

Financial Counseling **not** Financial Assistance or Financial Aide



# Locating Care Facilities

Your EAP can provide you with a list of local, **licensed** facilities as well as tips for interviewing prospective care takers

- Elder Care Facilities
- Child Day Care Facilities





# Marital and Relationship Counseling

## Pre-Marital Counseling

- Expectations and goals

## Couple's Issues

- Communication, life style, in-laws, children

## Post-Marital Counseling

- Communication, ex-in-laws, children

# Family Counseling

- Parent-Child Relationship Issues
- Sandwich Generation Issues
- Separation and Divorce Issues
- Dealing with In-Laws
- Losing a Loved One



# Other Counseling Services

- Stress
- Anxiety
- Grief
- Depression
- Attention Deficit Disorder (ADD/ADHD)
- Eating Disorders (Anorexia, Bulimia)



# Alcohol and Drug Abuse

- Alcoholism
- Prescribed Medication Abuse
- Illegal Drug Abuse
- Coping as a family member of an:
  - Alcoholic
  - Drug abuser
- On-going support groups



# “Passages”

- Provides **3 additional sessions** for ADP Resource worksite employees (not dependants) who have been laid off or terminated
- Must be used within 90 days of termination
- Provides support for dealing with the emotional aspects of job loss
- Passages is **not** a:
  - job placement
  - career counseling
  - resume writing service



# Critical Incident Stress Debriefing

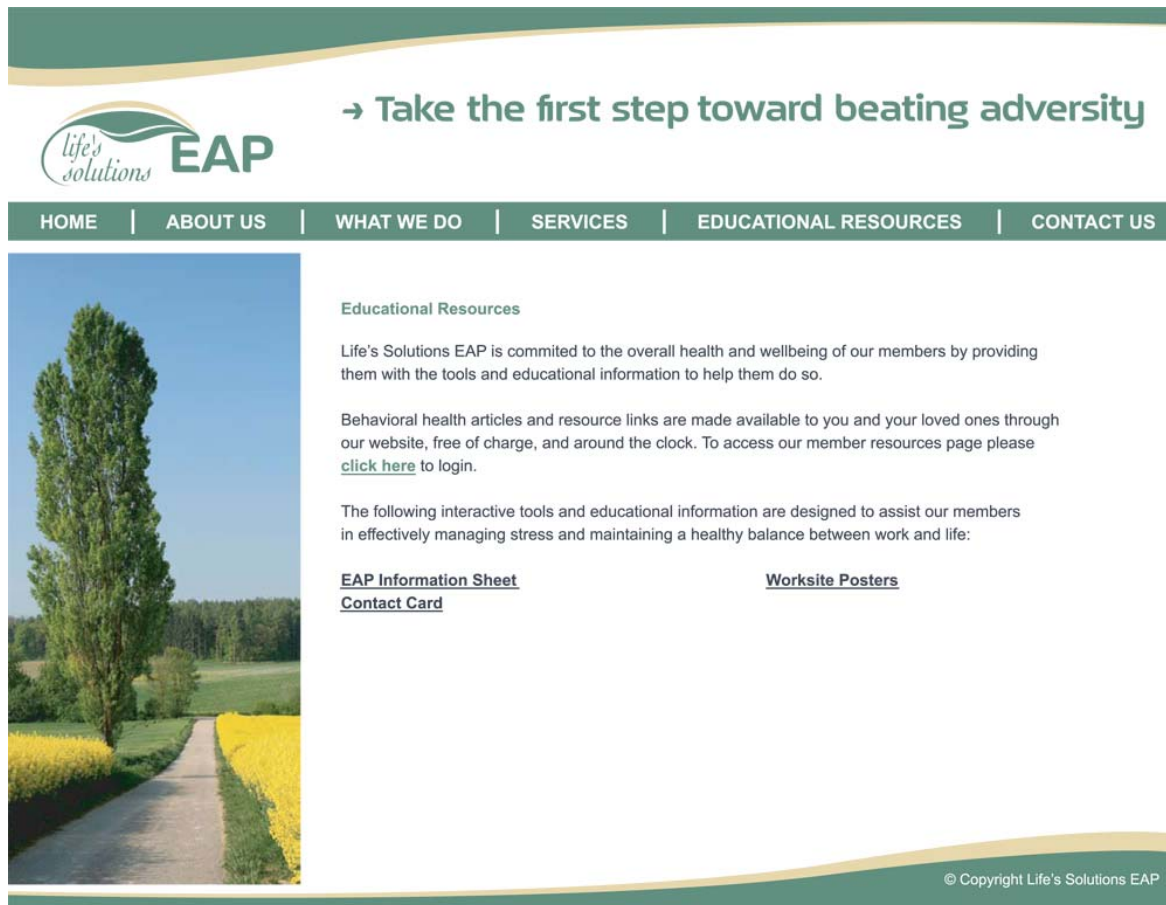
- **Definition:** Significant, traumatic, stressful event that affects entire workforce or work group
- **Examples:** Sudden, unexpected employee death, mass lay-off, plant/office closure, significant worksite injury, violence in workplace episode, etc.
- Must be scheduled through EAP
  - Need as much detail and notice as possible
- Local counselor dispatched to conduct on-site, **group** counseling session

