

# EMPLOYEE ASSISTANCE PROGRAM (EAP), WORK-LIFE SERVICES AND LEGAL, FINANCIAL & ID RECOVERY CONSULTATION



## *Real-Time Support For Real Living*

To help you make time for what matters most, you and your loved ones have access to an Employee Assistance Program.

Worrying keeping you up at night?

Available any time, any day by phone or web.  
The EAP offers live assistance when you need it!

Overwhelmed by bills?

Parenthood not feeling so joyful?

ALWAYS AVAILABLE.  
ALWAYS CONFIDENTIAL.

Wish you were more in control?

Get a free 30 minute consultation with an attorney or financial planning / budgeting assistance

Is your outlook gloomy?

Don't have the tools to cope?

Work-Life Services offers a rich web-based library of practical resources and 24/7 access to LiveCONNECT instant messaging to provide support for any work, personal, or everyday issue that's important to you and your family.

**1-800-292-2780**

Employee Resource Systems, Inc.

Employee/Member Assistance  
Program (EAP/MAP)

- Relationship Conflict
- Stress/Anxiety
- Depression
- Drug/Alcohol Abuse
- Legal/Financial
- Grief/Loss
- Parenting

Resources for you and your family  
Call or log in to get started

[www.ers-eap.com](http://www.ers-eap.com)



Always Available. Always Confidential.

© 601

Receive a professional assessment of your situation by a licensed clinician and up to 5 Free in-person sessions with a counselor near your home, work or school.

**CALL OR LOG IN TO GET STARTED**

**TOLL-FREE: 800-292-2780**

**WEBSITE: [www.ers-eap.com](http://www.ers-eap.com)**

**USERNAME: tryworklife PASSWORD: ers**

# EMPLOYEE ASSISTANCE PROGRAM (EAP), ENHANCED WORK-LIFE SERVICES LEGAL, FINANCIAL & ID RECOVERY CONSULTATIONS



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Call for a free consultation with a certified financial planner for budgeting assistance, credit management or other questions.

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Receive a professional assessment of your situation by a licensed clinician and up to 5 Free in-person sessions with a counselor near your home, work or school.

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# LEGAL ASSIST

If your life, or the life of a family member has been impacted by a legal issue, you may need the expert counsel of an attorney. Your **Employee Assistance Program** can help with a free consultation with a qualified attorney either on the phone or in person. Online support is also available with legal forms, a library of legal articles, even a simple will. Call or visit us online to get the legal answers you need.

- Free 30 minute consultation with an attorney
- In most cases, discounted services are available if you need additional legal support
- Nearly 100 do-it-yourself legal forms including a free simple Will from Nolo.com
- Library of hundreds of legal articles and tip sheets



# FINANCIAL ASSIST

If you have questions about a financial issue, speaking with a financial expert can help. Your **Employee Assistance Program** provides you with free consultations with financial experts on everything from credit and debt, to purchasing a home, or saving for retirement.

- Free consultation with a financial counselor for you or your family members
- No appointment needed during regular business hours Monday through Friday. Saturday appointments available
- Online financial calculators, library of articles, and do-it-yourself tools to manage finances
- Free access to Intuit Mint.com and Credit Karma for budgeting & financial software and free credit reports



# IDENTITY THEFT RECOVERY

Identity thieves want your personal information. And when they get it, not only can this cost you money but it can hurt your credit rating and take years to fix. Let the **Employee Assistance Program** help you recover from, and minimize the impact of, a breach of your identity.

- A free 30-minute consultation with an identity recovery professional
- An action plan created just for you and consultation on implementing the plan
- Reduced time spent repairing compromised credit history



# CHILD CARE & PARENTING

Whether you are in the process of growing your family, or are thinking about it for the future, take advantage of the free, confidential resources and referrals provided by your **Employee Assistance Program**. Families and parents can benefit from consultation and support regarding these and other topics:

- **Child care Referrals**
- **Pregnancy and infertility**
- **Adoption & special needs**
- **Parenting challenges**
- **Resources for all educational and developmental stages**



## YOUR WORK-LIFE WEBSITE



Online access to a wide range of resources regarding the work and life topics of interest to you and your family—all available on the **Employee Assistance Program** website. Just log on to navigate through articles, links, interactive content, self assessments, and more!

- **Regularly updated information and links**
- **LiveCONNECT instant messaging for 24/7 access to referrals for Childcare, Eldercare and Daily Living**
- **Downloadable articles and tip sheets**
- **Information Centers for Legal, Financial, Wellness, Savings, Relocation, Savvy Rx, Savvy Pet Rx and TaxAct**
- **Skill Builder online learning**
- **Spanish-language content**

## SAVINGS CENTER

To help you stretch your dollar, you and your family have access to a free online benefit: the Savings Center. When you log on to the Savings Center, you can shop quality name brands at discounts of 25% off regular retail prices! Register for free on your **Employee Assistance Program** website.

