



# Your Peak Performance EAP Benefits

800-252-4555  
[www.theEAP.com](http://www.theEAP.com)



# For all Life's Challenges...



- ✔ Stress. Grief. Parenting. Anxiety.  
Burnout. Relationships. Debt.  
Depression
- ✔ **The New Normal:** Using your EAP benefits for all life's challenges, big or small.
- ✔ **We've helped millions** of people improve their mental health, work-life balance, and overall wellbeing. No matter what your challenges, ESI can help you, too!

# What is the EAP?

Free employer-provided benefit to assist employees and family members with:

- ✓ Counseling
- ✓ Peak Performance Coaching
- ✓ Resources and referrals
- ✓ Consultation
- ✓ Training
- ✓ Information



**Solutions to address a full range of life issues**

# Your EAP can help with virtually every area of life



## PERSONAL

Personal Stress  
Anxiety  
Alcohol Abuse  
Drug Addiction  
Depression  
Medical Conditions  
Grief/Bereavement  
Gambling  
Weight Control  
Anger  
Chronic Pain/Illness

Eating Disorders  
Life Transitions  
Pregnancy/Post Partum  
Personal Trauma  
Sexual Concerns  
Domestic Violence  
Learning Disabilities  
Smoking  
Men's/Women's Issues  
Nutrition



## FAMILY & RELATIONSHIPS

Marital  
Parenting  
Caregiving  
Childcare  
Eldercare  
Education Planning  
Adoption  
Family Pets  
Special Needs Child  
Blended Families

Teen Issues  
Domestic Partners  
Physical Abuse  
Family Relocation  
Sandwich Generation  
Military Life/Separation  
Disaster Preparedness  
Communication  
Keeping Children Safe



## FINANCIAL & LEGAL

Debt  
Credit Card Issues  
Financial Loss  
Bankruptcy  
Budgeting  
Retirement Planning  
Wills & Trusts  
Real Estate Law  
Car Buying  
Immigration  
Divorce  
Civil Suits

Criminal Law  
DUI/DWI  
Landlords & Tenants  
Homeowner Concerns  
Taxes  
Insurance  
Consumer Law  
Contracts  
Personal Injury  
Child Custody  
Social Security



## WORK & CAREER

Employee Conflict  
Work Related Stress  
Coaching  
Supervisor Conflict  
Team Development  
Career Planning  
Management Skills  
Supervising Others

Time Management  
Skills Development  
Project Management  
Motivating Self & Others  
Valuing Diversity  
Managing Change

**800-252-4555**



## ***Who's covered?***

- ✔ You & family members living in your home
- ✔ Dependent children up to the age of **26**





# Confidentiality

All contacts and counseling records are confidential – except when required by law to disclose:

- ✔ Threats of Harm to Self or Others
- ✔ Child or Elder Abuse

# Telephonic Counseling

- ✓ All calls answered 24/7 by expert counselors, ensuring immediate care
- ✓ Counselors are Masters and/or Ph.D.- level experienced clinicians
- ✓ Counselors provide in-the-moment telephonic counseling, support, and information
- ✓ Counselors work with the caller to assess the issues and create an individualized plan



# ESI Has More Ways to Meet Individual Therapy Needs



ESI counselors match members with ongoing therapy that best meets their needs and lifestyle.



Employees and family members are eligible for 3 counseling sessions *per life situation, per contract year, based on the EAP plan.*\*



Each caller is matched with the best therapy option: Therapy options include text, voice, and video messaging, telehealth, and local in-person counseling.



Coordination with your health insurance provider if additional sessions are needed outside of the EAP plan.

