In today’s complex world, balancing work and life issues is more challenging than ever.

TotalCare EAP has over 30 years’ experience helping our Members with life’s challenges.

Big or small, we can help!
Confidentiality

All contacts and counseling records are confidential – except when required by law to disclose:

- Threats of Harm to Self or Others
- Child or Elder Abuse
Who’s covered?

- You & family members living in your home
- Dependent children up to the age of 26
Your EAP can help with virtually every area of life

**PERSONAL**
- Personal Stress
- Anxiety
- Alcohol Abuse
- Drug Addiction
- Depression
- Medical Conditions
- Grief/Bereavement
- Gambling
- Weight Control
- Anger
- Chronic Pain/illness

**EATING DISORDERS**
- Eating Disorders
- Life Transitions
- Pregnancy/Post Partum
- Personal Trauma
- Sexual Concerns
- Domestic Violence
- Learning Disabilities
- Smoking
- Men’s/Women’s Issues
- Nutrition

**FAMILY & RELATIONSHIPS**
- Marital
- Parenting
- Caregiving
- Childcare
- Eldercare
- Education Planning
- Adoption
- Family Pets
- Special Needs Child
- Blended Families

**FINANCIAL & LEGAL**
- Debt
- Credit Card Issues
- Financial Loss
- Bankruptcy
- Budgeting
- Retirement Planning
- Wills & Trusts
- Real Estate Law
- Car Buying
- Immigration
- Divorce
- Civil Suits

**Criminal Law**
- DUI/DWI
- Landlords & Tenants
- Homeowner Concerns
- Taxes
- Insurance
- Consumer Law
- Contracts
- Personal Injury
- Child Custody
- Social Security

**WORK & CAREER**
- Employee Conflict
- Work Related Stress
- Coaching
- Supervisor Conflict
- Team Development
- Career Planning
- Management Skills
- Supervising Others

**TIME MANAGEMENT**
- Skills Development
- Project Management
- Motivating Self & Others
- Valuing Diversity
- Managing Change

**ESI**

800-252-4555
Free employer-provided benefit to assist employees and family members with:

- Counseling
- Peak Performance Coaching
- Resources and referral
- Consultation
- Training
- Information

Solutions to address a full range of life issues
Telephonic Counseling

- Ongoing telephonic counseling
- 24/7 access to Masters and Ph.D. clinical counselors
- Counselors assess the issues you may be facing
- In-the-moment support and information
- Referral to appropriate local resources
Face-to-face and Telehealth Counseling

- Our staff counselors provide a referral to a licensed counselor close to your home or work

- You and your family members are eligible for up to 3 face-to-face sessions per issue per year

- Each caller is matched to the most appropriate provider including **Telehealth** Counselors

- Coordination with your health insurance provider if additional sessions are needed outside of the EAP model
Designed to help you with personal legal issues

- Wills, Traffic Violations, Divorce, Custody and more
- There is no charge for your initial phone consultation *(up to 30 minutes)*
- If you need to hire an attorney, the billable hourly rate is discounted by 25%
- Entire legal library on the EAP website which includes: Will and Power of Attorney templates, contract samples and more
- The legal benefit is not available for issues related to employment or medical concerns
Child & Elder Care Benefit

Child Care Referrals

- Family Daycare, before and after school care, in-home nanny agencies and day camps

Elder Care Referrals

- In-home care, day care and social programs, transportation, housing options and care managers
- Self-help resources on the Member site that includes a collection of locators, articles and tools
Adoption: An adoption counselor assists the Member through the various stages and types of adoptions.

Special Needs: Resource assistance for Members who have a child with special needs.
Personal Assistant

Assists Members searching for local community resources and solutions

- Scholarship and financial aid resources
- Real estate and rental issues
- Home-based service needs
- Support groups
- Summer camp options
Online Training and Coaching

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Key features include:

- Course length varies. Training length ranges from 3-min to over 60 depending on learning need.
- Video based content
- Mobile friendly, available anywhere, any device, anytime
- Variety of formats (role play, presentation, newscast styles)
- 100 new titles added each month
Financial & Debt Benefit

- Budgeting
- Debt counseling
- Financial planning referrals
- Self-help resources on the Member site that include a collection of calculators, budget templates, financial forms and more!
Personal Finance & Education Center

More than 200 online courses covering a wide range of money issues available at your convenience:

- Financial basics - budgets, savings, debt, credit
- Financial planning for today and tomorrow’s needs
- Goal setting & saving for the future: retirement, home buying, education
- Understanding and dealing with debt; getting out of debt
- Investing – stocks, bonds, funds, creating balanced portfolios and managing risk
Self-Help Resources

Entire online library of problem-solving resources:

