

Understanding your Employee Assistance Program (EAP)

Your EAP is a confidential and voluntary support service that can help you take the first step toward change. Let us help you find solutions to the challenges you face at any age and stage of life. You and your immediate family members (as defined in your employee benefit plan) can access immediate and confidential support in a way that is most suited to your preferences, comfort level and lifestyle.

No cost

There is no cost to you or your family to use your EAP. This benefit is provided to you by your employer. Your EAP can provide a series of sessions with a professional and if you need more specialized or longer-term support, our team of experts can suggest an appropriate specialist or service that is best suited to your needs. While fees for these additional services are your responsibility, they may be covered by your provincial or organizational health plan.

Confidentiality

Your EAP is completely confidential within the limits of the law. No one, including your employer, will ever know that you have used the program unless you choose to tell them.

Solutions for your work, health and life

Achieve well-being

- Stress • Mental health concerns • Grief and loss
- Crisis situations

Manage relationships and family

- Communication • Separation/divorce • Parenting

Deal with workplace challenges

- Stress • Performance • Work-life balance

Tackle addictions

- Alcohol • Drugs • Tobacco • Gambling

Find child and elder care resources

- Child care • Schooling • Nursing/retirement homes

Get legal advice

- Family law • Separation/divorce • Custody

Receive financial guidance

- Debt management • Bankruptcy • Retirement

Improve nutrition


- Weight management • High cholesterol and blood pressure • Diabetes

Focus on your physical health

- Understand symptoms • Identify conditions
- Improve sleep

Your Employee Assistance Program (EAP) provides you with **immediate and confidential help** for any work, health or life concern. We're available anytime and anywhere. Let us help.

workhealthlife.com/NM3




Access your Employee Assistance Program (EAP) 24/7 by phone, web or mobile app.

1.888.893.6585

workhealthlife.com/NM3

Download My EAP app now at your device app store or scan the QR code.



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Worklife Services

Let us help

When most people think to call the EAP, it's when they are dealing with personal problems like marital issues, depression, anxiety or addictions. But the EAP can also help with other everyday problems, including those that involve a legal, financial, or caregiving component. Civil disputes, divorce, bankruptcy, budgeting, debt management, child care and elder care, are issues EAP counselors respond to every day.

Legal Services

Free Legal Advice

Most callers needing legal assistance may not want or need to hire a lawyer. Their concerns can be resolved through a short consultation. The EAP Legal Assistance Service provides you and your family members with a free, 30-minute session with an experienced, local private practice attorney.

Referral for Representation

But still, there will be times when you may have a need for in-person legal representation. For these cases, attorneys offer rates discounted up to 25% off their normal rates.

Financial Services

Toll-Free Information Line

Financial Counselors are available by telephone to speak with you about your financial concerns, and make a plan to address them. Our counselors are qualified to answer a wide variety of money management and credit questions.

Financial Counseling

Counseling appointments are offered weekdays, evenings, and weekends. Our expert counselors assist with such issues as money management, credit and credit reports, goal setting, spending and saving plans, debt management, home purchase, mortgage delinquency and foreclosure prevention.

Housing Education

Our housing counseling services are HUD-approved. We provide comprehensive pre-purchase housing education ranging from credit scoring education to necessary savings. We also provide early delinquency intervention counseling to assist homeowners in avoiding foreclosure.

Credit Report Review

In a Credit Report Review session, a specialist will review, examine and clarify the information in a client's credit report, which we provide. During this meeting, the client will also be given information about existing credit reporting regulations, instructions for correcting inaccuracies and tools for preventing or recovering from identity theft.



Let us help

Debt Management Plan

Our Debt Management Plan is a popular solution for clients who are having trouble making ends meet, are receiving collection calls or letters, or are not able to make progress in paying down debt. Through this plan, we consolidate bill payments and negotiate with creditors to lower payments and, in some cases, reduce or eliminate interest and fees. The plan enables consumers to repay their unsecured debt in three to five years.

Bankruptcy Prevention Unit

This unit is designed to work with creditors to set up temporarily reduced payment plans for clients with short-term hardship situations. The reduced payment plan delivers the relief needed until the client is able to begin a Debt Management Plan. Clients may also be referred to the BPU if they are considering bankruptcy or have questions about it. Counselors do not give legal advice, but discuss the consequences of bankruptcy and search for any other available option.