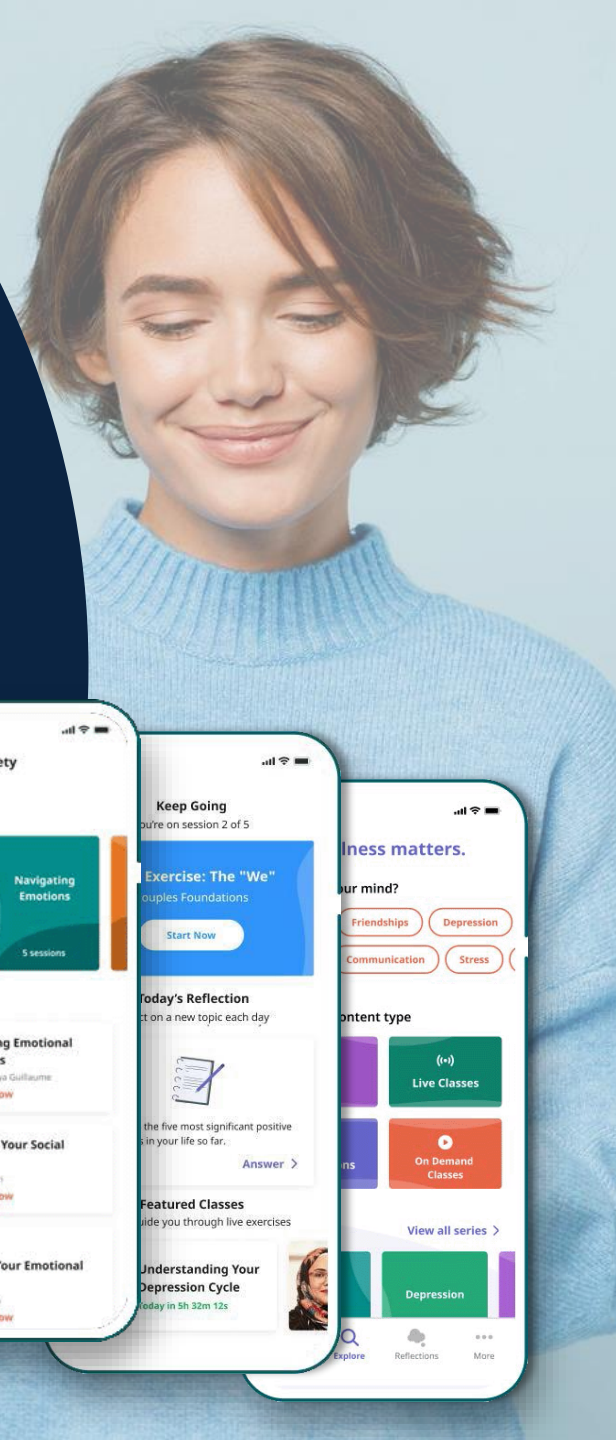
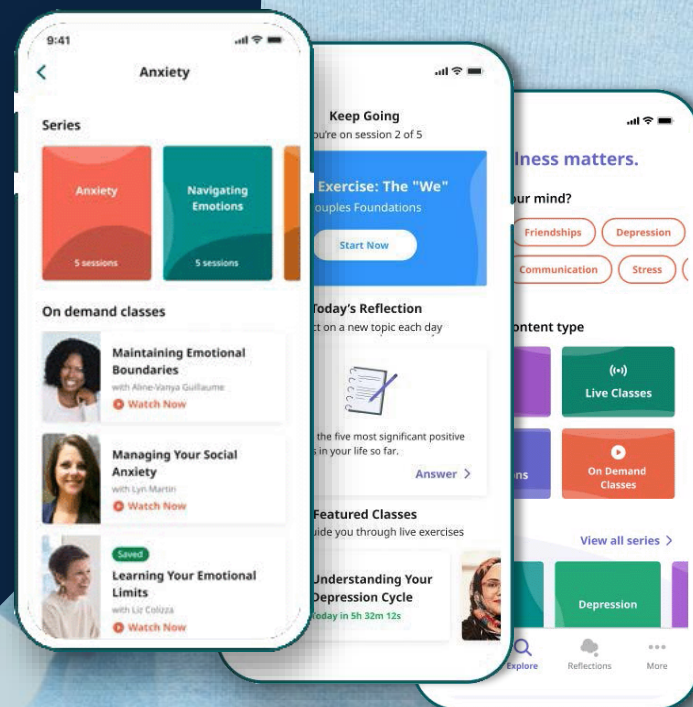
\* Counseling sessions include in-person, telehealth, text, voice, and video messaging.

**NEW!**

# Talkspace Go App

All members can improve mental health and wellbeing in just 5 minutes a day with self-guided programs for individuals, couples, and parents.

