

# Employee Assistance Program and Work-Life Services Overview





# Welcome to BHS.

At BHS, we are in the business of bettering lives. We transform organizations by empowering their people to achieve their fullest potential. When employees bring their best selves to work, organizations increase their ability to meet their performance goals.

With more than 35 years' experience developing and executing employee assistance, well-being and organizational development solutions, BHS has helped thousands of organizations drive employee engagement, increase productivity and improve health and safety in their workplaces.

Unlike most Employee Assistance Program (EAP) vendors that only provide reactive resources for employees and their family members, BHS offers proactive and innovative tools and solutions across three pillars: for employees, for managers/supervisors and for the organization. We recognize that each organization has different needs and a "one size fits all" EAP solution rarely achieves the ideal outcomes an organization expects.

By choosing BHS as your workplace partner, I am confident you will see just how passionate we are about your people's well-being and the success of your organization. Our hope is to work with you to tailor a program that exceeds your expectations. More so, we want to earn your trust as a workplace partner that supports your people, culture, health and safety initiatives.





To learn more about how we can help your organization, call 877-524-0555 or email [sales@bhsonline.com](mailto:sales@bhsonline.com) to arrange to speak with one of our customer solutions team members.

*D Motovidlak*  
**DAWN MOTOVIDLAK**  
President and CEO



# TABLE OF CONTENTS

## EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES

---

### 06

#### Services for Participants

- Service Access
- EAP Call Center Staff Credentials and Experience
- BHS' Signature Care Coordination Service
- In-the-Moment Support and Crisis Counseling
- Disaster Relief Resources
- Emergency Services
- Telephonic Intake and Initial Assessment
- BHS' EAP Provider Network
- Scheduling Appointments for Sessions with an EAP Provider
- The Assessment
- Short-Term Problem-Solving Sessions
- Referral Services
- Follow Up for EAP Cases

---

### 14

#### Services for Supervisors

- Performance/Management Consultation and Support
- Management Referrals, Compliance Monitoring and Reporting

---

### 16

#### Services for the Organization

- Dedicated Program Management Team
- Implementation
- Program Promotional Materials and Other Engaging Tools
- Program Utilization and Satisfaction Reporting
- Critical Incident (CI) and Disruptive Event Support
- Online Resources: MyBHS Portal
- Trainings, Events and Activities
- Substance Abuse Professional (SAP) Services



## WORK-LIFE SERVICES

---

**24**

### Legal Services

Identify Theft  
Legal Consultation and Referrals  
Online Legal Resources

---

**26**

### Financial Services

Financial Consultation and Counseling  
Online Financial Resources

---

**28**

### Children and Parenting Resources and Referral Services

Adoption  
At Risk/High-Risk Adolescents  
Childcare  
Colleges and Universities  
Grandparents as Parents  
Parenting  
Prenatal  
Primary/Secondary Education Programs  
Special Needs  
Summer Care  
Temporary/Backup Care  
Welfare-to-Work

---

**34**

### Eldercare Resources and Referral Services

---

**35**

### Convenience Care Resources and Referral Services

Daily Living Resources  
Pet Care  
Relocation Services

---

**37**

### Well-Being Coaching Services

On-Site Coach Resources

---

**39**

### Shopping/Discount Programs





# EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES

**Better employee performance. Better bottom line.** Your employees and their families often face a variety of personal, work-related and work-life balance challenges. If left unresolved, these hurdles can decrease work performance and company morale and may increase absenteeism, turnover, safety incidents and claims costs.

## Services for Participants

### Service Access

Employees and their dependents/household members (participants) have 24/7 access to EAP services. Access is available to all program participants regardless of their location. Additionally, for non-emergent issues, participants may contact us through our live chat feature via our website, by text, by email or by completing an online Service Request Form. BHS provides TTY access for participants with hearing loss and can accommodate participants with special needs or physical disabilities. BHS can accommodate over 240 languages and special requests for an EAP counselor of a specific gender, race, ethnicity, religion or cultural background.

## HOW TO ACCESS SERVICES

### Call or Text

Call BHS 24/7 or text an available BHS Care Coordinator for free, confidential, in-the-moment support or to access services. A BHS

Care Coordinator will confidentially answer your call or text, understand your needs, assist with any emergencies and connect you to the appropriate resources. Call BHS 24/7 for immediate assistance with urgent situations.

### Online

The Live Chat feature in the MyBHS portal connects participants with an available BHS Care Coordinator to answer questions, provide in-the-moment support or to initiate services. Participants can also complete the Service Request Form and a BHS Care Coordinator will respond within one business day.

### The BHS App

Participants can use the one-touch dialing feature 24/7 in the BHS App to call to speak with a BHS Care Coordinator. Additionally, participants can submit a question or non-emergent requests for services through the app and a BHS Care Coordinator will respond within one business day.

## Call Center Staff Credentials and Experience

The BHS EAP call center is staffed by a team of Care Coordinators and Management Consultants, all of whom are **master's level clinicians** specially trained in clinical assessment, crisis management, supervisory consultation, substance abuse, workplace violence, cultural diversity, domestic violence, case management and treatment monitoring.

A substantial number of BHS Care Coordinators and Management Consultants are recruited from schools that specialize in EAP. The EAP-specific track offers targeted classroom training and specialized field work in using EAP as an effective workforce management tool.

This unique educational background enables BHS Care Coordinators and Management Consultants to quickly and efficiently identify issues that may affect workplace performance.

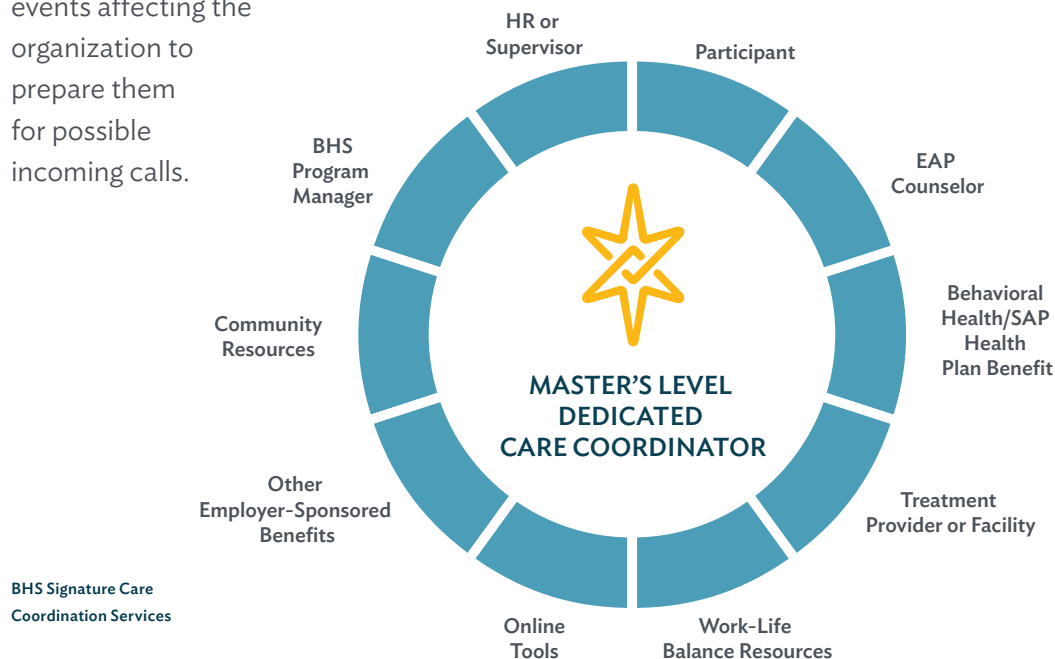
Additionally, your program management team will be in constant contact with our call center personnel to relay any updates, news, policy changes or events affecting the organization to prepare them for possible incoming calls.

## BHS' Signature Care Coordination Service

Other EAPs may look the same on paper, but it's our high-touch service delivery to participants that really makes the difference.