- **Online, catalog and in-store discounts available, log on to the work-life website and check them out**
- **Use the *company name* EAP to register**
- **The program offers a wide array of discounts from leading name-brand retailers as well as savings on a large selection of discount tickets**



# EMPLOYEE ASSISTANCE PROGRAM

# 2017

## CALENDAR

WEBINARS  
AND  
MONTHLY  
THEMES

	Monthly Theme	Monthly Online Seminar Title	Online Seminar Description — Seminars can be found on your home page or you can search for them by title.
JAN	<b>MIND YOUR MONEY</b> Insuring your financial well-being.	<b>Maintaining Personal and Fiscal Resiliency During Tough Economic Times</b> Available on demand starting JAN 17 <sup>th</sup>	Learn how to develop a “stress plan” to visualize a more positive financial future. Understand the process of prioritizing your needs and exploring the full extent of your assets.
FEB	<b>IGNITE A SPARK</b> Expand your life through creativity.	<b>Creativity 101</b> Available on demand starting FEB 21 <sup>st</sup>	“Creativity is putting your imagination to work, and it’s produced the most extraordinary results in human culture.” Ken Robinson. Learn to tap into your creativity and apply it in all areas of your life.
MAR	<b>ACCENTUATE THE POSITIVE</b> Taking a more mindful approach.	<b>Disrupting Negative Thoughts</b> Available on demand starting MAR 21 <sup>st</sup>	It’s not negative thoughts themselves that are the issue; rather, it’s when we believe those negative thoughts. Learn how to gain control over negative thoughts and turn them into positive ones.
APR	<b>STAYING POWER</b> Resiliency skills for caregivers.	<b>Compassion Fatigue: Increasing Resiliency</b> Available on demand starting APR 18 <sup>th</sup>	Caregivers often take on the emotions of those they help or rescue. After understanding how compassion fatigue can develop, you’ll learn specific strategies to reduce stress and to develop resilience.
MAY	<b>#HAPPINESS</b> Creating support environments for children.	<b>Raising Well-Adjusted Kids</b> Available on demand starting MAY 16 <sup>th</sup>	Review the current research and science behind raising well-adjusted kids. Learn tips to foster positive mental health in the children and teens in your life.
JUN	<b>GOING THE DISTANCE</b> The path to total well-being.	<b>Emotional Support: Staying Balanced in a Changing World</b> Available on demand starting JUN 20 <sup>th</sup>	Change impacts all aspects of life. Every change brings a chance to self-improve or self-destruct. This session explores how people who know how to manage change have more successful lives.
JUL	<b>MIXOLOGY</b> Celebrating the multi-generational workplace.	<b>Managing in a Multi-Generational Workplace</b> Available on demand starting JUL 18 <sup>th</sup>	Identify the characteristics and key motivational factors of each generation. Explore commonalities and discuss differences to build strong teams while bridging the generational gap.
AUG	<b>SAYING GOODBYE</b> Honoring the process of grief and loss.	<b>Bereavement: Coping with Loss</b> Available on demand starting AUG 15 <sup>th</sup>	Grief and loss trigger conflicting emotions. Explore your own reactions to loss, from a death to divorce. Learn why some people are stuck in a “grief rut” as you discuss more healthy ways to grieve.
SEP	<b>TMI</b> Find your way to the right resources.	<b>Information Overload</b> Available on demand starting SEP 19 <sup>th</sup>	Managing the enormous amount of information that is thrown at us is difficult. Understand what contributes to information overload and apply tips and tools for effectively managing information.
OCT	<b>ENERGY BOOST</b> An active approach to well-being	<b>Improve Your Health with Ergonomics and Frequent Movement</b> Available on demand starting OCT 17 <sup>th</sup>	Sedentary behavior is the 4th leading risk factor of death for people all over the world. Learn to incorporate frequent desk exercises and movement into your day. Additionally, learn proper ergonomic tips to help ease job stress and reduce chronic injury.
NOV	<b>GRATITUDE ADJUSTMENT</b> Appreciating all that is good.	<b>The Mind-Body Connection</b> Available on demand starting NOV 21 <sup>st</sup>	Keeping the body relatively calm is crucial to well-being and optimal health. Becoming aware of how your body feels when it is under stress is important to maintain a relaxed and calm state.
DEC	<b>FUSION FORWARD</b> Embracing a multi-cultural workplace.	<b>Diversity in the Workplace: Maintaining an Inclusive Environment</b> Available on demand starting DEC 19 <sup>th</sup>	Each member of the workforce brings unique skills, background, and experience vital to the successful organizations. A diverse workforce is a rich source of creativity and problem-solving.

