



## Employee Assistance Program

Golden Gate Bridge District

September 5, 2019

# Empowering you and your family

---

## Contact your EAP

Call us any time:

1-800-788-5614

Visit [liveandworkwell.com](http://liveandworkwell.com)

Access code: 00155

Your Employee Assistance Program offers support for:

- Overcoming challenges at home or at work
- Navigating life's changes
- Reaching your goals and living your best life

Confidential EAP support is available:

- At no cost to you
- By phone, online and face-to-face
- 24/7 by phone and online

# Get help for almost any issue

---

- Adult/elder support services
- Alcohol and drug misuse, including co-dependency
- Anxiety, sadness, depression, grief and loss
- Child and parenting support services
- Chronic condition support services
- Convenience services
- Family and parenting issues, relationship problems
- Financial consultation
- Legal consultation
- Life changes and personal crises
- Life learning educational support services
- Mediation services
- Stress related to work or personal issues

Your EAP is here to help you manage life's changes, in good times and during times of challenge. Call us, whether you're struggling with grief, starting a new job, or just need to sort through your feelings.

# Rest assured: It's confidential.

---

We will never share personal records with your employer or anyone else without your permission.

All services are confidential in accordance with federal and state laws.

## Exceptions:

- When required by law, such as by court order
- When law requires suspected child or elder abuse be reported to the proper authorities
- If a member makes a threat of serious physical harm to any identified victim (requires an effort to warn the victim and possible notification to the authorities)
- If there is a concern about a member harming himself or herself
- Medical emergencies
- When a member is gravely disabled to the point of threatening well-being
- When a member gives written consent

# Consultation

---

## Solution-focused consultation with an EAP specialist:

- Get expert guidance on managing almost any challenge affecting your well-being
- Specialists listen and help identify issues, barriers, and ways to overcome them
- No appointment necessary
- Available 24/7 by phone
- Explore other employer-sponsored benefits available to you
- Guide to online tools and resources on [liveandworkwell.com](https://www.liveandworkwell.com)

Our specialists can help immediately with issues in your family, relationships and workplace, or if you are dealing with grief or loss. Licensed mental health professionals are also available by phone right away.



# What to expect when you call

---

- An EAP specialist with a master's degree in a mental health profession will answer your call.
- You can explain why you are calling. The specialist will ask questions, too.
- You and the specialist will discuss your options and where and how you can find support.
- The specialist may send you information by email or help you find reliable information and resources on [liveandworkwell.com](http://liveandworkwell.com).
- The specialist can also help you find a clinician for face-to-face counseling.

- Take as much time as you need.
- Someone is available to talk any time, day or night.
- Your conversation is confidential.
- There is no charge to you.
- You can call back any time.



# Positive results

---

Those who use EAP services are glad they did.

**96%**

are satisfied and would use our services again<sup>1</sup>

**90%**

felt more hopeful<sup>1</sup>

**97%**

thought staff was helpful<sup>1</sup>



# Legal services

## Access to licensed state-specific attorneys

- One 30-minute telephonic or in-person consultation per issue per year at no cost to you\*
- Ongoing representation by an attorney at a 25% discounted rate



- Consumer issues
- Criminal matters
- Deeds
- Document preparation
- IRS matters
- Living wills
- Power of attorney
- Probate
- Real estate services
- Separation and divorce
- State-specific will
- Traffic matters
- Trusts

\*Some exceptions apply. Cannot be used for a second opinion or for issues with an employer, health insurer or health care provider.



# Mediation services

---

## Access to professional mediators

- One 30-minute telephonic or in-person consultation per issue per year at no cost to you
- Ongoing representation by a mediator at a 25% discounted rate



- Child custody
- Collections
- Consumer disputes
- Contractual disputes
- Estate settlement
- Family disputes
- Landlord/tenant disputes
- Real estate
- Separation and divorce
- Small-claims matters

# Financial services

---

## Access to credentialed financial professionals

One telephonic consultation (30 to 60 minutes in length) per issue per year



- Bankruptcy
- Budget management
- College funding
- Debt reduction
- Estate planning
- Investment plans
- IRAs
- Retirement planning
- Taxes
- Wage garnishment

# WorkLife Services

---

Child and Parenting Support Services

Adult/Elder Support Services

Chronic Condition Support Services

Life Learning Educational Support Services

Convenience Services



Access to master's-level specialists

Ongoing, in-depth assessment and consultation to address specific needs, plus access to a wealth of information and resources

