

20 Ways to Use Your EAP

Interface Employee Assistance Program (EAP) is a valuable resource designed to help you and your family members deal with life's challenges that make you feel stuck and confined.

Here are 20 ways you and your family can take advantage of your EAP benefit. There are many more reasons you might utilize EAP counseling and resources. Your EAP is not just for people in crisis, but also to help employees and their family members with the everyday problems that we all face in life. Your EAP can help with:

- 1) Personality conflicts at home or on the job
- 2) Money management and financial problems
- 3) Completing your will
- 4) An adolescent who is using drugs or alcohol
- 5) Support in deciding on proper care for elderly parents
- 6) A child with behavioral problems at home or at school
- 7) Anxiety or depression
- 8) Domestic Violence
- 9) Feelings of being overwhelmed
- 10) Improving your communication skills
- 11) Clarifying important life decisions and problem solving
- 12) Dealing with grief
- 13) Managing stress
- 14) Feelings of loneliness
- 15) Recognizing a substance abuse problem
- 16) Resources for marital counseling
- 17) Ways to improve your self-esteem
- 18) A gambling problem
- 19) Support when living with a person with chronic illness
- 20) Adjusting to a divorce or separation



EAP participation is voluntary and strictly confidential. Your EAP Counselor will help you define the issues, sort things out and develop a plan of action. This is the core of what EAP does, helping you get in control of the situation so that it is more manageable.

Interface EAP is Your EAP!

For free and confidential assistance, call your
Employee Assistance Program and speak with a Care Coordinator:

(713) 781-3364
(800) 324-4327

www.4eap.com

Se Habla Español
(800) 324-2490

LEGAL SERVICES

Access to Professional Legal Services through your EAP



Free Consultation

- Three referrals (up to 30 minutes each) per household, per plan year to an attorney - referral may be telephonic or face-to-face

Reduced Hourly Rate

- Up to a 25% discount off attorney's usual rate

Free Document Review

- Complete review with comments on any legal document (*up to six pages*), providing the document does not involve one or more of the areas of law excluded by this plan (*preparation of documents may be an additional charge*).

Free Letters and/or Phone Calls On Your Behalf

- You are entitled to have a phone call placed or letter prepared by your Plan Attorney. Please discuss this benefit with your Plan Attorney in advance of relying on it to resolve your problem. The legal problem may not be resolved by this action alone and you may be forced to utilize other legal tactics to handle the matter.

Simple Wills for Plan Members

- Your plan covers the preparation of a Simple Will for you and your spouse (*additional charges may apply*).

Small Claims and Consumer Access Benefits

- Free consumer booklets “Facing Consumer Problems and Winning” and “What Should I Do If I Have an Auto Accident,” as well as Internet access to a web site with information on how to represent yourself if you are forced to file a lawsuit, defend against a lawsuit, or go to court to prove your case.

Family Health Legal Library

- Complete “Help Yourself” legal library containing detailed information on the most common health legal issues confronting Americans today, including sample documents such as Wills, Power of Attorney, Living Trusts, etc.

Domestic Violence and the Law

- Complete overview of Domestic Violence and the Law, including a safety checklist.
- Discussions of the concepts and legal issues involved in most domestic violence cases, including Civil Domestic Violence as well as the criminal components of Domestic Violence.



Interface EAP
Total Life Assistance™

Stress

Financial

Legal

Depression

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Marital Problems

Family Problems

Alcohol/Drug Problems

Other Referrals

Your employer has contracted with Interface EAP to provide an Employee Assistance Program.

ONLINE WORK/LIFE AND WELLNESS RESOURCES

www.4eap.com

Employees and their families are able to access the best in health and wellness programs and providers through the latest online technology. To access these services, simply log on to www.4eap.com. (Contact your Human Resources Department or call 800-324-4327 to obtain your login name and password.) From there, click on either the **Work/Life Services** or **Health and Wellness** links on the left side of the page to see the following features:



Work/Life Services

Searchable Work/Life Database

Search the national work/life database containing child care, elder care, adoption, school and college resources. Searches can be done by provider type, zip code, and desired proximity.

Provider Mapping Capabilities

After a search is conducted, locate providers by displaying a map of their geographic location.

Educational Materials

Search and download a variety of educational materials. These include tip sheets, checklists, articles, licensing regulations and more! In addition, information on daily living topics, such as consumer issues, legal and financial planning, and travel and recreation are available.

Calculators

Access a variety of calculators for financial planning, health, and weight management purposes.