CALL OR  
GO ONLINE

TOLL-FREE: 800-292-2780  
WEBSITE: [www.ers-eap.com](http://www.ers-eap.com)



Employee Resource Systems, Inc.



***What is an Employee/ Member Assistance Program (EAP/MAP)?***

The EAP/MAP is a free and confidential assistance program that provides supportive counseling, information and resources for employees and their families.

***Why offer this service?***

Studies have shown that by helping employees to address their personal troubles, companies are able to reduce problems such as absenteeism, extra costs, lost wages and decreased productivity. It's a win-win situation for everyone!

***Who provides this service?***

The EAP/MAP is administered by Employee Resource Systems (ERS), a Chicago-based company with a national network of counselors—available to provide in-person or telephone support.

***Who can use this service?***

The EAP/MAP is available to all employees and their immediate family members, including a spouse (or significant other), children and older adult parents.

***Is the Employee/Member Assistance Program confidential?***

Yes, this service is confidential. Everyone at the EAP/MAP is legally and ethically bound to maintain the confidentiality of all of its clients. Exceptions exist for any threat-to-safety situations such as child abuse.

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**ERS**

Employee Resource Systems, Inc.  
*The Employee/Member Assistance Program*

For confidential help call: 800-292-2780

[www.ers-eap.com](http://www.ers-eap.com)

### ***When should I call the Employee/Member Assistance Program?***

The EAP/MAP typically deals with challenges such as:

- Family conflict
- Marital or relationship issues
- Stress
- Depression
- Anger management
- Grief & loss issues
- Parenting concerns
- Alcohol and other drug abuse
- Eating disorders
- Legal concerns
- Financial concerns

### ***How do I get started?***

The first step is to call the EAP/MAP at 800-292-2780. You will be connected with an EAP/MAP counselor on the phone who will talk with you and then schedule an appointment. In urgent cases, counselors will quickly assess the situation and provide crisis intervention and a safety plan when appropriate.

### ***How much does it cost?***

There are no charges for use of the Employee/Member Assistance Program. Employees and their families are eligible to receive up to a certain number of free in-person counseling sessions per problem or issue. The number of sessions is determined by the model of service your employer has purchased. Some issues can be resolved within those sessions; however, referrals will be provided for long-term counseling or treatment through your insurance benefits.

# ERS

**Employee Resource Systems, Inc.**

*The Employee/Member Assistance Program*

- Family/Relationship
- Substance Abuse
- Psychological
- Financial/Budget
- Job Performance
- Legal

For confidential help call: **1-800-292-2780**

**[www.ers-eap.com](http://www.ers-eap.com)**



## Resilience: Changing Your Point of View

Bill Heffernan, LCPC

Resilience is the capacity to bounce back, to persevere and adapt, when things go wrong or are very difficult. For individuals, resilience is the capacity to “bounce” back after a difficult or tragic event. Resilience doesn’t mean that you don’t have pain, that you aren’t emotionally wrought and that you don’t have bad days, but it does mean that you begin to recover and rebuild as soon as possible. For a community, after a natural disaster, people leap into action to first rescue one another and then to help, to provide necessary services and resources and eventually rebuild their community. For an organization, being resilient may mean shifting strategies when the product or service you offer no longer has a market, or shifting and offering new and different products and services to move the organization forward. Intel used to be a company that made semiconductors and memory chips but when Japanese manufacturers significantly reduced the profitability of that market, Intel was able to shift gears in the mid-1980’s and started making microprocessors instead. They have been so successful that today most people are unaware, or can’t recall that Intel ever made anything but microprocessors!

Becoming more resilient requires that you understand, appreciate and nourish your innate capacity and your own strengths and resources. Resilience relates to your belief that you can get through or overcome adversity. Most of us have encountered difficult or tragic situations and it’s important to acknowledge that no one person’s loss or tragedy is greater or more significant than anyone else’s loss. Some of us have been confronted with difficult situations that we could not imagine getting through – we might have said things like; “I can’t deal with this,” “How will I survive?,” “I can’t live without this person,” “I could just die,” or other equally dire statements. But then we survived, we endured and we came out on the other side, sometimes stronger and often wiser. Too often we don’t stop and

look back and identify the things (and let’s be honest, it is seldom just one thing) that helped us through those difficult times. The first step in building your resilience is to take an inventory of your strengths, those things that helped you in the past. You have these strengths within you – build on them. Knowing what has worked before allows you to more quickly access those resources in the future.

Another aspect of being resilient is to examine the way you think about difficult events. Karen Reivich, Ph.D. and Drew Shatte, Ph.D. identified three dimensions in their book, *The Resilience Factor*, which greatly influence our thoughts and perceptions. When we examine these dimensions and our perceptions of them, we’re better able to move through difficult times.