BHS provides all participants with a dedicated, personal advocate called a Care Coordinator for the life of their case. Care Coordinators work with each participant from the initial phone call through the close of their case and are always guiding and supporting the participant through the process.

Care Coordinators take personal accountability for ensuring each participant is connected to all necessary resources, progress through the program and enjoy an outstanding EAP service experience. This signature process ensures all parties involved in a participant's care stay informed and involved from the start to a successful conclusion. BHS Care Coordination ensures no participant falls through the cracks, that all participants' needs are identified and addressed and guarantees the best possible outcome for participants and the organization.





OUR SIGNATURE  
CARE  
COORDINATION  
MODEL HAS  
BEEN A  
PROPRIETARY  
AND  
DIFFERENTIATING  
FEATURE OF  
OUR PROGRAM  
SINCE 1996.

## In-the-Moment Support and Crisis Counseling

As a master's level clinician, the dedicated Care Coordinator is available to provide in-the-moment. Whether a participant needs a compassionate ear, inspiration or guidance on handling a stressful situation, the Care Coordinator is available for support any time during the participants engagement. In addition, Care Coordinators are adept at providing crisis counseling for individuals, who are experiencing the emotional impact of a current or past crisis. Care Coordinators always screen for emergencies and are prepared to contract for safety or deploy an emergency response when necessary.

## Disaster Relief Resources

BHS has resources available to help participants cope with natural disasters (earthquakes, tornadoes, hurricanes, fires, floods, terrorism, etc.) and put their lives back together. Our work-life specialists are available to support those who need assistance with disaster relief. The identification and screening process of vendors to assist during these situations is time consuming. In utilizing these services, a BHS work-life specialist will do the work for you.

The following resources are available:

- Alternate housing
- Counseling services
- Emergency shelters
- FEMA assistance
- Food and clothing assistance
- Hotline numbers
- Home-delivered meals
- Home visits
- Outreach programs
- Safety inspectors



- Support groups
- Temporary care

## Emergency Services

All participants requesting emergency EAP services or who are assessed as having an emergent need receive immediate emergency support. BHS defines an emergency as a potential threat to the safety of self or others. Due to the nature and frequency of emergent calls, a Clinical Supervisor is always available to coordinate an emergency response. When a participant is in imminent danger, the Care Coordinator immediately notifies the Clinical Supervisor of the situation. While the Care Coordinator works to stabilize the participant, the Clinical Supervisor mobilizes the appropriate response from the proper authorities. After the arrival of the response team and the situation has been stabilized, the Care Coordinator confirms the participant is safe and coordinates a follow up, face-to-face intervention that same day unless medical attention is required.

If the caller is already enrolled and is calling back to BHS with an emergent situation, the responding Care Coordinator will also alert the participant's assigned Care Coordinator of the situation for ongoing follow up.

## Telephonic Intake and Initial Assessment

When a participant calls BHS to access EAP services, he/she will undergo a conversational intake and an initial assessment process, conducted by a master's level Care Coordinator. In addition to conducting an intake and brief assessment, they are adept at providing immediate crisis counseling for employees who are experiencing the emotional impact of a current or past crisis. They are also available to provide in-the-moment support for individuals

who just need a compassionate ear, inspiration or guidance on how to handle a stressful situation. The central function of the intake and assessment is to: (1) assess the urgency of the situation and risk level of the participant, (2) understand the participant's presenting problem and any additional issues, which may be fueling or resulting from the presenting problem, (3) establish a positive alliance and rapport with the participant and (4) gather data in order to determine the right course of action for the participant.

The Care Coordinator begins by reviewing:

- His/her professional qualifications to work with the participant in a Care Coordination capacity
- Information regarding the program and its purpose
- His/her role as a Care Coordinator
- Confidentiality, Notice of Privacy Practices and record-keeping procedures



- The program framework, including any special circumstances surrounding intervention (e.g., supervisory referrals)
- The prospect of further assistance beyond the scope of what is included, such as referrals for long-term counseling assistance or specialized treatment and the financial obligations associated
- Responding to any additional concerns or fears surrounding the program process itself
- In-the-moment support or crisis counseling provided by the dedicated master's level BHS EAP Care Coordinator with ongoing follow up
- An appointment with a local face-to-face or virtual EAP counselor for short-term support or problem-solving sessions
- Benefit navigation and referrals to medical care or specialized treatment provided by a qualified community resource along with ongoing support and follow up provided by the dedicated Care Coordinator

BHS Care Coordinators recognize that, for many participants, this is the very first time they have sought assistance. They address any concerns or outright fears participants may have regarding the program and/or counseling process. BHS Care Coordinators strive to make participants feel truly safe sharing personal concerns and problems of a potentially intimate nature. After general demographic information is collected, the Care Coordinator conducts the assessment, screening the participant for a full range of issues that may either be contributing factors to or a consequence of the presenting problem.

Upon completion of the initial assessment, the Care Coordinator utilizes the evaluation content to develop recommendations for effective intervention to address each of the participant's identified problems. Capitalizing upon the collaborative spirit developed throughout the conversation, the Care Coordinator and participant then discuss the recommendations and agree upon a course of action. Every effort is made to ensure the participant fully understands the specifics of this plan and is in full accord with its implementation. The right course of action may include one or more of the following program services:

*BHS maintains a network of more than 80,000 providers globally.*

- An appointment with a local face-to-face or virtual EAP counselor to conduct a further assessment to confirm the right course of action
- A referral to any available work-life services or other employer-sponsored programs or benefits with ongoing follow up from the Care Coordinator

## BHS' EAP Provider Network

BHS maintains a network of 60,000 providers throughout the U.S. and more than 20,000 globally. All network EAP providers must meet the following criteria:

- A master's degree or higher from an accredited college or university recognized by the corresponding professional association in a clinical mental health field
- Licensed or certified at the highest level of practice with no restrictions
- Minimum of three (3) years full-time post-graduate clinical experience in the assessment and brief intervention of mental health and chemical dependency services
- Maintain individual professional liability coverage of \$1 million/\$3 million



- Availability of at least 20 hours per week in clinical practice
- Ability to offer appointments within 24 hours for emergencies, 48 hours for urgent issues and within three (3) to five (5) days for routine concerns
- Availability for and experience in trauma response and crisis support
- Two years' experience of half-time or greater providing EAP assessment, short-term problem-solving and referral services
- Ability to develop trusting helping relationships
- Ability to work effectively with individuals and families from diverse racial, ethnic, and socioeconomic backgrounds
- Ability to intervene in crisis situations, using sound professional judgment, ethical practice, and common sense
- Ability to work independently to develop, implement and evaluate safety and intervention plans to meet both participant workplace needs

## Scheduling Appointments for Sessions with an EAP Provider

The Care Coordinator will actively secure an appointment for the participant with the most appropriate EAP provider. Sessions are available face-to-face, virtually via our secure, HIPAA compliant video platform or telephonically, if appropriate. When connecting a participant to an EAP provider, the Care Coordinator will take into consideration the participant's clinical needs as well as any specific requests regarding location, office hours, language spoken, gender, etc. With over 35 years of providing EAP services, BHS is uniquely familiar with our providers' strengths, styles and schedules affording us the capability of creating the best "match" in a timely fashion

For **emergent issues**, we will provide the necessary support according to our emergency services plan and offer an appointment with a provider or necessary treatment resource within 24 hours. With the oversight of the Clinical Supervisor, the Care Coordinator will stay in



A CLINICAL SUPERVISOR  
IS ALWAYS AVAILABLE  
TO COORDINATE AN  
EMERGENCY RESPONSE.

touch with the participant or a family member until we are confident the participant is safe and/or an appointment is secured.

For **urgent issues**, we will provide the necessary support and/or offer an appointment with a provider or necessary resource within 48 hours. The Care Coordinator will stay in touch with the participant or a family member until an appointment is secure.

