

# Employee Assistance and Work/Life Programs

## Problem-Solving at Your Fingertips

With today's to-do lists, it seems more difficult than ever to juggle the demands of work and family while managing a household, caring for loved ones, and maintaining good health. Who has time to get everything done? Or deal with personal problems when they come up? Now you do! Introducing **LifeEra<sup>SM</sup>** — *Working Solutions for Life.*

### Solutions for Life Events

Your personal consultation service for information and resources to solve life's everyday challenges, big and small.

### How Your Program Works

LifeEra helps you save time and reduce stress by finding the services, referrals and support you need to improve life at home and at work. One toll-free phone call is all it takes to reach a Specialist, an experienced professional who connects you with the services you want and whom you can call on as often as you like. Your Specialist does the legwork to keep life running smoothly so you have more time to focus on the things that matter most to you.

### One Resource, Many Services

You'll find the information, resources and referrals you need all in one place.

- Adult/Elder Support Services — resources for people caring for adult and elder dependents, including caregiving and housing options, chronic illness support, transportation and meal services, and senior activity groups.
- Child/Parenting Support Services — extensive services for families and children up to age 18, including information and consultation on all kinds of parenting questions, and resources for day care, summer camps, adoption, sick-child care, and more.
- Legal Assistance — advice for landlord/tenant issues, personal injury, bankruptcy and other concerns. Mediation services are also available.

Call toll-free anytime

**1-866-248-4105**

**1-800-842-9489 TDD/TTY**

or log on to

**[www.liveandworkwell.com](http://www.liveandworkwell.com)**

access code: 61570



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- Financial Services — free, unlimited phone consultations with experienced financial counselors about debt management, taxes, investing, budgeting and other related topics.

- Life Learning — educational resources for all ages and abilities, including help with locating and evaluating schools, finding classes for special-needs children, and arranging tutoring services.

- Employee Assistance Program — professional Specialists are available to provide an objective viewpoint and expert guidance on all kinds of issues. Anxiety about credit card debt. Stress about a teen-age child's poor school performance. Tension with a partner. The list is limitless. You can have on-the-spot advice over the phone or a referral to work with a network clinician face-to-face.

- Chronic Condition Support — valuable information and support services for participants and dependents who have a chronic condition like diabetes, arthritis, or asthma.

- liveandworkwell.com — a robust Web site where you can work with interactive learning programs, chat with experts, search for community resources, download health and wellness articles, and more. An extensive library of educational articles and fact sheets are also available.

## Any Questions?

Q: Are these services confidential?

A: Yes, protecting your privacy is top priority. All records — including personal information, referrals and evaluations — are kept confidential in accordance with federal and state laws.

Q: How much does the program cost?

A: There is no charge to speak with a LifeEra Specialist, obtain a referral to a legal or financial expert, or to see a network EAP Clinician. Discounted services for legal and mediation are also available. Of course, you may access information and develop personal plans on [www.liveandworkwell.com](http://www.liveandworkwell.com) as often as you want at no charge.

Q: Who will provide services to me?

A: Services are provided by a large and diverse network of licensed and certified professionals who can help with any concerns you may have. With the LifeEra Program, you can get advice from experts such as attorneys, financial professionals, mediators and dependent care professionals. For more complicated issues, you can meet with a full range of certified Clinicians, including licensed master's-level psychologists and substance abuse professionals (SAP's). All of our EAP network Clinicians are Certified Employee Assistance Professionals (CEAP's) or CEAP eligible.

## Invest in Yourself

Call or click anytime for confidential help in navigating life's everyday challenges.

live and work well

U.S.  
Behavioral  
Health  
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