The first dimension is the “Everything vs. Not Everything” dimension. When confronted by adversity, do you believe that what has happened will ruin absolutely *everything* in your life or that it will affect a part of your life? The second dimension is the “Always vs. Not Always” dimension. Bad things happen. Most adversity does not last forever; however, some adversity does change things forever. Even when we are confronted by serious loss, difficult to believe as it is, we will start to feel better over time, things are not terrible forever. While it doesn’t diminish or minimize the loss we have experienced, our ability to adapt allows us to continue. Finally the third dimension is the “Me vs. Not Me” dimension. This dimension is difficult, in part because it requires that we summon the courage to be brutally honest with ourselves. When something bad happens, are you accurately able to assess what your role is in the situation? Do you share or own any responsibility for what has occurred? People who blame themselves for every bad thing that happens are constantly tearing themselves down.

Those who blame every bad thing on someone else are tearing others down

and missing an opportunity for self-evaluation. The unfortunate consequence of indulging in this “blame game” is that the “blamer” does not evaluate his or her own pattern of behavior or attitude that may be causing or contributing to the problem.

### Quarterly Quote

*“Life is not about waiting for the storm to pass... it’s about learning how to dance in the rain!”*

–Vivian Greene

So let’s imagine you’re driving to work and you get a flat. If you thought about this event in the least resilient way, you might say something like, “This new car is a piece of junk (*everything*), why does this sort of thing keep happening to me? (*always*), I’m sure my spouse just carelessly drove through a box of nails (*not me*), blaming.”

Wow, how do you come back from that?! No question about it, getting a flat stinks, but it doesn’t mean that your new car is a “piece of junk.” Getting a flat is probably going to be the worst thing that happens on an average day. So from a different point of view, the worst of your day is now over. Congratulations, your day is looking up! This is the kind of bad luck that happens to everyone from time to time. It doesn’t depict anything about the quality of your character or your car, nor can it foretell doom and gloom for your future. Certainly your plan for the day may have to change. You may finally get a chance to use that roadside assistance program you’ve been paying for all this time. You could get a ride with a friend and really enjoy the time catching up with each other, or maybe you’ll take mass transit and either enjoy the novelty

*Continued on back*



Interested in submitting a question or comment?  
Send an e-mail to [aharkleroad@ers-eap.com](mailto:aharkleroad@ers-eap.com).  
Your feedback is greatly appreciated!



### Resilience, Continued

of the experience or regain a newfound appreciation and sense of gratitude for your car. The essential point being that resilient people are able to see and appreciate many more options than the less resilient.

Your resilience is determined by YOU and how you think about or interpret the events that go on around you. You can increase and improve your resilience. Those with high levels of resilience tend to adopt the perspective of “This too shall pass.” Whatever they are going through will have an end. Stressful experiences may only speak to one small aspect of

their lives (“Sure, exams are stressful but family, friends and biking by the lake awaits!”); and externalizing the “blame” after honestly assessing their role and responsibility if things do go wrong. (“Wow. My speech didn’t go well, but come to think of it, that was a really tough audience.” or “Wow. My speech didn’t go well, but that was my own fault since I left things until the last-minute and then stayed out late last night.”)

So the next time you encounter adversity, do your best to be very clear, accurate and brutally honest in your thinking and ask yourself three simple questions.

**1.** Will this adverse event last forever? It may change some things and you may have pain and sadness as a result of what has happened, but you probably have the capacity to adapt to the change.

**2.** Has this adversity truly ruined everything? Something may have been ruined or altered, but *everything*? Probably not.

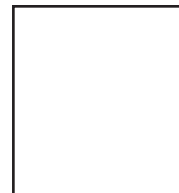
**3.** And finally, what role did I have in this event? Did I cause or contribute to what has happened? What can I learn from this incident that will allow me to do things differently in the future?

*Continued below*

# ERS Press

A Publication of  
Employee Resource Systems, Inc.  
An Employee Assistance Program

29 East Madison Street, Suite 1600  
Chicago, Illinois 60602



When building your resilience, there are a few additional factors that can help a great deal:

**Willingness to take action** – When confronted with adversity, you take action, you begin to find information, look for resources and do the things that you need to do to get started making things better.

**Belief** – Believe that what you do matters, that you make a difference and that what you have to contribute makes a difference.

**Support** – Reach out to your support network of family, friends, neighborhood and faith community. This network of people can lift you up, provide strength and encouragement. If you do not have a network, work to build one, it is a source of tremendous strength.

Remember your life is a work in progress. Every day you learn, you adapt and you grow. Be curious, try new things and view your life as a work in progress, you are getting a little better every day.

*Bill Heffernan, LCPC, CEAP holds a Master's degree in Rehab Counseling and is co-owner of Employee Resource Systems. He specializes in Organizational Development, Training and Drug Policies.*

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