

Balancing the demands of work and home life requires creativity and stamina. In addition to the expectations at work, many of us face personal demands – caring for children or aging parents, social obligations, family and emotional difficulties, health and financial worries. Knowing where to turn for help is an important step in dealing with such concerns. Following are the most frequently asked questions about using your EAP benefit.

What is an Employee Assistance Program (EAP)?

An Employee Assistance Program is a benefit set up by your employer to provide you with assistance in dealing with those personal concerns that may affect your work or home life. Employee talent and productivity are an organization's greatest assets. Your health, both physical and emotional, is essential to your personal success and to your organization.

The EAP provides confidential, professional assistance to you and your family for a wide range of personal concerns. This benefit is provided at no cost to you and your family.



Who is covered under the EAP?

You and your dependent family members are covered. Should you have a question about eligibility for services, call Personal Assistance Services (PAS) at (800) 356-0845, email your question to pasadmin@paseap.com or contact your Human Resources representative.

Who provides our EAP services?

Your employer has retained Personal Assistance Services (PAS) to provide your EAP services. PAS is an independent provider of professional life management services and is not affiliated with your employer.

If I use the EAP, will it be confidential?

Yes! The EAP is confidential and your employer does not have access to EAP records.

The EAP will not disclose to any party any information about your participation in the EAP unless you give your specific, written consent to do so (except as required by law).



What should I expect when I call the EAP for help?

A trained consultant will listen to your concerns, answer any questions you have about your EAP benefit and arrange appropriate EAP services for you. Depending on your situation, life management, phone coaching and/or in-person counseling services are available.

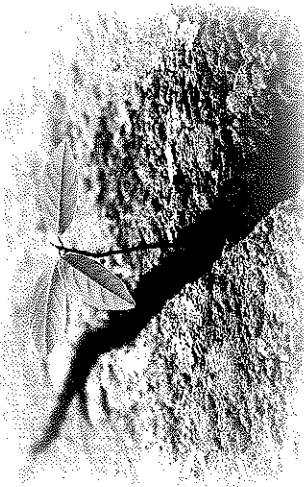
What should I expect when I meet with an EAP consultant in-person or by phone?

Our staff includes licensed mental health professionals; registered dietitians; attorneys; certified financial planners; specialists in child and eldercare services, parenting, education planning, organization and time management; health coaches and trained crisis workers. They will help you sort out problem areas and develop action plans.

What will EAP services cost?

Your EAP is a pre-paid benefit provided by your employer. There will be no charge for any service covered under your EAP benefit. If you live in California, EAP sessions are limited to no more than 3 sessions every 6 months.

Should your consultant recommend a referral to a specialist or longer-term care provider, the referral is made to quality providers with your best interests in mind. PAS receives no reimbursement from the outside specialist for making the referral. Your consultant may recommend self-help groups or providers that have sliding scale fees. If the provider charges a fee, the costs may be covered under your medical benefit plan. However, it is your financial responsibility to pay for services provided outside of your EAP benefit.



Where will my EAP appointments take place?

Day, evening, and weekend appointments are available for in-person counseling. You will have an opportunity to choose from a variety of office locations away from the workplace. Appointments will be scheduled in a way to avoid meeting another employee from your organization. You also have the option of scheduling telephone appointments if that is more convenient for you.



For confidential assistance, call
(800) 356-0845

Visit PAS online at
www.paseap.com

Life Management Services

PAS provides the professional assistance and resources you need to resolve a wide range of work/life concerns.

Telephonic Coaching - Professionally trained coaches will help you sort through life's challenges, review options, and find appropriate resources.

In-Person Counseling - Individual or family counseling for stress, relationships, or other personal concerns.

Getting Organized - Professional organizers provide tips on how to organize your home or office to smooth work flow processes, save time and simplify life.

Financial Consultation - Independent financial consultants provide guidance on a wide variety of money matters.

Identity Theft - Information about how to prevent identity theft and recovery information for those who have been victimized.



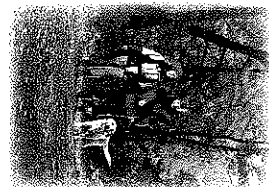
Legal Consultation - Access to attorneys for consultation and general information regarding non-work related legal concerns. This service includes a 25% discount on legal representation and document preparation.

Will Consultation - Document preparation templates and consultation for preparation of a simple personal will and/or advanced medical directive (living will).

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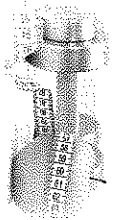
Education Planning Services - Assistance with choosing and financing college, technical school, and continuing education.

Child Care Consultation - Assistance in locating and choosing quality child care providers and resources.



Parenting Consultation - Guidance for parents whose concerns may include speech and language, physical, social, and emotional development for children from birth through adolescence.

Elder Care Management - Assistance with planning, coordinating and finding payment options for the care of aging loved ones.



Weight and Nutrition Consultation - Weight and nutrition consultants help you to develop a customized plan for your unique goal.

Health Coaching - Certified health coaches provide personalized guidance when you or a loved one has a health concern or you are working to achieve a wellness goal.

Tobacco Cessation - Consultation, education, and ongoing support of efforts to quit tobacco use.

Retirement Consultation - Guidance in planning and reviewing the non-financial aspects of retirement.



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Personal Assistance Services

Employee Assistance Program (EAP)

Children and Family Matters
Relationship Issues
Mind and Body Health & Wellness
Household Management
Legal & Financial Concerns
Child Care Consultation & Referral
Elder Care Planning & Management
Life Balance
Education Planning
Job and Career Matters

What types of problems can the EAP help me resolve?

The EAP is an excellent resource to find help for personal, family and work/life balance concerns. Some of the areas covered by the EAP include:

- Marital/relationship concerns
- Parenting challenges
- Financial planning
- Budget/debt problems
- Identity theft
- Job stress
- Legal concerns
- Child care resources and referral
- Education and college planning
- Elder care planning and management
- Emotional health and wellness
- Substance abuse
- Tobacco cessation
- Healthy eating and exercise
- Household management
- Career planning
- Organization and time management

Employee Assistance Program



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Online Resources

www.paseap.com

LifeTools Resource Center

Click on the **Life Tools** button to browse through a vast collection of well organized information:

- Articles, tip sheets, calculators, and checklists on various work and life-event topics, links to best-of-the-web resources, podcasts, webinars and much more!
- Featured information centers for depression, anxiety, stress management, family/relationships and many more topics
- Quizzes and interactive assessments
- Resources locator tool for child, elder care, pet services, volunteer opportunities, and consumer services
- SpendLess online discount center

PAS Resource Library

Click on the **PAS Resource Center** button for a searchable database of useful information

- Suggested reading
- Mobile app library
- Worksheets to organize your life
- Links to reputable online resources

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