- **Assessments:** Stress, mental health issues, financial fitness, cardiac risk, diabetes risk and well-being
- **Calculators:** Financial, tax-related, Social Security, insurance, debt, investing and more
- **Tools:** Legal templates, financial forms and more
- **Video Library:** Extensive library on medical problems, mental health, wellness, nutrition, parenting and more
- **Expert Articles:** Thousands of expert articles dealing with hundreds of issues; parenting, health and medical issues, legal matters and more
Lifestyle Savings Benefit

Enjoy discounts, rewards and perks on thousands of the brands you love in a variety of categories:

- Health and Wellness
- Auto
- Electronics
- Apparel
- Restaurants
- Beauty and Spa
- And more!
Career and Education Resources
This resource is intended to help parents and their children access some of the best online resources for career planning and exploration, finding and learning about colleges and other higher learning alternatives, and finding scholarship and financial aid resources.

Parenting Resource Center
Parenting is the business of raising your children from infancy to adulthood. In our Parenting Resource Center, we've developed a list of links and resources on dozens of parenting topics.
Tools for Tough Times
If you're experiencing sticker shock at the grocery store, or stressing out over climbing debt, we have tools and resources designed to provide some relief.

Cyber Safety Resource Center
The web offers a wealth of resources and entertainment for the whole family - but it's not without its risks! We've compiled resources on Password Security, ID Theft, Phishing, Keeping Kids Safe, and much more - all designed to help keep you and your family safe while you surf!
Nearly two-thirds of all U.S. households have a pet. We’ve compiled an online resource center that offers a centralized source for resources and help. It features links and articles on a variety of pet-related matters and you can even submit your pet questions.

The Resilience Journey is a highly acclaimed program designed to take you on an enlightening journey to discover your life purpose while learning about the five core components of resilience. It includes more than 40 interactive exercises aimed at deepening your understanding of resilience and the role that it plays in your life, as well as how to strengthen and maintain that resilience.
In this special resource section, you'll learn about COVID-19, find resources related to the current spread of the illness, and discover the steps you should take to prepare your family for the daily living challenges that may arise as the virus spreads to your local community. From caring for children in isolation and adjusting to remote work from home to how to find remote employment and properly seek medical attention to treat the illness, these resources will help you take charge of your situation.

- COVID-19 Pandemic Resources
- Webinars
- School Staff, Students & Distance Learners
- Support for First Responders
- Developing Resilience
- Enfermedad del Coronavirus 2019 (COVID-19)
- Employees & Managers Working Remotely
- Supporting At-Home Children
- Financial Stress & Stability
- Addressing Your Emotional Wellbeing
- Older Adults & Caregivers
- Military Personnel & Families
Older browsers such as Internet Explorer, while common are no longer supported by their developers and often lack up to date plugins and features. These gaps in support can lead to a less than optimal user experience.

Our Self-Help resources are best experienced with a modern browser such as:

- Google Chrome
- Mozilla Firefox
- Safari

These browsers are continually maintained and receive updates from their support to ensure a safe, secure, and hassle free environment.
iPhone/Android App

- 24/7 access
- Same tools, benefits and resources
- Download free for iOS and Android mobile devices

Download the app from the app store by searching ‘ESI EMPLOYEE ASSISTANCE’
Visit the EAP Website!

www.theEAP.com

- Learn About the EAP
- Thousands of Resources
- Download the EAP App
More Benefits and Better Results Than Any Other EAP

**More Benefits**
- Better Clinical Counseling Model [More >>]
- Only EAP with Over 8,000+ Online Trainings [More >>]
- 25,000 Self-Help Solutions [More >>]
- Certified Coaching Improves Employee Skills [More >>]
- More Help for HR Managers [More >>]

**Better Results**
- Employees Use 300% More Services vs Traditional EAPs [More >>]
- 98%+ Employee Satisfaction [More >>]
- 98% Employer Satisfaction [More >>]

See the Difference Video

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**I’m an Employee**
Learn more about employee benefits. Already a member? Log in below.

LEARN MORE LOGIN

---

**I’m an Employer**
Learn more about employer services. Already a member? Log in below.

LEARN MORE LOGIN
Welcome

You and your family members can access over 25,000 trustworthy self-help resources to help resolve personal problems or improve your personal and professional lives. Please login or register.