For **routine issues**, we will provide the necessary support and/or offer an appointment with a provider within three (3) to five (5) days, unless the participant has specific restrictions, requests or preferences. The Care Coordinator will touch base with the participant with an update on our progress a minimum of every 24 hours from the time the case was created until the appointment is secured.

BHS offers appointments within a 10-mile radius of each urban address, a 20-mile radius for suburban addresses and within 30 miles for rural areas. For very rural areas, participants can expect to travel as far as they would for any specialty healthcare provider. BHS also makes secure, HIPAA compliant secure counseling sessions available.

*BHS  
participants  
have 93%  
problem  
resolution  
within EAP  
sessions*

## The Assessment

BHS' EAP Care Coordinators are master's level EAP specialists and are capable of conducting a telephonic assessment after intake. However, there are times when it is more appropriate or clinically necessary for an assessment to be conducted or continued virtually or face-to-face with an EAP provider. Typically using the first one or two EAP sessions, the EAP counselor will conduct a comprehensive psychosocial assessment, evaluation and initial counseling in order to identify the complexity of the employee's problem and the extent to which it

may be impacting job performance. The EAP counselor carefully screens for, reviews and considers the following:

- The nature, extent and duration of the employee's problem(s)
- The employee's overall functioning over the previous year
- The extent to which the problem(s) impact the employee's daily functioning along both personal and occupational dimension
- The potential negative impact, risk or liability to the employer
- The presence of any emergent clinical conditions or symptoms (e.g., suicidal/homicidal ideation and/or intent)
- The employee's control over his/her impulses
- The presence, evidence, extent and impact of substance abuse/chemical dependency conditions
- The presence of sleep or eating disorders
- The presence of significant psychiatric impairment (e.g., psychosis or other thought disorder)
- The presence of environmental problems and social service needs (e.g., housing, financial difficulties, domestic violence)
- The employee's social support system
- The employee's motivation to seek assistance and follow through with recommendations
- The presence of specific clinical disorders generally requiring specialized medical attention, long-term treatment or specialized treatment (e.g. EMDR, hypnotherapy, ECT, TMS, etc.)

Upon completion of the assessment, the EAP counselor utilizes the evaluation content



to develop recommendations for effective interventions to address each of the employee's identified problems. Capitalizing upon the collaborative spirit developed throughout the assessment, the EAP counselor and the employee discuss the recommendations and agree upon a course of action. Every effort is made to ensure the employee fully understands the specifics of this plan and is in full accord with its implementation. The counselor's recommendations and the selected course of action is documented in the employee's case file with the EAP counselor.

## Short-Term Problem-Solving Sessions

If after the assessment it is determined the issue can be resolved within the remaining sessions, the counselor will work with the participant until the issue is resolved or until the participant has made appropriate progress.

BHS provides a full range of support for short-term needs including:

- Anger management
- Anxiety
- Concern about the health or care of a loved one
- Depression
- Drug/alcohol abuse and dependency
- Family problems
- Focus and concentration concerns
- Gender identity
- Grief and loss
- Inter-personal concerns
- Marital or relationship issues
- Organizational skill needs
- Parenting challenges

- Performance issues
- Personal, school or work-related stress
- Substance abuse
- Trauma
- Time management
- Work-life balance

Any issue which interferes in any way with an individual's work, life or family priorities is a reason to contact the EAP. There is no problem too big or too small for BHS.

## Referral Services

If following the assessment, or at any time during short-term problem-solving sessions, it is determined the participant requires medical care, specialized treatment, long-term care for a chronic issue or support services such as social services or self-help groups, BHS will provide referrals to appropriate, screened and qualified resources. When referrals are made, it is standard practice to provide the participant with a choice of at least three (3) screened and qualified resources. With our Signature Care Coordination services, conducting research, serving as an insurance benefits navigator, being an advocate and securing appropriate qualified resources are what we do.

BHS will assist the participant in contacting his/her health plan to obtain a list of appropriate resources. The BHS Care Coordinator is available to personally contact each resource provided by the health plan to ensure the provider/facility has not relocated, the contact information is valid, the provider/facility still provides the necessary services, the participant's insurance is, in fact, accepted, and the provider/facility is available to accept new clients.

After the Care Coordinator has carefully



**BHS HAS  
97% PARTICIPANT  
SATISFACTION  
RATE WITH  
OVERALL  
EAP EXPERIENCE.**

screened the list, the participant is presented with the most appropriate, available resources. In providing these referrals, the Care Coordinator makes it clear that BHS and the participant's employer are not responsible for the quality of services rendered by the resources identified. The decision whether to utilize a resource identified by BHS rests solely on the participant. The participant will also be made aware of the cost of selected resources and that payment is the obligation of the participant or the participant's health insurance company.

The Care Coordinator is available to assist the participant in securing an appointment with the resource of his/her choice. With a signed participant consent, the Care Coordinator also ensures all pertinent assessment information is relayed to the treatment resource. Once the participant has been successfully transitioned into treatment, the Care Coordinator continues to follow up with the participant and treatment provider to ensure progress is being made and the participant is satisfied with EAP services and the referred resource(s). In cases involving supervisory referrals, the Care Coordinator also follows up with the participant's designated supervisor to relay compliance with recommendations. In cases involving substance abuse or high-risk situations, the Care Coordinator continues to follow up with all parties for a minimum of one (1) year.

### **Follow Up for EAP Cases**

For low-risk, short-term problem-solving cases, the Care Coordinator follows up with the participant and the provider after the first session and after the final session. If the participant is assessed and requires referrals, the Care Coordinator will follow up with the participant after their first session with the treatment provider and monthly thereafter until the Care Coordinator is confident the participant's



issue has resolved or the participant has made appropriate progress.

For high-risk cases and cases referred by a supervisor, the Care Coordinator will follow up with the participant, the EAP provider and the referring supervisor (when applicable) after each session. If the participant is assessed and requires referrals, the Care Coordinator will follow up after the first session and on an as needed basis, but at least monthly, to discuss the treatment plan, the anticipated timeline for progress, compliance to recommendations, the need for additional services, discharge, return to work and aftercare planning. The Care Coordinator supports and coordinates any identified needs and follows up for a minimum of one (1) year or until all parties (including the Care Coordinator) agree the participant's issue has resolved or the participant has made appropriate progress.

## Services for Supervisors

### Performance/Management Consultation and Support

BHS will provide unlimited telephonic consultation to assist management and supervisors in identifying, confronting and moving problem situations to a positive resolution. Consultative services are available 24 hours a day, seven days a week. Our Performance/ Management Consultants specialize in helping supervisors define their challenging situations in manageable terms and focus on problem-solving techniques. Not only does BHS provide services regarding employee concerns, but on problematic trends identified in a work group or throughout the entire organization as well. BHS consults not just when there is a problem, but when there is an opportunity to prevent problems from occurring.

Should BHS recommend a manager or supervisor formally refer an employee to the EAP, BHS will encourage documentation of the referral and coach the supervisor through the referral process. Whenever possible, BHS encourages supervisors to consult with the EAP and other internal resources early in the problem-identification process prior to the actual referral.

### Management Referrals, Compliance Monitoring and Reporting

When a referral is made to the EAP by a manager, BHS follows the standard practice of requesting the participant sign a release of information, so BHS may communicate the participant's progress and compliance with recommendations to the referring manager. In compliance with privacy and confidentiality requirements, communication with the manager is limited to the content identified in the signed release. BHS encourages performance/management consultation before the actual referral. Such a practice facilitates an effective management referral, compliance monitoring and reporting process.

The Care Coordinator follows up with the participant, the provider, and the referring manager after each scheduled session. When referred for specialized treatment, the Care Coordinator will assist the participant with connecting to an appropriate resource. The Care Coordinator will follow up with the participant, the medical/treatment provider, and the referring supervisor at least monthly for a minimum of one (1) year or until all parties (including the Care Coordinator) agree the participant's issue has resolved or the participant has made appropriate progress in treatment and at work.

## Services for the Organization

### Dedicated Program Management Team

BHS dedicates a team of experienced professionals to each customer provide proactive solutions to ensure desired program outcomes are achieved.

