



## Summary of Services: POOL/PACT EAP

<p><b>COUNSELING SERVICES</b></p> <p>Up to 4 counseling sessions are available for issues affecting employees and their dependents. Individuals may speak with a professional counselor by phone, and the Employee Assistance Program will provide a referral to see a local counselor at no cost for issues such as:</p>	<ul style="list-style-type: none"> <li>• Anxiety and stress</li> <li>• Depression</li> <li>• Grief</li> <li>• Parenting</li> <li>• Drug or alcohol abuse</li> </ul>	<ul style="list-style-type: none"> <li>• Transition and change</li> <li>• Relationships – individual, marital, and family</li> </ul>
<p><b>FAMILY CAREGIVING SERVICES</b></p> <p>Confirmed referrals and information are available on a variety of family matters, including:</p>	<p><i>CHILD CARE AND PARENTING</i></p> <ul style="list-style-type: none"> <li>• Prenatal care</li> <li>• Daycare/summer camps</li> <li>• Special needs services</li> <li>• Preparing students for college</li> </ul>	<p><i>ELDERCARE</i></p> <ul style="list-style-type: none"> <li>• Assisted living</li> <li>• In-home care</li> <li>• Transportation services</li> <li>• Adult daycare</li> </ul>
<p><b>LEGAL SERVICES</b></p> <p>A 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 include:</p>	<ul style="list-style-type: none"> <li>• Adoption</li> <li>• Bankruptcy</li> <li>• Child custody</li> <li>• Criminal issues</li> <li>• Divorce</li> </ul>	<ul style="list-style-type: none"> <li>• Estate Planning</li> <li>• Immigration</li> <li>• Real estate</li> <li>• Tenant’s rights</li> <li>• Mediation</li> </ul>
<p><b>FINANCIAL SERVICES</b></p> <p>A telephonic consultation with a qualified financial consultant is available to assist with a variety of financial concerns such as:</p>	<ul style="list-style-type: none"> <li>• Bankruptcy alternatives</li> <li>• Budgeting and cash flow</li> <li>• Credit issues</li> <li>• Identity theft</li> </ul>	<ul style="list-style-type: none"> <li>• Education funding</li> <li>• Income taxes</li> <li>• Mortgages</li> <li>• Retirement planning</li> </ul>
<p><b>CONVENIENCE SERVICES</b></p> <p>The Employee Assistance Program includes complimentary referrals to convenience services to help members make the most of their money and free time.</p>	<ul style="list-style-type: none"> <li>• Repairs</li> <li>• Moving and relocation services</li> <li>• Cleaning services</li> <li>• Car and hotel reservations</li> <li>• Sightseeing tours</li> </ul>	<ul style="list-style-type: none"> <li>• Destination guides</li> <li>• Dining</li> <li>• Personal shopping</li> <li>• Gift Recommendations</li> </ul>
<p><b>ONLINE TOOLS AND INFORMATION</b></p> <p>EAPhelpink.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.</p>	<ul style="list-style-type: none"> <li>• Research articles</li> <li>• Wellness articles</li> <li>• Online trainings</li> <li>• Monthly webinars</li> </ul>	<ul style="list-style-type: none"> <li>• Self-search locators for child, academic and adult care resources</li> <li>• And much more!</li> </ul>

**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 cost.

For more information about your Employee Assistance Program please contact us as listed below.