# Child and parenting support services

## Child and Parenting Support Services

Adult/elder Support Services

Chronic Condition Support Services

Life Learning Educational Support Services

Convenience Services

- Adoption
- Blended families
- Pregnancy
- Childbirth/  
newborn issues
- Child care/camps
- Child development
- Domestic relocation
- Grandparents
- Nursing mother support
- Parenting
- Special needs
- Teen issues

## Here to help you

Master's-level specialists in fields such as counseling, child development, family studies

With at least 3–5 years of experience working with children and families in settings such as education, medical facilities, social services

With access to community-based networks of child care resource and referral agencies, parenting programs, pregnancy and newborn services, adoption resources



# Adult/elder support services

Child and Parenting Support Services

**Adult/elder Support Services**

Chronic Condition Support Services

Life Learning Educational Support Services

Convenience Services

- Aging issues
- Aids for daily living
- Retirement planning
- Health and wellness
- Housing concerns
- Insurance information
- Long-distance caregiving
- Respite care
- Support services
- Transportation issues
- Volunteer opportunities

## Here to help you

Master's-level specialists in fields such as gerontology, nursing, social work, counseling

With at least 3–5 years of experience working with older adults and caregivers in areas such as social services, medical settings

With access to the WorkLife database of tens of thousands of elder care are resources



# Chronic condition support services

Child and Parenting Support Services

Adult/elder Support Services

**Chronic Condition Support Services**

Life Learning Educational Support Services

Convenience Services

- Aids for daily living
- Assistive technology
- Food/nutrition issues
- Home health care
- Medical alert systems
- Medical supplier information
- Self-care
- Social services
- Special housing
- Travel issues
- Work issues

## Here to help you

Master's-level specialists in fields such as counseling, gerontology, public health

With at least 3–5 years of experience working with adults and families in settings such as medical facilities and social services

And access to community-based services and programs to assist caring for or living with a chronic illness



# Life learning educational support services

Child and Parenting Support Services

Adult/elder Support Services

Chronic Condition Support Services

**Life Learning Educational Support Services**

Convenience Services

Help with education issues from pre-K through high school and beyond:

- College selection and financial issues
- Community education programs
- Enrichment classes
- Music, dance, arts and crafts
- Parent/teacher meetings
- Special education resources
- Study skills and tutoring
- Adult education classes

## Here to help you

Master's-level specialists in fields such as education, adult learning, special education

With at least 3–5 years of experience working in education, vocational education, special needs programs

With access to WorkLife database of tens of thousands of education, tutoring, college, life-learning, and other resources



# Convenience services

Child and Parenting Support Services

Adult/elder Support Services

Chronic Condition Support Services

Life Learning Educational Support Services

Convenience Services



- Business or personal travel
- Community events
- Dining
- Entertainment
- Health and well-being
- Home improvements
- Household services
- Lawn care
- Locating unique retail products
- Nightlife
- Personal services
- Recreation
- Repair
- Shopping
- Sports

## Here to help you

Master's level specialists with 3–5 years of experience who will direct and conduct research to identify community and convenience resources.



# Information, tools and support at liveandworkwell.com

One of the most recognized and reliable sources of information, tools and support

Organized into three main areas:

1 **LiveWell:** Life, family and relationships

2 **BeWell:** Health and well-being

3 **WorkWell:** Education, work and career

At liveandworkwell.com, you can learn more about your EAP benefits and request a phone consultation with an EAP specialist.



# Resources on liveandworkwell.com

---

- Find information you need from 5,000+ articles, discussion boards, videos, podcasts, webinars, and newsletters
- Search databases for resources on:
  - Child care and elder care
  - Schools and colleges
  - Health, alternative medicine, drug interactions
  - And more
- Find a clinician
- Legal and financial information
  - Budgeting tools, retirement planner, financial calculators, will kits, library of legal documents
- Take our self-assessments
- Create personal plans for reducing stress, quitting smoking, and reaching other goals
- Send caring e-cards



# Call your confidential, no-cost EAP any time, 24/7

---

Contact your EAP

Call us any time:

1-800-788-5614

Visit [liveandworkwell.com](http://liveandworkwell.com)

Access code: 00155





Thank you.

Salpy Bedrossian-Keif, Client Executive  
763-361-8036 | [salpy.bedrossian-keif@optum.com](mailto:salpy.bedrossian-keif@optum.com)