**Vice President of Customer Solutions:** A 10-year tenured member of BHS leadership team oversees customer success and business development and ensures the team delivers on all promises and provides superior customer service.

**Sr. EAP Consultant:** A 10-year tenured member of BHS with a clinical background, aids with implementation, policy consultation, strategic communication strategies, crisis management and organizational consultation directly to customers to ensure a successful program and to help minimize risk to the business.

**Program Manager:** An experienced professional with a minimum of five years' account management experience is responsible for high levels of customer satisfaction and program

success. The program manager serves as the day-to-day point of contact.

Supported by the rest of the program management team, the dedicated program manager will:

- Understand the organization's needs, culture, expectations, challenges and goals related the EAP
- Oversee an effective transition from the previous vendor
- Ensure the program is developed, implemented and managed per the customer's expectations
- Ensure the EAP is adequately promoted and provide promotional materials and campaigns as needed
- Provide high-level consultation on crisis situations or other concerns impacting the organization
- Coordinate all requests for on-site events and activities
- Monitor trends, provide innovative solutions to combat negative trends and ensure optimal utilization of program services
- Meet with key officials on a regular basis to discuss evolving needs and evaluate the delivery of EAP services
- Review and analyze program utilization data and deliver reports outlining program impact and trends
- Offer regular consultation, ongoing program review, troubleshooting and creative, strategic consultation
- Make suggestions/recommendations for program enhancement

**Customer Solutions Coordinators:** This team provides customer support, information and timely responses as a backup to the program manager if or when they are unavailable.



They provide logistics and behind-the-scenes coordination.

## Implementation

### EMPLOYEE AND SUPERVISOR ORIENTATIONS OR TRAINING

BHS is available to provide employee and/or supervisor orientations at each location for a successful program implementation.

The employee orientation is designed to educate employees on the services available to them. It provides an overview of all available resources, reminds participants the service is free and confidential, describes common reasons for accessing services and explains frequently asked questions regarding what happens when participants contact the EAP.

The supervisor orientation includes all information in the employee orientation as well as educates supervisors on how to most effectively use the EAP as a management tool. Because supervisors are positioned to notice early warning signs of trouble, they are taught how to recognize these signs and suggest the EAP early and proactively.

The BHS supervisory training is available should you choose to allow supervisors to make formal and/or mandated referrals to the EAP. The training empowers supervisors and managers with the knowledge and skills to identify and intervene with troubled employees. Supervisors will be taught through lecture, discussion, and role-playing how to identify, approach and refer employees whose job performance and/or attendance is deteriorating. This training incorporates problem situations supervisors have experienced, teaches them to sort through potential barriers to using EAP services, educates supervisors on typical “enabling” habits, and provides support for the difficult challenges they face in their role as supervisors. Should you choose to have only

dedicated Human Resources representatives make formal and mandatory referrals, BHS will provide training to those individuals.

Orientations and trainings are also available via webinar. A recorded orientation is available in your MyBHS portal.





## Program Promotional Materials and Other Engaging Tools

BHS will provide a wide variety of promotional materials to ensure the program stays fresh and employees stay engaged.

Examples include:

- Announcement letter or email with program details
- Summary of services flyer
- Wallet cards and electronic wallet cards
- On-demand, online EAP orientation in your MyBHS portal
- Monthly newsletter for all employees and supervisors submitted electronically
- Monthly service promotions and corresponding activities
- Monthly webinars on a variety of well-being topics

- Electronic flyers and posters to promote EAP and work-life services
- Special announcements and crisis communications when needed
- Annual benefit fair

## Program Utilization and Satisfaction Reporting

BHS will monitor utilization and analyze data to identify workplace trends. When a workplace trend or need is identified, BHS will work with your organization's personnel to create and implement strategies to combat apparent trends and areas of potential risk.

BHS will produce impact and utilization reports which will summarize program activities, overall program utilization, demographics, outcomes and insights. BHS annual reporting will be delivered

Sample Promotional Materials

**EAP**  
Employee Assistance Program

A confidential counseling and referral program for employees and household members.

800-327-2251  
TTY and Language Line Accessible

Access MyBHS at  
portal.BHSonline.com

**ASSISTANCE**  
by bhs

**ASSISTANCE**

**When Life Throws You a Curve, Call BHS**

The Employee Assistance Program (EAP) is your solution to taking control. Your EAP offers support services that are made available to you by your employer.

**The EAP**

- is a FREE\* service provided and paid for by your employer.
- is completely confidential
- provides access to a panel of clinicians and professional resources nationwide
- provides TTY and a Language Line for over-the-phone translation

**Life is Full of Unexpected Challenges**

Everyone experiences personal or work-related problems that can become unmanageable. With the help of your EAP, many of them can be easily resolved. Call to set up a time to talk to one of our specialized counselors who can help with:

Relationships	Transitions	Risks	Challenges
Spouse/Kids	Birth/Death	Burnout/Anger	Stress/Conflict
Customers	Health/Illness	Depression/Anxiety	Parenting/Balance
Friends	Marriage/Divorce	Substance Abuse	Daily Responsibilities
Spouse/Kids	Promotions/Retirement		

**About BHS**

At BHS, we're in the business of bettering lives, so employees can bring their best selves to work. BHS' wide range of services raises productivity, opportunity, happiness and success for individuals and organizations.

**EAP Services**

A Care Coordinator will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. This may include long-term support or the need for further assessment. The Care Coordinator then becomes your personal point of contact and will keep in touch to ensure you achieve your desired outcomes.

Face-to-face counseling sessions with a qualified mental health professional.

Unlimited 24-hour access via a dedicated toll-free phone number 7 days a week, 365 days a year.

Call your EAP  
800-327-2251  
TTY and Language Line Accessible

Access MyBHS at  
portal.BHSonline.com

**We offer fast, effective and professional solutions.**

\*If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

**bhs**

**Employee Assistance Summary of Services**

**ASSISTANCE by bhs**

**What is an EAP?**

Provided by BHS, your Employee Assistance Program (EAP) provides you and your household members with free, confidential, in-the-moment support to help with personal or professional problems that may interfere with work or family responsibilities.

**What Happens When You Call the EAP?**

A Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call, assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.\*

**Common Reasons to Call Your EAP**

Relationships	Transitions	Risks	Challenges
Spouse/Kids	Birth/Death	Burnout/Anger	Stress/Conflict
Customers	Health/Illness	Depression/Anxiety	Parenting/Balance
Friends	Marriage/Divorce	Substance Abuse	Daily Responsibilities
Spouse/Kids	Promotions/Retirement		

**MyBHS Portal**

The mobile-friendly MyBHS customer portal provides access to more than 900,000 tools and resources on a variety of well-being and skill-building topics.

**Features:**

- Program Information
- Access to Live Chat
- Announcements
- Legal Forms
- Assessments
- Self-Serve Webinars
- Training Center
- And more...

**Access to MyBHS online or portal.BHSonline.com**

\*If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

**I take care of my students.**

**BHS takes care of me.**

**ASSISTANCE by bhs**

Stress Management | Work-Life Balance | Legal and Financial Help

**What Types of Issues Does an EAP Address?**

<p><b>Relationships</b></p> <p>Spouse/Kids Boss/Co-worker Customers Friends</p>	<p><b>Transitions</b></p> <p>Marriage/Divorce Birth/Death Promotions/Retirement Health/Illness</p>
<p><b>Risks</b></p> <p>Depression/Anxiety Suicidal Thoughts Burnout/Anger Substance Abuse</p>	<p><b>Challenges</b></p> <p>Stress/Conflict Parenting/Balance Financial/Legal Daily Responsibilities</p>

Your Employee Assistance Program (EAP) provides you and your household members with free\*, confidential assistance to help with personal or professional problems that may interfere with work or family responsibilities.

**Better begins today.**  
**800-327-2251**

For more information about EAP services, visit  
portal.BHSonline.com and type in your company password.

