Your Peak Performance EAP Benefits

800-252-4555 | www.theEAP.com

It’s a Fact!

- 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

ESI EMPLOYEE ASSISTANCE GROUP

TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP

PERSONAL

- Personal Stress
- Anxiety
- Alcohol Abuse
- Drug Addiction
- Depression
- Medical Conditions
- Grief/Bereavement
- Gambling
- Weight Control
- Anger
- Chronic Pain/Illness
- 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
- Teen Issues
- Domestic Partners
- Physical Abuse
- Family Relocation
- Sandwich Generation
- Military Life/Separation
- Disaster Preparedness
- Communication
- Keeping Children Safe

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

800-252-4555

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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

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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

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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

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Legal Benefit

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

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TotalCare EAP Specialized Benefits

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.

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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

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Online Training and Coaching

8,000+Training Center Courses	
1,000+	HR Compliance Courses
400+	Sales/Customer Service Courses
2,700+	Business Skills Courses
900+	Leadership/Management Courses
300+	Information Technology
2,700+	Software
700+	Safety

Coaching Programs	
Personal Finances	Resilience
Budgeting	Practical Aspects of Retirement
Saving & Spending	Yoga and Relaxation for Beginners
Home Purchasing	Fitness
Student Debt	Nutrition
Effective Communication	Weight Loss
Basic Supervisory Skills	Stress
Workplace Conflict	Tobacco Cessation
Work-Life Balance	Drugs and Alcohol Overuse

Variety of Video Formats

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

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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!***

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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

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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

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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!

TotalCare EAP Resource Centers

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.

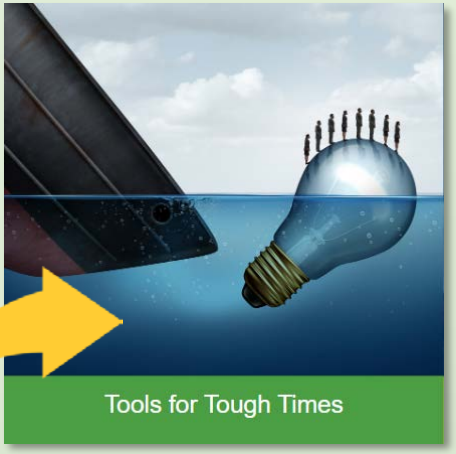
Parenting Resource Center

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.

TotalCare EAP Resource Centers

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.



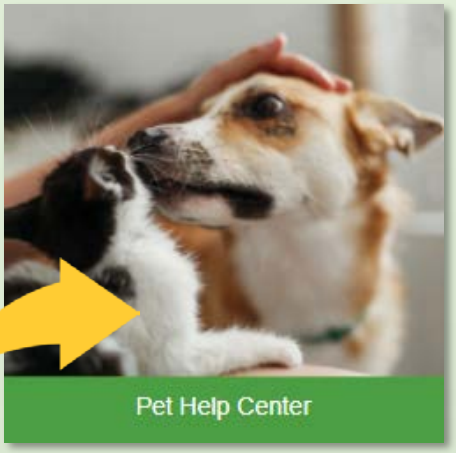
Cyber Safety Resource Center

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!

TotalCare EAP Resource Centers

Pet Help Resource Center

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.



Resilience Journey Center

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.

Home > COVID-19 Resource Center

COVID-19 Resource Center

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.

View Breaking News

COVID-19 Pandemic Resources go

Webinars go

School Staff, Students & Distance Learners go

Support for First Responders go

Developing Resilience go

Hola

Enfermedad del Coronavirus 2019 (COVID-19) go

Employees & Managers Working Remotely go

Supporting At-Home Children go

Financial Stress & Stability go

Addressing Your Emotional Wellbeing go

Older Adults & Caregivers go

Military Personnel & Families go

Important!

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.

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 that optimal user experience.