# Additional Resources

- Please visit our website for a wide variety of information and articles at: [www.lifessolutionseap.com](http://www.lifessolutionseap.com)
- Individual **EAP wallet cards**
- Tri-fold **EAP brochures**
- 2 different **EAP worksite posters**
- **Quarterly Flyers** available
  - Electronically or in hard copy
  - English and Spanish




# Life's Solutions EAP Website



The screenshot shows the homepage of the Life's Solutions EAP website. At the top left is the logo, which consists of a stylized green leaf above the text "life's solutions" in a script font, followed by "EAP" in a bold, sans-serif font. To the right of the logo is a green arrow pointing right, followed by the text "Take the first step toward beating adversity" in a bold, green, sans-serif font. Below the logo and headline is a dark green navigation bar with white text and vertical dividers. The navigation items are: HOME, ABOUT US, WHAT WE DO, SERVICES, EDUCATIONAL RESOURCES, and CONTACT US. On the left side of the main content area is a vertical image of a tall, thin tree in a field of yellow flowers. To the right of the image is the "Educational Resources" section. This section has a heading "Educational Resources" and a paragraph stating that Life's Solutions EAP is committed to the overall health and wellbeing of its members by providing tools and educational information. It also mentions that behavioral health articles and resource links are available for free, around the clock, and that members can login by clicking a link. Below this paragraph is another paragraph stating that interactive tools and educational information are designed to assist members in managing stress and maintaining a healthy balance between work and life. At the bottom of this section are two underlined links: "EAP Information Sheet Contact Card" and "Worksite Posters". At the bottom right of the page is a copyright notice: "© Copyright Life's Solutions EAP".

**life's solutions EAP** → Take the first step toward beating adversity

HOME | ABOUT US | WHAT WE DO | SERVICES | EDUCATIONAL RESOURCES | CONTACT US



### Educational Resources

Life's Solutions EAP is committed to the overall health and wellbeing of our members by providing them with the tools and educational information to help them do so.

Behavioral health articles and resource links are made available to you and your loved ones through our website, free of charge, and around the clock. To access our member resources page please [click here](#) to login.

The following interactive tools and educational information are designed to assist our members in effectively managing stress and maintaining a healthy balance between work and life:

[EAP Information Sheet Contact Card](#)                      [Worksite Posters](#)

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# Life's Solutions EAP Website



The screenshot displays the Life's Solutions EAP website interface. At the top left is the logo with the text "life's solutions EAP". Below it is a "Select Topic" dropdown menu and a search bar with a "Search!" button. A navigation menu includes "Home", "About Us", "Services", "Topics", "News", and "Contact Us".