\*If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

**bhs**

with an executive summary illustrating key findings and recommendations.

BHS' case management system features a custom reporting module, allowing BHS to easily add additional fields and customize reports to capture information requested by your organization. BHS can also accommodate requests for special or "ad-hoc" reports which further filter data to provide helpful statistics.

In addition, BHS will deliver an annual report of satisfaction survey results and solutions for quality improvement. These reports are also available upon request.

BHS utilization reports and satisfaction surveys are developed and submitted in a way that the individual identity of all participants is protected. For example, BHS will decline to report usage by specific departments if departments have less than 10 people. Instead, BHS will recommend smaller departments be collapsed for data collection and reporting purposes to protect confidentiality.

## Critical Incident (CI) and Disruptive Event Support

The dedicated program management team will provide unlimited, expert consultation to mitigate the impact of traumatic or disturbing events that affect staff. BHS is accessible via our toll-free number and available 24 hours a day, seven days a week to respond to any work-based critical incident or traumatic event.

BHS' first priority is to offer as needed consultation to the organization to determine the most appropriate response. It is our policy is to also notify all members of your program management team of any crisis or emergent situations.

Concurrently, BHS requires the call center prepare themselves with incident-appropriate



resources to quickly support participants who may contact the EAP as a result of the incident. BHS ensures any on-site services are delivered by team members trained in crisis management, who have been fully briefed on the organization's needs, culture, policies and expectations.

Depending on the incident, BHS will provide the most clinically appropriate solution, including:

- Sending tip sheets to the point of contact for immediate assistance in handling a crisis
- Providing support for and/or drafting communication on behalf of the point of contact to inform employees about the incident
- Developing strategies and content for dealing with the media, such as press releases, press conferences or general talking points
- Offering on-site support to the organization during a press event or press conference
- Providing defusing, debriefing grief groups or counselor chat sessions on-site or via secure video conferencing, if appropriate
- Providing ongoing support and follow up to our point(s) of contact and/or supervisors,

providing them with the resources they need to process their own emotions while still serving as a pillar of support for their employees

- With their permission, BHS is available to provide outreach calls to employees specifically impacted and will provide as needed support and follow up with them

Regardless of the nature of the event, the goal of BHS Critical Incident services is always the same – to provide comprehensive and customized support that will minimize the immediate and long-term effects of a crisis on the employees and the organization overall. BHS responds to many critical incidents every day – including workplace accidents, robberies, bomb threats, employee deaths, downsizings, workplace violence, terrorist attacks, transportation accidents and natural disasters.

## Online Resources: MyBHS Portal

The MyBHS portal offers unlimited access from a computer or any mobile device to more than 500,000 tools and resources on a variety of well-being and skill-building topics. Library content is available in Spanish and English.

## LIVE CHAT

Participants can use live chats to ask program questions, access services or to request information.

## BHS PROGRAM INFO

A summary of program services, descriptions of available work-life services and a program orientation presentation is available.

## ONLINE SERVICE REQUEST FORM

Participants can access services without picking up the phone. Services can be coordinated

per the participant's request and at his or her convenience.

## HEALTH AND WELLNESS

Physical health is one of the most impactful components of total work-life balance and well-being. Whether concerned about a particular health condition, interested in a new fitness trend or seeking a healthy recipe, these resources help participants start (and stay on) the journey to physical wellness.

## EMOTIONAL WELL-BEING

Emotional well-being contributes substantially to physical health and overall well-being. In fact, common issues like stress, anxiety and depression can affect daily health functions ranging from blood pressure, sleep patterns and even digestion. Our emotional health module is designed to offer impactful tools related to all major emotional health topics.

## CRISIS AND DISASTER

Having the right resources at your fingertips is vital to successfully coping with a crisis or disaster. BHS provides articles, videos, FAQs and tip sheets to assist participants in dealing with any crisis or disaster, no matter how small.

## RELATIONSHIPS

Good relationships help us live happier and healthier lives. But good relationships don't just happen. They require time and energy to build and maintain. The Relationships module helps develop and strengthen relationships and everyday interactions.

## FINANCIAL

Financial stability can be one of the most difficult goals to achieve in life. Whether saving for a home, creating a retirement plan or struggling



to alleviate debt, our financial module offers essential resources to help participants on the path to financial resilience.

## LEGAL FORMS

Over 100 legal forms are available to participants. Legal troubles can affect every aspect of life. Whether battling a traffic ticket or a divorce, having the right legal information can help alleviate stress and worry. The Legal module offers a number of expert tools to help participants feel informed and in control.

## RECIPES

Over 200 recipes are available for download are 200+ recipes that are reviewed by dietitians, easy-to-make and delicious.

## PERSONAL GROWTH

Our Personal Growth module provides resources to help hone skills ranging from communication to time management, helping to enhance and promote successful, healthy relationships within the workplace and at home.

## ASSESSMENTS

Participants have unlimited access to a number of health and well-being assessments ranging from resilience and fitness to general well-being.

## CALCULATORS

Participants have access to over 160 interactive financial calculators.

## VIDEOS

Participants have unlimited access to over 1,000 professional videos and webinars on a variety of topics concerning legal, financial, emotional well-being, physical health and personal growth. Most videos run from 5 to 15 minutes.

## RESILIENCE

The Resilience Journey is an engaging, interactive experience that takes you on an enlightening journey that will open your eyes to your life's purpose while teaching you about the five core components of resilience.



Resilience is so important because resilient people lead more authentic, fulfilling, balanced lives. Resilient people aren't easily knocked off course. They know their purpose, they achieve their dreams and goals, and they follow their hearts. Resilient people also experience less stress, less depression, and better physical and emotional health.

The Resilience Journey begins with *The Resilience Scale*, a clinically validated, 25-question assessment that is the best-known tool available for measuring resilience. Once you have your resilience score and understand your current level of resilience, you will be led through five chapters that help build your resilience.

Participants will be lead through more than two hours of learning material and will complete more than 40 interactive exercises that help them deepen their understanding of their own resilience, how to build and maintain that resilience and why it is so important to living a vital and authentic life.

The Resilience Journey was authored by Gail Wagnild, R.N., Ph.D. (the creator of The Resilience Scale). Dr. Wagnild has studied and taught resilience for more than 25 years. She has degrees in social work and psychiatric nursing and a Ph.D. from the University of Texas at Austin in nursing research and evaluation. She has worked as a clinician, faculty in university settings, and as a research and evaluation consultant.

## Trainings, Events and Activities

### CAFÉ SERIES WEBINARS

Monthly webinars provide expert advice on a different well-being, work-life or skill-building topics each month. The archived Café Series webinars allow on-demand and unlimited access to presentations on approximately 80 topics.

## TRAINING CENTER

The Training Center contains an extensive array of approximately 100 training courses. Each course is self-paced, takes approximately 45 to 60 minutes to complete, is fully tracked, and concludes with a custom completion certificate. Some courses include interactive exercises, knowledge assessments and audio. This library is always expanding.

Popular topics include:

- Achieving Personal Goals
- Applying Emotional Intelligence in the Workplace
- Appreciating Personal Differences
- Attention Management
- Basics of Effective Communication
- Becoming an Effective Team Member
- Civility in The Workplace
- Conflict Resolution
- Communication Strategies
- Dealing with Difficult Customers
- Delegating
- Developing Critical Thinking Skills in Children
- Improving Mindfulness
- Increasing Self-Awareness
- Interpersonal Skills
- Leading Effective Teams
- Managing Change
- Managing Negative People
- Managing Stress
- Motivating Employees
- Personal Financial Planning
- Preventing Sexual Harassment for Employees (Non-AB 1825 Compliant)
- Providing Effective Feedback

- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Succeeding as a Supervisor
- Time Management
- Workplace Diversity

## ON-SITE EVENTS

BHS understands that each participant's learning style or set of circumstances is unique, which is why we provide a variety of facilitated, on-site options. BHS has a rich library of already prepared trainings on a variety of wellness, management, leadership, skill-building and compliance topics such as: Managing Difficult Conversations, Managing Conflict, Appropriately Confronting Performance Issues, Effective Communication and Time Management. In addition, customized trainings can be developed and delivered for an additional fee.