Register

Recover Password

Sign In

User Name:

Password:

Recover Password
Recover Username

Sign In

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TotalCare EAP Solutions

Ongoing Telephonic Counseling

Face-to-face Counseling

Self-Help Resources
- Wellness and Lifestyle Benefits
- Specialized Resource Centers

Work-Life Benefits
Legal, Financial/Debt Services, Child and Elder Care Benefits, Personal Assistant, Adoption and Special Needs

Personal and Professional Development
*Online Training Center*

Peak Performance Coaching
Let’s Recap

✓ Assisting you with Life’s Problems and Distractions
✓ Helping You Take Advantage of Life’s Opportunities
✓ Call anytime 24/7/365 optimum time is 8am – 8pm
✓ Employer-Provided Benefit
✓ No Cost to You and Immediate Family Members
✓ 24/7/365 Access
✓ Strictly Confidential
✓ 98+% Overall Member Satisfaction Rate!
Questions & Discussion
EAP Employer Services

- HR Consultation
- Voluntary and Suggested Referrals
- Administrative Referral Program
- On-Site Trauma Responses
- Online Training Center & Coaching
- DOT and Drug-Free Workplace Compliance and Management Training
- Supervisor Resource Center
HR Consultation

- Consultations are provided in virtually every critical area of human resource management.

- Supervisors and HR Managers have access to our Senior Counselors and Senior Professionals in Human Resources (SPHR) when complex employee issues arise.
Voluntary and Suggested Referrals

Voluntary Referral

- Regular employee communication results in high employee utilization of EAP services

Suggested Referral

- Supervisors can be effective in suggesting a distressed or struggling employee contact the EAP
Administrative Referral Program

The Administrative Referral is a formal process to address policy violations and unacceptable job performance.

- When confronted with an employee performance problem, supervisors can consult with an EAP Clinical Counselor and determine the best approach. Options include Counseling, Coaching, and Training.

- More than half of referred employees return to full productivity.
Administrative Referral

- HR Teams up with EAP
- Geared to save valuable employees
- Should be used in conjunction with a progressive discipline process
- Employee must be physically and psychologically fit for duty
Types of Administrative Referrals

- Absenteeism
- Policy Violations
- Negative Interpersonal Interactions and Relationships
- Drug and Alcohol Policy Violations
- Performance Issues that could be improved through Coaching and Training
Administrative Referral Process

- Call the EAP and consult with one of our Clinical Counselors or SPHRs \textit{prior} to making the referral

- Complete the Administrative Referral Information Sheet – HR access only-unless authorized by HR

- Meet with Employee who signs the Authorization to Release Information
Risk of Liability

Need To Know

- Information should only be shared with key individuals who must know about the issue

Limits

- Avoid any attempt to diagnose the person’s problem in any written or verbal statements
- Focus only on work performance
On-Site Trauma Responses

- A trauma response counselor is available to address catastrophic workplace events

- Intervention by trained staff lessens the risk of Post Traumatic Stress Disorder and hastens a return to full productivity
# Online Training and Coaching

## 8,000+ Training Center Courses

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## Coaching Programs

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*TotalCare EAP*  
A Division of Ei
Why Is Training and Coaching So Important?

Employers that encourage employee training, coaching and development:

- Improve overall performance of all participating employees
- Sharpen individual skills
- Increase engagement
- Reduce turnover
- Develop supervisors and managers
DOT and Drug-Free Workplace Compliance

To maintain DOT Safety Sensitive or a Drug-Free Workplace program, we offer complete training and support

The turn-key program contains all required elements:

- Employer policies
- Compliance procedures
- Approved online video training
- Optional web conference training
- EAP consultants to assist with implementation
- Employee and supervisor awareness communication
- Reporting and recordkeeping
- Links to EAP counseling resources and substance abuse professionals
Supervisor Resource Center

- Employee Engagement
- Affordable Care Act Toolkit
- FMLA Resource Center
- Administrative Referral
- Crisis Management
- Violence Prevention
- Employment Practices
- Newsletter Library
- Recruiting, Hiring, Interviewing and Onboarding
- Workplace Harassment Prevention
Welcome to your Supervisor Resource Center

In these pages, you’ll find:

- Copies of forms, policies, articles and other tools designed to help you develop people management "best practices".
- You’ll also find articles and Web resources to help you solve the everyday problems that you encounter in managing people.
- We encourage you to explore Employee Section of this site to become familiar with the extensive resources and tools available there. Those tools may be helpful to you and your family and they may also be helpful to you as a manager since they deal with problems and issues that may be confronting your employees.

News from the blog

- October: Mental Health and Depression Awareness
- Get your flu vaccine early this year!
- Pandemic or not, it's important to take your vacation time
- HR News Roundup: WFH, benefit trends, feedback, Covid-19 news & items from the lighter side
- Back to School Resources for Educators
- Covid-19: Back to School Resources for Parents
- New Nutrition Facts label makes it easier to make healthy choices at the market
Questions & Discussion
More Benefits for Employees
More Services for Management
Better Results than any other EAP.

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www.theEAP.com