Nationwide Referral Database

Sometimes clients need services outside the scope of what we provide, so we have developed an extensive national database of referral sources. The referral database includes only social service, consumer assistance and legal assistance organizations.



Child Care Services

Resources

Care Consultants assist employees in identifying resources to meet their needs. Consultants contact the service providers to confirm availability, and callers have confirmed referrals in their hands within 12 business hours—the fastest turnaround time in the industry.

Follow Up

- Prenatal Preparation
- Becoming a Parent
- Adoption
- Care Management
- Child Development
- Child Care/Schools
- Parenting Skills
- Emergency Care Services
- Children's Wellness
- Loss/Grief
- Special Needs

Let us help

Follow-up

In addition, callers receive appropriate tip sheets, brochures and handbooks that are pertinent to the area of requested service. And, a follow-up is done with the caller to assure their needs have been met.

Elder Care Services

Resources

Care Consultants assist employees in identifying resources to meet their needs. Consultants contact the service providers to confirm availability, and callers have confirmed referrals in their hands within 12 business hours—the fastest turnaround time in the industry.

- Active Adult/Mature Transitions
- Elder and Adult Dependent Care

Follow-up

In addition, callers receive appropriate tip sheets, brochures and handbooks that are pertinent to the area of requested service. And, a follow-up is done with the caller to assure their needs have been met.



Connect with us for confidential support or to learn more

Make the right decisions for you and your family with help from your EAP.

For immediate assistance, contact us at **1.888.893.6585** or visit workhealthlife.com/NM13.

Let us help

workhealthlife.com

24/7 access to Employee Assistance Program (EAP) support, tools and resources.

The EAP website, workhealthlife.com, provides you and your family with anytime, anywhere access to professional counseling, information and resources to help resolve challenges you face.

Key site features and functionality

- Instant, confidential, and secure access to EAP services and counseling
- Resource Center and Tools area that includes: Online Wills and Legal Forms generator, financial calculators, Corporate Perks, Child and Elder Care search, and more!
- Self-Assessments
- Helpful articles and videos on a wide range of work, health, and life topics
- Dedicated Manager area
- Employee Orientation video series to introduce the benefits of and range of concerns that your EAP can help resolve
- Annual wellness calendar and archives of newsletters, mental health microsites, and webinar recordings

You have several ways to ways to access EAP support on workhealthlife.com:

- Chat online with a counselor



Download My EAP app now at your device app store or scan the QR code.



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Let us help

- Email your support request
- Text message with a counselor

Our Care Access Center is also available toll free 24/7.

How to access the site and get started

Visit workhealthlife.com on the device of your choice—desktop computer or tablet. Mobile phone users will be directed to our My EAP app; our support tools on the app have been specifically designed for use on mobile phones.

To gain access to the site, you can register, login, search for your organization (soft login), or browse as a guest. Creating an account or soft login ensures you see the specific EAP services and tools available to your organization. Through the registration process, you will create a unique profile with username and password. Each time you visit the site, login using your credentials to see what's available to you and quickly book services, access online programs, and more.



Connect with us for confidential support or to learn more

Make workhealthlife.com your online destination for EAP support and services.

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Let us help

My EAP app

Get the help you need on your mobile device anytime anywhere.

Gain immediate, confidential and secure access to your Employee Assistance Program (EAP) on your mobile device. Available worldwide in three languages and across all major mobile platforms. Our My EAP app is your 'always-on' mobile support tool.

Confidential support 'on the go'

- * Text message with a counselor.
- * Call our Care Access Center for support worldwide with one touch
- * Assess your stress, relationship, and finances.
- * Insightful articles and videos.
- * Connect with your EAP online tools.
- * Available in English, Spanish, and French.
- * Create a unique username and password to view the EAP services specific to your organization.

Free download and available worldwide

The My EAP app provides unparalleled access for your entire family to EAP services and support.

If you are in a crisis situation or at risk of harm to yourself or others, the Care Access Center is available 24/7 for immediate and confidential assistance.



Connect with us for confidential support or to learn more

With the **My EAP app** you and your family have another way to access immediate and confidential EAP support, all in the palm of your hand.

For immediate assistance, contact us at **1.888.893.6585** or visit **workhealthlife.com/NM3**.

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