BHS provides on-site support in the event of a crisis, an unexpected incident or announcement and can help participants overcome obstacles, stay focused and achieve success. BHS can provide defusings, debriefings, one-on-one support, grief groups, support groups and on-site counseling on an as needed or regularly scheduled basis.

## Substance Abuse Professional (SAP) Services

CFR 49, Part 40 compliant Substance Abuse Professional (SAP) evaluation and case management services, delivered by qualified SAPs.

Cases include:

- List of qualified SAPs provided to the participant on behalf of your organization
- Dedicated case management to guide the Dedicated Employer Representative (DER) and

participant throughout entire SAP process

- Initial and follow up SAP evaluations
- Customized referral letter, violation letter and rehabilitation agreement
- Continual treatment monitoring and compliance reporting
- Aftercare and follow up testing recommendations
- Paper trail documentation consisting of all contacts with the participant, SAP, treatment/education center(s), test site(s), supervisor and the DER



**THE RESOURCE  
LIBRARY OFFERS  
UNLIMITED ACCESS  
TO MORE THAN  
500,000 TOOLS AND  
RESOURCES ON  
A VARIETY OF  
WELL-BEING AND  
SKILL-BUILDING  
TOPICS.**





# WORK-LIFE SERVICES

**Balancing work and personal matters can be difficult.** Financial difficulties, legal concerns or stresses associated with childcare and eldercare can interfere with employees' performance at work, create lower productivity and evolve into costly expenses for your organization. Work-life services can help remove obstacles and distractions that get in the way of employees performing at their very best.

Participants can access all work-life resources via the MyBHS portal anytime. They may also call the toll-free number, email a Care Coordinator or complete an online form to get access to screened and qualified referrals that meet their unique needs.

Upon contacting BHS, the participant will speak with a Care Coordinator, who will complete a holistic assessment to determine how we can best support the participant's work-life needs. The Care Coordinator will develop a plan for addressing any issues which may be fueling or resulting from the participant's presenting work-life issue and will facilitate a connection to the appropriate work-life specialist (typically via a warm transfer). The work-life specialist will identify, screen and qualify the necessary resources to assist the participant. Resources and referrals are provided within three (3) business days (unless it's an emergency) from the date of the consultation with the work-life specialist.

The work-life specialist handling the request uses a comprehensive database to identify appropriate

care advisors and other work-life resources according to the participant's specifications (budget, location, time frame, etc.). The specialist will call each potential provider to find those that most closely match the participant's needs. Once the work-life specialist has prescreened and qualified appropriate providers, he or she will generate referrals detailing the programs and case-specific information. The work-life specialist can provide these referrals by phone, email or fax. The Care Coordinator who initially assisted the participant will follow up to ensure satisfaction with the referrals, resources and/or consultation received.

## Legal Services

### Identify Theft

BHS' Identity (ID) Theft Program quickly connects participants telephonically to identity recovery specialists who will help restore their identity. BHS provides a detailed ID Theft Kit, which includes checklists, templates and a step-by-step guide. Identify theft specialists will offer complete assistance and direction

about reporting ID theft or fraud to the police. They will also offer complete assistance in the notification of ID theft to all “need to know” government agencies and businesses. BHS will provide all required forms for the restoration of the victim’s identify and help the participant with form completion. BHS can also assist in helping to replace stolen documents and provide advice on how to deal with creditors and credit reporting bureaus to get fraudulent entries removed. Assistance is also provided with obtaining federally mandated free credit reports.

Our ID Theft Program is updated every year to ensure we are current on any changes in regulations and regulatory requirements. Our identity recovery specialists have been through an internal ID Theft Coaching Training Program and have been working in the ID theft program for an average of 10 years.

## Legal Consultation and Referrals

Finding appropriate legal services is easy with BHS. Upon contacting BHS, a participant will speak with a Care Coordinator, who will complete a holistic assessment to determine if there are any issues fueling or resulting from the participant’s presenting legal issue and assist as needed. Once the Care Coordinator determines how we can best support the participant’s legal needs, the Care Coordinator will assist the participant in preparing for his or her consultation with an attorney. The participant is then warm transferred to a work-life specialist who will identify, screen and qualify the necessary resources to assist the participant. A referral for an appropriate attorney who has availability within the next five to seven days is provided to the participant within three business days, unless it’s an emergency. The free, 30-minute consultation can be telephonic or face-to-face. If after his or her consultation, the participant wants ongoing representation from the attorney,

the attorney’s hourly rates will be offered at a 25 percent discount. The Care Coordinator who initially assisted the participant follows up to ensure satisfaction with the referral and consultation received.

Common legal issues covered include:

- Adoption and guardianship
- Advice, consultation and representation for contracts, incorporation or partnerships
- Advice on small claims court
- Assistance in the acquisition or sale of real property
- Bankruptcy representation and defense of lending related legal issues
- Businesses and corporations
- Caring for children
- Cars and tickets
- Criminal matters
- Custody and support matters



- Debt and bankruptcy
- Divorce and child custody
- Divorce, separation and annulment issues
- Domestic or family law issues
- Estate planning law
- Internet law
- Issues relating to governmental entitlements and benefits
- Landlords and tenants
- Lawsuits and mediations
- Lease and rental agreements
- Marriage and living together
- Name changes
- Neighbors and pets
- Patents and trade secrets
- Personal injury
- Property boundary disputes
- Real estate
- Warranty and other consumer product matter
- Wills and estates

\* Please note BHS does not assist with any legal issues involving an employer.

## Online Legal Resources

In addition to referral and consultation services, the MyBHS portal contains a self-service library of over 100 legal forms, notices, checklist, worksheets other legal resources. Sample documents include:

- Accident Claim Worksheet
- Agreement to Modify Promissory Note
- Agreement to Share Property
- Assignment of Rights
- Authorization for Foreign Travel with Minor

- Beneficiary Worksheet
- Bill of Sale
- Cancel Membership or Subscription Notice
- Child Care Agreement
- Complaint Letter
- Declaration of Legal Name Change
- Demand for Damages for Excessive Calls
- Dispute Credit Card Charge
- Elder Care Agreement
- Family Emergency Plan
- General Notice of Death
- General Release
- Home Maintenance Agreement
- Housekeeping Services Agreement
- Housesitting Instructions
- Ideal House Profile
- Identity Theft Worksheet
- Insurance Discussion Form
- Landlord-Tenant Agreement
- Monthly Payment Record
- Mortgage Rates and Terms Worksheet

## Financial Services

### Financial Consultation and Counseling

With the financial benefit, participants will enjoy unlimited and free telephonic financial counseling, information and education. Upon calling BHS, a participant will speak with a Care Coordinator, who will complete a holistic assessment to determine if there are any issues fueling or resulting from the participant's presenting financial issue and assist as needed. The Care Coordinator will then provide the



participant with a basic overview of the financial service and resources typically available. Afterwards, the participant will be connected to a financial counselor who will fully explore the financial goals of the participant. The participant may work telephonically with his or her assigned financial counselor on the identified financial situation or goals. Financial counseling is available on an unlimited basis for a three-month period. The Care Coordinator who initially assisted the participant follows up to ensure satisfaction with the financial consultation and counseling received.

Common financial issues covered include:

- Banking and credit
- Budgeting
- Credit counseling
- College funding
- Debt consolidation
- Debt management
- Estate planning
- Financial Calculators
- Home buying
- Insurance
- Investing
- Life insurance needs
- Mortgage refinancing
- Retirement planning
- Salary and benefits
- Tax preparation and consultation
- Vehicle purchasing



**37% OF  
EMPLOYEES SAY  
THEY SPEND  
THREE OR MORE  
HOURS EACH WEEK  
DEALING WITH  
ISSUES RELATED  
TO PERSONAL  
FINANCES.**

## Online Financial Resources

In addition to financial consultation and counseling services, the MyBHS portal contains a self-service library of more than 1,000 resources. BHS online financial tools include 160 calculators, videos, articles, webinars, self-paced courses, forms, FAQs and worksheets.