Health and Wellness (This link is password protected; you will need to register and create a unique user name and password in order to access these resources.)

WellTips

Provides user-friendly information about non-traditional and self-help approaches. WellTips includes a **Health Information Library** - a library of health conditions, prescription drugs, and supplements; **WellClips** - short self-help videos covering wellness topics, such as breast self-exams, prostate cancer, skin cancer, massage, and acupuncture; and **FAQs**, which answer a variety of wellness questions.

Personal Health Profiles

An individualized health risk assessment that provides recommendations for health improvement.

The Store

Online store offers a wide variety of discounted health and wellness materials, including books, videos, spa products, exercise and yoga equipment.

WellLocate

A friendly, continually updated and expanded search engine that allows consumers to locate more than 90,000 preventive health and complementary care resources, including:

- * Weight Management Professionals
- * Smoking Cessation Programs
- * Fitness/Exercise Programs
- * Dieticians and Nutritionists
- * Prenatal and Postnatal Care
- * Chiropractors
- * Naturopaths
- * Acupuncturists
- * Massage Therapists
- * Yoga Instructors



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Your 1st Step to Finding Resources for Older Adults



www.eldercare.gov 1.800.677.1116



Connecting You to Community Services

Are you interested in home-delivered meals?



**Do you need
a ride to a doctor's appointment?**

**Are you taking care of yourself while
taking care of an aging friend or relative?**



**Do you need assistance
with light chores around the house?**

**Want to find out about opportunities to
stay involved in your community?**



The Eldercare Locator can help!

www.eldercare.gov

1.800.677.1116

When you call the Eldercare Locator you will be connected with local aging resources, such as, your Area Agency on Aging (AAA), Aging and Disability Resource Center (ADRC), Title VI Native American aging program, State Health Insurance Assistance Program (SHIP), Long-term Care Ombudsman or Elder Abuse Prevention. These agencies are familiar with programs and services for older adults and caregivers. The following are some examples of services and supports commonly available to you through these resources:

Staying at Home

- **Nutrition Programs** – Home-delivered meals or group meal programs
- **Transportation** – Rides to the doctor, store and for other errands
- **In-home Services** – Light housework, personal care, medication management, meal preparation

Meeting Your Housing Needs

- **Home Repair** – Programs to help keep your home in good repair
- **Home Modification** – Grab bars, wheelchair ramps or other modifications to your home
- **Housing Choices** – Housing alternatives in your community

Assisting Caregivers

- **Adult Day Care** – A protective setting for older adults in need of assistance during the day
- **Caregiver Support** – Programs to support those taking care of older adults
- **Respite Care** – Opportunities to relieve caregivers of daily duties



Getting Involved

- **Employment Services** – Opportunities to explore training and employment options
- **Senior Center Programs** – Meals, recreation and socialization
- **Volunteer Services** – Opportunities to stay involved and give back

Finding Additional Resources

- **Legal Assistance** – Advice and representation for legal matters, such as government program benefits, tenant rights, consumer issues
- **Financial Assistance** – Counseling and assistance on financial management and benefits
- **Case Management** – Help identifying needs and coordinating services
- **Elder Abuse** – What to do if yourself or a loved one is being exploited, neglected or abused
- **Health Insurance Counseling** – Assistance with health insurance related questions, including Medicare Part D prescription drug options

www.eldercare.gov

1.800.677.1116

When you call 1.800.677.1116

- Speak with an Information Specialist from 9 a.m. to 8 p.m. Eastern Time, who can help connect you to a trusted resource about programs and services for older adults and caregivers in your community.
- Learn about long-term care services and supports, transportation options, caregiver issues and government benefits eligibility.
- Speak with a Spanish-speaking Information Specialist (other languages also available).



When you visit www.eldercare.gov

- Locate information about resources in your area for older adults and caregivers.
- Access an extensive listing of publications, information, links and resources for older adults and caregivers.
- Chat online with an Information Specialist.



Connecting You to Community Services

1.800.677.1116 **www.eldercare.gov**

The Eldercare Locator is the first step to finding resources for older adults in any U.S. community and a free national service funded by a grant from the U.S. Administration on Aging (AoA). The Eldercare Locator is administered by the National Association of Area Agencies on Aging (n4a).



Advocacy. Action. Answers on Aging.

This publication was supported, in part, by a grant, No. 90AM3206, from the Administration on Aging, U.S. Department of Health and Human Services. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official Administration on Aging policy.