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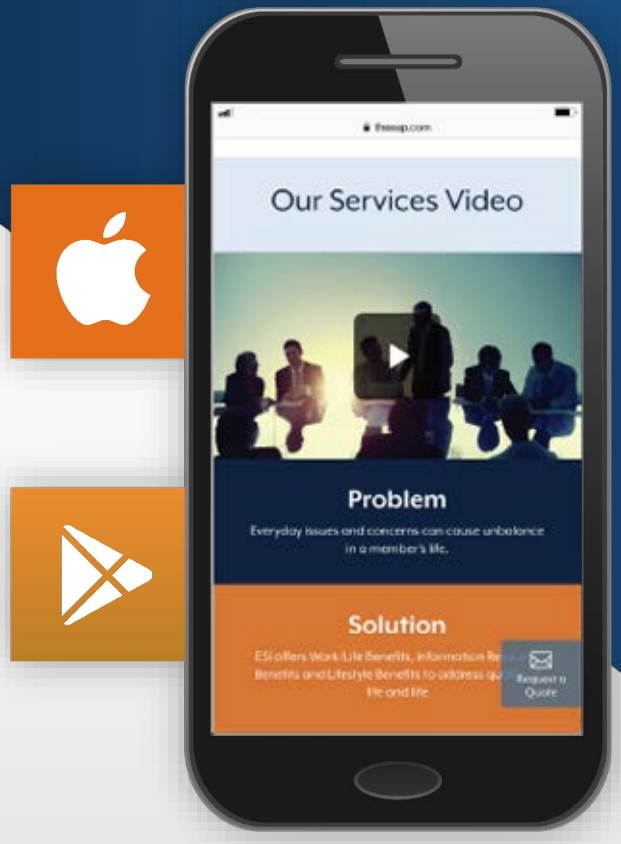
iPhone/Android App

- 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'

Get it on Google play

Download on the App Store

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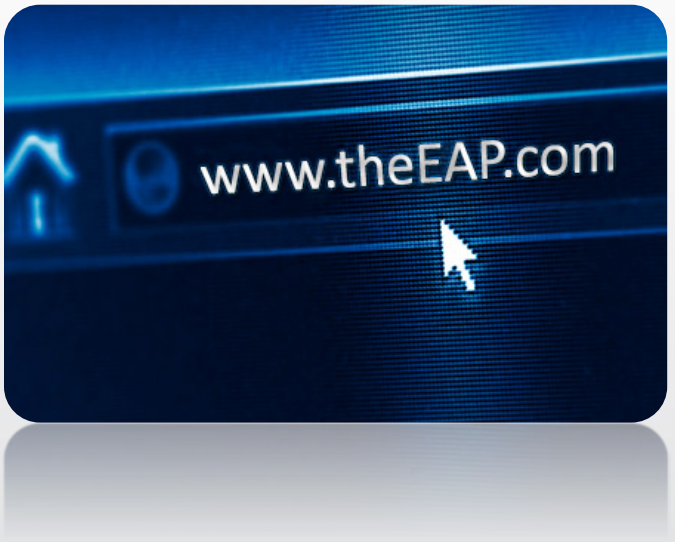
Visit the EAP Website!

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

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

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Union AP

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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Register

User Name

First Name

Last Name

Organization Name

Email Address

Password (7 character minimum)

Verify Password

Reminder

What is your mother's maiden name?

