



EFR WORKPLACE SERVICES

# Employee Assistance Program (EAP) Employee Service Summary

## Telephone Consultation

Immediate telephone access to a counselor 24/7/365 for consultation, supportive counseling or crisis response.

## In-Person Appointments

Up to three (3) sessions per year, per separate issue for assessment, short-term counseling and referrals to additional resources, as needed. Sessions are provided by licensed masters and doctoral level counselors at locations near the homes and workplace of employees.

## Life Coaching

Up to eight (8) weeks of telephone and web-based coaching in which a Life Coach assists an individual in establishing and accomplishing specific behavioral goals. The service includes telephone and web based interaction with the Coach, access to articles assigned by the Coach, and the opportunity to record thoughts and experiences in a personal web journal.

## Legal Services

A free 30 minute telephone or in-person consultation with an attorney for a wide range of legal concerns (excluding employment related issues). If ongoing representation is needed, this service is provided at a 25% reduction off the network attorney's usual rates.

## Financial Consultation

A free 30 minute telephone consultation with a financial professional on issues including budgeting, credit reports, tax questions, financial planning and more. Referrals to local resources are provided when ongoing services are requested.

## Eldercare Resources

Assistance to those who are concerned about and/or caring for an aging parent or other family member. The EAP provides a telephone assessment of needs and provides the individual with resources available in their area to meet those needs. Needs range from in-home care to locating an available nursing facility.

## RealLife Solutions Employee Newsletter

Monthly newsletter containing articles covering topics ranging from job issues and wellness to relationship issues and emotional struggles. The articles are designed to help employees respond to the relevant issues impacting work/life balance in today's world.

## Achieve Solutions® Web Resource

Award winning wellness and behavior health web resource available through the EAP website at [www.efr.org/eap](http://www.efr.org/eap). The website includes articles, news stories, quizzes and other tools on depression, anxiety, stress, substance abuse, relationships, legal & financial issues, work/life balance, management tools, and more.

## My Guide

Access to our newest on-line product that provides holistic life and non-financial pre-retirement planning services to employees. By becoming a member, access will be granted to continually expanding resources on the website including articles, assessments, workbooks, webinars, calculators and expert research. Visit [www.efr.org](http://www.efr.org) to learn more and become a member.