**FEATURED TOPICS**

- Abuse.** Abuse occurs when people mistreat or misuse other people, showing no concern for their integrity or innate worth as individuals, and in a manner that degrades their well being. [More...](#)
- Addictions: Alcohol and Substance Abuse.** People who become addicted to alcohol/drugs are gradually introduced and desensitized to them over a period of time. [More...](#)
- ADHD: Attention Deficit Hyperactivity Disorder.** This topic center provides a detailed description of Attention Deficit Hyperactivity Disorder (ADHD), its causes, symptoms and treatments. ADHD is a neurological disorder that develops during childhood and can persist into adulthood. [More...](#)
- Adoption.** Adoption is the legal act of permanently placing a child with a parent or parents other than the birth parents. [More...](#)
- Aging & Geriatrics.** This topic center provides information about disease prevention and health promotion activities which can help you prevent, delay, or manage problems associated with aging. [More...](#)
- Alzheimers Disease and other Cognitive Disorders.** This topic center provides information on Alzheimer's Dementia, other forms of dementia, traumatic brain injuries, and other cognitive disorders such as Delirium. all of

[View All Topic Centers](#)

**LATEST NEWS**

- Family Physicians Still Provide Many Well-Child Visits**  
Although provision of prenatal visits by family physicians has decreased by an estimated 50 percent in recent years, family physicians continue to provide a substantial proportion of well-child examinations during the first two years of life, according to a study published in the May/June issue of the *Annals of Family Medicine*. Another study published in the same journal found that urban parents are mostly receptive to a pilot intervention aimed at reducing obesity in preschoolers. [More...](#)
- Women Often Miss Signs of Stroke**  
Many don't know the facts and don't recognize the symptoms, U.S. survey reveals. [More...](#)
- Some Women Lack Strong Feelings About Motherhood**  
Nearly one-quarter of those surveyed were 'OK either way.' [More...](#)
- Overtime Boosts Heart Attack Risk**  
Work stress may take a toll on your heart, researchers say. [More...](#)

[All Current News](#) [RSS](#)

**FEATURED ARTICLES**

- Introduction to Stress Reduction**  
When we experience stress, our mind gets revved up, our attention gets focused on the problem to be solved, and our body gets energized. [More...](#)
- Conflict Management and Resolution**  
Misunderstandings and the tensions that result are inevitable. However, if they occur in the workplace and go unresolved they often result in stress, hostility and wasted resources. [More...](#)
- Finding Work-Life Balance**  
Today, many companies recognize that by helping employees to manage the necessary stresses they experience at home, they make the most of their employees' time available to the company while they are at work. Companies act on this knowledge by providing reasonable benefits and accommodations so as to support this understanding. [More...](#)
- Generational Differences in the Workplace for Employees**  
For the very first time in American history, we now have four generations in the workforce at the same time. While this provides a wide range of talent, knowledge and experience, it can also lead to many conflicts between employees and supervisors from different generations. [More...](#)

**QUICK LINKS**

- [Resource Center](#)
- [About Us](#)
- [Services](#)
- [Contact Us](#)
- [Life's Solutions EAP](#)

**PRINT MATERIAL**

- [Health & Wellbeing Brochure](#)
- [Contact Card](#)
- [Take the First Step - Worksite Poster 1](#)
- [Feel Good - Worksite Poster 2](#)
- [1st Qtr. EAP Flyer](#)
- [2nd Qtr. EAP Flyer](#)
- [3rd Qtr. EAP Flyer](#)

**PROFESSIONAL RESOURCES**

- [Symptoms](#)
- [Glossaries](#)
- [Tests & Questionnaires](#)
- [Helpful Telephone Numbers](#)
- [Self-Help Groups](#)
- [Community Links](#)
- [Medication Information](#)
- [Find A Therapist](#)
- [Advice Columns](#)
- [Event Calendar](#)

**Life's Solutions EAP**  
10200 Sunset Drive  
Miami, FL 33173  
[Powered by CenterSite.net](#)

# Help is Just a Phone Call Away!

Life's Solutions EAP Toll Free Number: 1.888.231.7015

- ▣ Members are encouraged to call during normal business hours for **non-emergency** matters
- ▣ Normal business hours are:
  - ▣ Monday through Friday
  - ▣ 8:30 am – 9:00 pm, Eastern Time (excluding holidays)
- ▣ 24 hour a day – 7 days a week – 365 days a year, telephonic assistance is available for all **emergency** situations

If there is a life-threatening emergency, **please call 911!!!**

# THANK YOU!

Life's Solutions EAP

Tel: 888.231.7015

[www.lifessolutionseap.com](http://www.lifessolutionseap.com)