Passphrase

I agree to the terms of use

REGISTER

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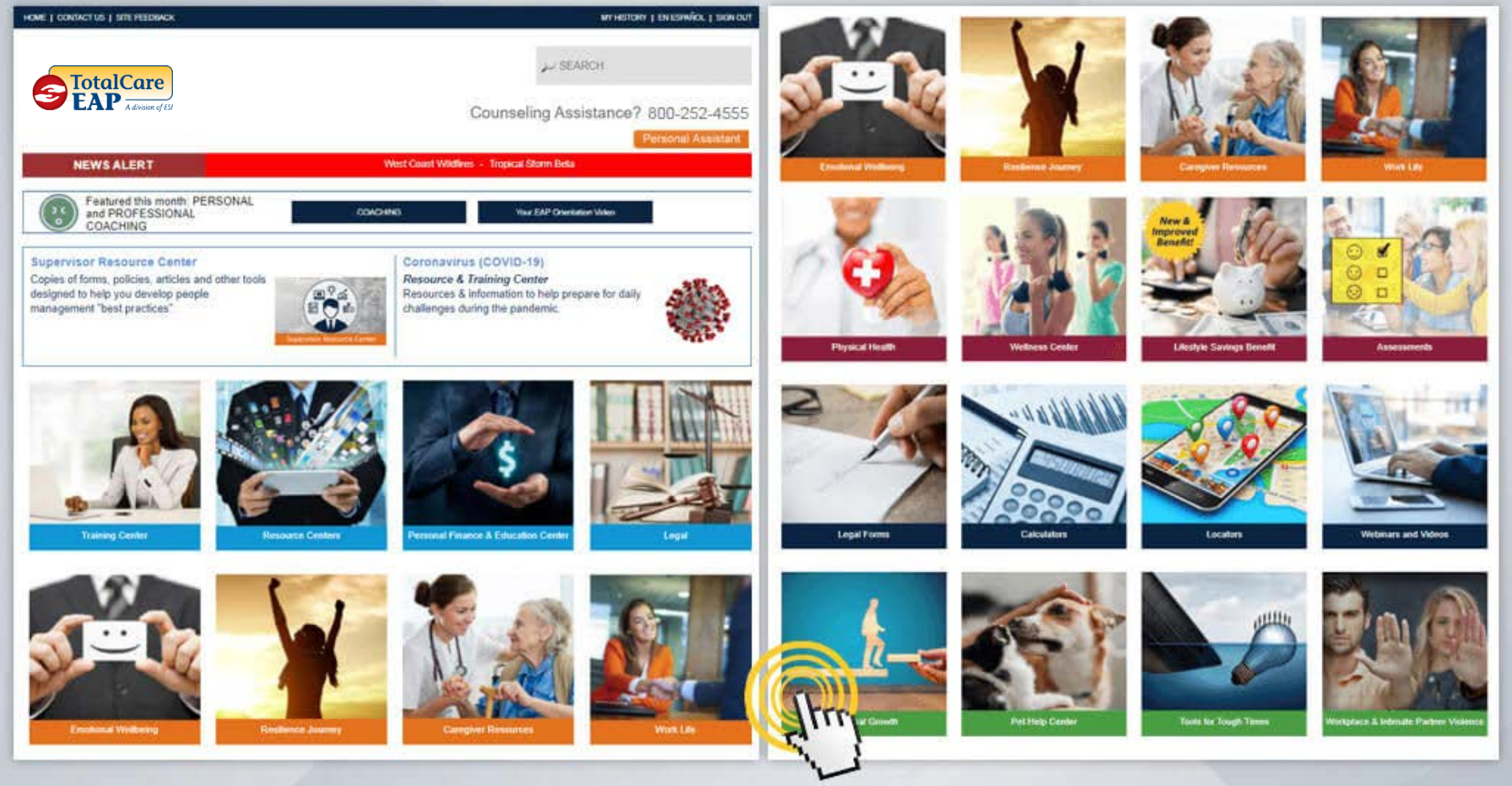
HOME | CONTACT US | SITE FEEDBACK
MY HISTORY | EN ESPAÑOL | SIGN OUT
TotalCare EAP
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SEARCH
Counseling Assistance? 800-252-4555
Personal Assistant
NEWS ALERT
West Coast Wildfires - Tropical Storm Beta
Featured this month: PERSONAL and PROFESSIONAL COACHING
COACHING
Your EAP Orientation Video
Supervisor Resource Center
Copies of forms, policies, articles and other tools designed to help you develop people management "best practices"
Coronavirus (COVID-19)
Resource & Training Center
Resources & information to help prepare for daily challenges during the pandemic.
Training Center
Resource Centers
Personal Finance & Education Center
Legal
Emotional Wellbeing
Resilience Journey
Caregiver Resources
Work Life
Physical Health
Wellness Center
New & Improved Benefit!
Lifestyle Savings Benefit
Assessments
Legal Forms
Calculators
Locators
Webinars and Videos
Pet Help Center
Tools for Tough Times
Workplace & Intimate Partner Violence

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

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Supervisor Orientation

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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

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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

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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

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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

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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

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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

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Administrative Referral Process

- Call the EAP and consult with one of our Clinical Counselors or SPHRs ***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

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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

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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

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Online Training and Coaching

8,000+Training Center Courses	
1,000+	HR Compliance Courses
400+	Sales/Customer Service Courses
2,700+	Business Skills Courses
900+	Leadership/Management Courses
300+	Information Technology
2,700+	Software
700+	Safety

Coaching Programs	
Personal Finances	Resilience
Budgeting	Practical Aspects of Retirement
Saving & Spending	Yoga and Relaxation for Beginners
Home Purchasing	Fitness
Student Debt	Nutrition
Effective Communication	Weight Loss
Basic Supervisory Skills	Stress
Workplace Conflict	Tobacco Cessation
Work-Life Balance	Drugs and Alcohol Overuse

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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

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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

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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

IMPORTANT TOOLS

- Administrative Referral
- Affordable Care Act Info Toolkit
- DOT Testing
- Drug-Free Workplace Act – Compliance
- Employee Engagement: An HR Resource Center
- Employment Practices Manager
- FMLA Resource Center
- GCN Compliance Training
- HR & Supervisor Brochure
- Mediation Service
- Newsletters
- Recruiting, Hiring, Interviewing & Onboarding
- Supervisory Consultation
- Supervisor Orientation
- Termination Checklist
- Training
- Trauma Response/Crisis Management
- Video – Seven Best Practices for Avoiding Workplace Violence

Questions & Discussion

More *Benefits for Employees*

More *Services for Management*

Better *Results than any other EAP.*

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