Online financial resources include the following topics:

- Auto center
- Banking and credit
- Budgeting
- Calculators
- Debt and bankruptcy
- Education
- Estate and retirement planning
- Home center
- Identity theft
- Insurance center
- Investing
- Taxes

## Children and Parenting Resources and Referral Services

When it comes to raising children, there are ongoing and evolving questions and needs. BHS is available to assistant participants with a variety of issues during all phases of child rearing from starting a family to finding a college or university. Upon calling BHS, a participant will speak with a Care Coordinator who will complete a holistic assessment to determine if there are any issues fueling or resulting from the participant's presenting need or concern. The Care Coordinator will then provide the participant the necessary resources and referrals or will connect the participant to a childcare specialist to assist with further research, screening and qualifying resources and referrals. Within three (3) business days from the initial request, the participant receives a minimum of three (3) available resources and/or referrals. The Care Coordinator who initially assisted the participant follows up to ensure satisfaction with the referrals received and the service provided.



**80% OF EMPLOYERS  
REPORT THAT CHILDCARE  
PROBLEMS FORCE EMPLOYEES  
TO LOSE WORK TIME.**



## Adoption

Adoption resources offer prospective parents the counseling, education and support they need to navigate through the legal, financial and customary guidelines of domestic, international, public and private adoptions.

Covered topics include:

- Adopting agency overviews including State adoption specialists
- Adoption organizations
- Adoption support groups
- Childcare options
- International adoption
- Post-adoption issues
- Public adoption, adoption attorney referral services
- Non-traditional family adoptions
- Stepparent and relative adoption

Adoption agency locator services are available 24/7 via the MyBHS portal.

## At Risk/High-Risk Adolescents

Raising adolescents today can be challenging. Many adolescents and their families need help due to a variety of factors such as peer pressure, low self-esteem, under-achievement, runaways, violence, gangs and behavioral issues including depression, suicide and substance abuse.

Covered topics include:

- Alternative schools
- Awareness programs
- Boarding schools
- Clinical services
- Community volunteer programs
- Inpatient services

- Mentoring programs
- Outpatient services
- Positive after-school alternatives
- Social services
- Summer opportunities

## Childcare

One of the most critical factors in balancing work and home life is securing high-quality and reliable childcare. Childcare resources and referrals save working parents time and stress by providing information and guidance on childcare options, evaluating childcare providers, staying abreast on state regulations, and determining the most cost-effective options for working parents.

Covered topics include:

- Preschool/nursery schools
- Baby-sitting agencies
- Before- and after-school programs
- Childcare centers and in-home care
- Corporate daycare centers
- Emergency/temporary care
- Family childcare homes
- Nanny agencies (discounted fees to participants)
- Summer programs
- Special needs programs

BHS maintains an interactive online database of over 450,000 childcare providers. The following childcare and education locator services are available 24/7 via the MyBHS portal:

- After school programs
- Autism counseling and treatment
- Childcare centers
- Childcare information services



- Children's transportation
- Colleges and universities
- Family group day care
- Head Start
- Nanny and babysitting services
- Kindergarten
- Summer camps
- Pre- and nursery schools
- Private schools
- Public schools
- Tutoring
- Vocational and technical

## Colleges and Universities

Finding the right college or university can be a time-consuming process. Academic counselors help both traditional and nontraditional students find academic and financial assistance programs that meet their needs.

Covered topics include:

- Academic planning strategies
- Admissions testing and procedures
- Athletic programs
- Career development/changes
- Continuing education programs
- Distance learning/correspondence
- Financial aid options and strategies
- Graduate programs
- Scholarships
- Specific degree programs
- Testing preparation courses
- Two-year and four-year courses
- Transfer student programs
- Vocational programs

## Grandparents as Parents

Provides grandparents with information and resources to help them take on the challenges of parenting a second time around.

Covered topics include:

- Childcare
- Court-appointed special advocates
- Establishing or finding support groups
- Financial assistance/Medicaid
- Health and nutrition
- Legislation
- Legal issues
- School issues
- The Child Welfare System
- The Department of Social Services

## Parenting

Raising a healthy and well-adjusted child involves more than finding quality childcare arrangements. Parenting counselors provide participants with resources that address a wide range of parenting issues.

Covered topics include:

- Child development
- Child safety
- Discipline
- Parenting education classes
- Raising adolescents
- Sibling rivalry
- Separation anxiety
- Sleep and bedtime routines
- Toilet training
- Working and raising children

The following locator services are available 24/7 via MyBHS portal:

- Childbirth education
- Lactation consultants
- Maternity services

## Prenatal

Prenatal care services educate parents on a wide range of prenatal and postnatal issues to help them prepare for and raise new family additions.

Covered topics include:

- Breastfeeding and formula feeding
- Birthing method options
- Childcare pre-planning
- Childcare options
- Parent education classes
- Nutrition, exercise and diet
- Support groups

## Primary/Secondary Education Programs

Whether participants are relocating to a new community or looking for new educational opportunities for their school-aged children, academic counselors can provide information and referrals on a variety of academic programs, as well as a host of related issues.

Covered topics include:

- Alternative schools
- Before- and after-school programs
- Day and residential programs
- Enrichment programs
- Independent schools
- Kindergarten programs

- Magnet schools
- Military schools
- Montessori schools
- Public schools
- Religiously affiliated schools
- School district profiles
- Technical schools
- Tutoring programs
- Vocational schools





ALL EAP  
AND WORK-LIFE  
SERVICES  
ARE COMPLETELY  
CONFIDENTIAL.

## Special Needs

Special needs resources can provide a full range of assistance for families who have children with physical, medical, cognitive and emotional/ social challenges, as well as those with gifted or talented abilities.

Covered topics include:

- Allergies
- Assistive devices
- Asthma
- Attention Deficit Disorder
- Blind/visual impairments
- Cerebral palsy
- Child, respite and hospice care
- Common childhood illnesses
- Developmental delays
- Deaf/hearing impairments
- Diabetes
- Down syndrome
- Dyslexia
- English as a second language (ESL)
- Family roles
- Funding and financial guidance
- Genetic disorders
- Gifted and talented programs
- Injuries
- Laws and legislation
- Learning disabilities
- Multi-handicapped
- Mentally challenged
- Obesity



- Parenting education classes
- Physician/specialist referral line
- Public services systems
- Seizure disorders
- Speech/language impairments
- Support and advocacy
- Terminally/chronically ill
- Traumatic brain injury

## Summer Care

Our resources help participants secure year-round childcare as well as refer them to constructive learning and recreational summer care programs. Participants receive comprehensive information and guidance on summer care options, evaluating and choosing a program, camp accreditation, outdoor safety, preparing for summer camp. (i.e., items to pack), coping with a homesick child, programs for teens and more.

Covered topics include:

- Computer literacy programs
- Day camps
- Enrichment programs
- Residential camps
- Specialized camp programs
- Special needs camp programs
- Sports programs and academic programs
- Traditional camp programs
- Travel, outdoor and nature programs

## Temporary/Backup Care

When a regular care giving arrangement breaks down due to unexpected illnesses, inclement weather, vacations, school closings, etc. childcare and adult counselors help participants find temporary or back-up care for their children (or adult loved ones) and reduce unnecessary work absences. Participants can request services on the MyBHS portal.

Covered topics include:

- Community resources
- Employment agencies
- In-home care agencies
- Home health care agencies
- Sick and drop-in care counselors
- Weekend/holiday/temporary care

## Welfare-To-Work

Welfare-To-Work services help participants who have moved off public assistance and into the workforce overcome two of the greatest challenges in keeping their jobs: lack of childcare and transportation.

Covered topics include:

- Childcare resources and subsidized programs
- Discounted programs
- Financial assistance resources and sliding fee programs
- Transportation information

## Eldercare Resources and Referral Services

BHS offers access to over 420,000 independent living, nursing care, assisted living and Alzheimer's care facilities as well as locators for other senior living options. In addition, BHS offers senior, elder, spousal care and even mid-life options and solutions. BHS addresses the issues of in-home care, Medicare and Medicaid assistance, retirement, estate and financial planning as well as concerns regarding death and dying.

As the aging population grows and life expectancy increases, the need for eldercare services has become paramount. BHS is available to assistant participants with a variety of eldercare issues and needs. Upon calling BHS, a participant will speak with a Care Coordinator who will complete a holistic assessment to determine if there are any subsequent concerns or needs. The Care Coordinator will then provide the participant the necessary resources and referrals or will connect the participant to an eldercare specialist to assist with further research, screening and qualifying resources and referrals. Within three (3) business days from the initial request, the participant receive a minimum of three (3) available resources and/or referrals. The Care Coordinator who initially assisted the participant follows up to ensure satisfaction with the referrals received and the service provided.

Covered topics include:

- Adult care assessments
- Alzheimer's disease
- Ambulatory facilities
- Assisted living facilities
- Balancing work and family
- Caring for an older relative
- Case management services
- Chore or companion services
- Coping with illness
- Continuing care
- Emergency and backup care
- Financial and legal issues
- Geriatric specialties
- Group homes
- Home cleaning and repair
- Home health care
- Home safety
- Hospice
- Independent/senior housing
- Intermediate care facilities
- Long-term or short-term care facilities
- Meals on Wheels
- Medicare and Medicaid
- Nursing homes
- Nutrition services
- Rehabilitation services
- Relocation
- Residential care and senior centers
- Respite care
- Retirement and estate planning
- Screening clinics
- Senior citizen centers
- Subsidized housing
- Supplemental insurance
- Support/advocacy groups
- Working non-traditional hours
- Transportation services
- Volunteer programs

The following locator services are available 24/7 via the MyBHS portal:

- Adult care
- Assisted living facilities

- Convalescent homes
- Home health care
- Hospices
- In-home services
- Independent housing
- Medical alert systems
- Nursing homes
- Senior housing
- Senior centers

## Convenience Care Resources and Referral Services

Participants may receive assistance finding the service or product they need. Upon calling BHS, the participant will be linked to a Care Coordinator who will provide up-to-date resources and referrals for a wide range of needs.

## Daily Living Resources

- Apartment search
- Appliance purchases and repairs
- Auto care/car washing
- Compare and research products
- Dry cleaning
- Emergency services
- Entertainment services
- Errands
- Event/meeting planning
- Floral purchase and delivery
- Gift recommendations
- Home cleaning
- Home maintenance
- Landscaping services
- Lawn service
- Museum information



**49% OF  
EMPLOYEES HAVE  
TO GO INTO  
WORK LATE,  
LEAVE  
EARLY OR TAKE  
TIME OFF AS  
A RESULT OF  
CAREGIVING.**



- Personal shopping coordination
- Pet care
- Real estate finder
- Restaurants/food services
- Spa and salon
- Security specialists
- Sporting and event tickets
- Store locators
- Theater and concert tickets
- Transportation and travel



## Pet Care

The MyBHS portal and work-life specialists can assist in supporting a participant's specific pet care needs. BHS' online resources for pet care includes assistance to adopt pets, report missing animals and helpful articles to navigate care for pets. The resources for traveling with pets and disaster safety are available and provide in depth information with step-by-step instructions on each topic. The portal also includes convenient articles participants can access at their leisure to learn fun facts about animals, how pets can assist owners with emotional support and up to date news articles on a multitude of topics.

Participants may receive assistance finding the service or product they need. Upon calling BHS, the participant will be linked to a Care Coordinator who will provide up-to-date resources and referrals for a wide range of needs.

- Animal welfare
- Boarding/kennels
- Breeders membership associations
- Grooming
- Insurance
- Obedience training
- Pet bereavement services
- Pet adoption
- Pet care information
- Pet fostering
- Pet publications
- Pet sitting
- Pet supplies/catalogs
- Veterinarians
- Walkers

## Relocation Services

BHS work-life specialists are available to support those who need relocation services. The identification and screening process of vendors to assist in the relocation process is time consuming, in utilizing these services a BHS work-life specialist will do the work for you.

The following resources are available:

- Community services
- Home inspectors
- Lenders
- Locating schools
- Moving services
- Real estate locator

## Well-Being Coaching Services

BHS has built a unique coaching model based on the belief that true health is rooted in more than just the physical element. Our motivating needs, emotional health, relationships, socio-economic status and overall environment drive our behaviors. Those behaviors, and the belief systems behind them, directly impact health and the ability to make improvements.

Even the best workplace engagement strategies can be derailed if the “why” behind our behaviors are not addressed and if individuals are not continuously supported. By serving as a personal advocate for each participant, our Well-Being Coaches provide action planning, goal setting, ongoing guidance and encouragement from a behavioral perspective.

This personalized and fresh approach to traditional coaching helps individuals tackle their

biggest obstacles one day and one decision at a time. The success of our coaching lies in the relationship formed between the coach and participant. We cultivate a relationship based on respect, collaboration, trust, genuine concern and care for the participant’s well-being. This relationship serves as the catalyst for the lasting behavioral and lifestyle changes that lead to improved well-being, and for some, reduced risk of disease.

Coaching is available for nutrition, smoking cessation, career, as well as other social, emotional and physical health opportunities.

Coaches answer general wellness questions, provide preventive health and complementary care information, establish short- and long-term goals, provide ongoing encouragement and motivation and assist participants in locating appropriate health and wellness resources.



Coach will work with participants to assess their situation and develop personalized goals. After the initial assessment, well-being coaches are accessible to offer ongoing support.

Coaching is available telephonically or by video.

## On-Site Coach Resources

Based on your organization's needs, our resources are available to be on-site daily, weekly, monthly or quarterly. Since every organization is unique, we offer six types of on-site resources to support your programs and initiatives.

### BE WELL COORDINATOR

An enthusiastic, engaging and detail-oriented wellness professional serving as an extension of your HR team to drive wellness program participation and coordination of all program activities.

### BE WELL COACH

This versatile coach supports physical, emotional, financial, career and social well-being through individual and group-based interventions.

### BE WELL PROMOTER

Actively promotes well-being and healthy lifestyle habits through creative and engaging group activities. These include fitness sessions, nutrition demonstrations, and “wellness on a

cart” activities that target key components of wellness such as stress, movement and activity, healthy eating, and work-life balance.

### BE WELL CONSULTANT

Provides the support your people need when they face the personal, family and work-related challenges that threaten their ability to be successful.

*97% of BHS coaching participants believe their health and well-being has improved since using coaching services.*

### BE BETTER COACH

For organizations with wellness and EAP solutions in place, this coach provides the personal connection needed to help reduce stress, boost morale, improve communication and help your people manage career and life transitions.

### BE OPTIMAL COACH

Gain the most from your biggest asset: your people. This coach will work with your people

at all levels in your organization to elevate their productivity, focus and engagement by resolving the inter and intrapersonal barriers to success.



## Shopping/Discount Programs

Employees can conveniently and safely purchase anything and everything online with up to 70 percent savings. No more long lines. Members can shop online from their homes or offices during lunch.

Covered topics include:

- Appliances
- Auctions
- Automotive
- Beauty
- Books/magazines
- Clothing
- Coins/collectibles
- Computers
- Department stores
- Education
- Entertainment
- Family
- Fashion
- Fitness/health
- Food and drink
- Gifts and novelties
- Home and garden
- Housewares
- Infomercial products
- Insurance
- Jewelry
- Kitchen
- Lifestyle and society
- Luxury items
- Music/CDs
- Office supplies
- Pet insurance
- Sports
- Stocks/investments
- Telecommunications
- Tools
- Toys/kids
- Travel



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