- ✓ 400+ self-guided, interactive courses
- ✓ Live weekly therapist-led anonymous group classes
- ✓ Assessments, meditation exercises, journaling, & reminders
- ✓ Address anxiety, stress, burnout, trust, & more
- ✓ Use organization code: **ESIEAP**



# Legal Benefit

Designed to help you with personal legal issues

- ✓ Wills, Traffic Violations, Divorce, Custody and more
- ✓ There is no charge for your initial phone consultation (*up to 30 minutes*)
- ✓ If you need to hire an attorney, the billable hourly rate is discounted by **25%**
- ✓ Entire legal library on the EAP website which includes: Will and Power of Attorney templates, contract samples and more
- ✓ The legal benefit is not available for issues related to employment or medical concerns



# Financial & Debt Benefit

- ✓ Budgeting
- ✓ Debt counseling
- ✓ Mortgages and home ownership
- ✓ Financial planning referrals
- ✓ Self-help resources on the Member site that include a collection of calculators, budget templates, financial forms *and more!*



GOAL

PLAN

ACTION

# Child & Elder Care Benefit

## Child Care Referrals

- ✓ Family Daycare, before and after school care, in-home nanny agencies and day camps

## Elder Care Referrals

- ✓ In-home care, day care and social programs, transportation, housing options and care managers
- ✓ Self-help resources on the Member site that includes a collection of locators, articles and tools



# TotalCare EAP Specialized Benefits

**Adoption:** An adoption counselor assists the Member through the various stages and types of adoptions.

**Children with Disabilities:** Resource assistance for Members who have a child with a disability.





# Personal Research Assistant

Assists Members searching for local community resources and solutions

- ✓ Scholarship and financial aid resources
- ✓ Home-based service needs
- ✓ Support groups
- ✓ Summer camp options



# Peak Performance Coaching

- ✓ Personal Finances
- ✓ Budgeting
- ✓ Saving & Spending
- ✓ Home Purchasing
- ✓ Student Debt
- ✓ Effective Communication
- ✓ Basic Supervisory Skills
- ✓ Workplace Conflict
- ✓ Work-Life Balance



- ✓ Resilience
- ✓ Practical Aspects of Retirement
- ✓ Relaxation Coaching For Beginners
- ✓ Fitness
- ✓ Nutrition
- ✓ Weight Loss
- ✓ Stress
- ✓ Nicotine Cessation
- ✓ Substance Misuse



# Online Training Center

## Our Extensive Library of Training Center Courses

- ✓ Sales & Customer Service
- ✓ Teamwork & Collaboration
- ✓ Building a Respectful Workplace
- ✓ Communication & Conflict Management
- ✓ Safety & Risk Management
- ✓ IT & Software
- ✓ Working Remotely
- ✓ Health & Wellness



Training Center

- ✓ Digital Wellness
- ✓ Goal Setting
- ✓ Mindfulness, Relaxation, Meditation
- ✓ Building Resilience
- ✓ Budgeting, Saving, Investing
- ✓ Relationships & Parenting
- ✓ Compliance issues: harassment, discrimination, substance abuse

# A Variety of Training Formats

Key features include:



Course length varies. Training length ranges from 3-min to over 60 depending on learning need



Video based content



Mobile friendly, available anywhere, any device, anytime



Variety of formats (role play, presentation, newscast styles)



100 new titles added each month

# Personal Finance & Education Center

Online tutorials covering a wide range of money issues available at your convenience:

- ✔ Financial basics - budgets, savings, debt, credit
- ✔ Financial planning for today and tomorrow's needs
- ✔ Goal setting & saving for the future: retirement, home buying, education
- ✔ Understanding and dealing with debt; getting out of debt
- ✔ Investing – stocks, bonds, funds, creating balanced portfolios and managing risk



Personal Finance &  
Education Center

# Self-Help Resources

*Newly enhanced library of problem-solving tools*

- ✓ **Training & Learning Centers** – Thousands of trainings, webinars & Training Bites
- ✓ **Lifestyle Savings Benefit** – Valuable discounts, rewards & perks
- ✓ **Connections/Work-Life** – Elder & childcare locators, caregiving, relationships, parenting
- ✓ **Emotional Wellbeing** – Assessments, screenings & tools for mental health issues
- ✓ **Wellness Center** – Articles & videos on illnesses, nutrition, fitness & more
- ✓ **Personal Finance** – Calculators, budgeting, investing, debt management
- ✓ **Legal** – Templates, forms, wills, NOLO Legal Press information on common legal topics



# TotalCare EAP Resource Centers

## ✓ Tools for Tough Times

If you're experiencing sticker shock at the grocery store, or stressing out over climbing debt, we have tools and resources designed to provide some relief.

## ✓ Cyber Safety Resource Center

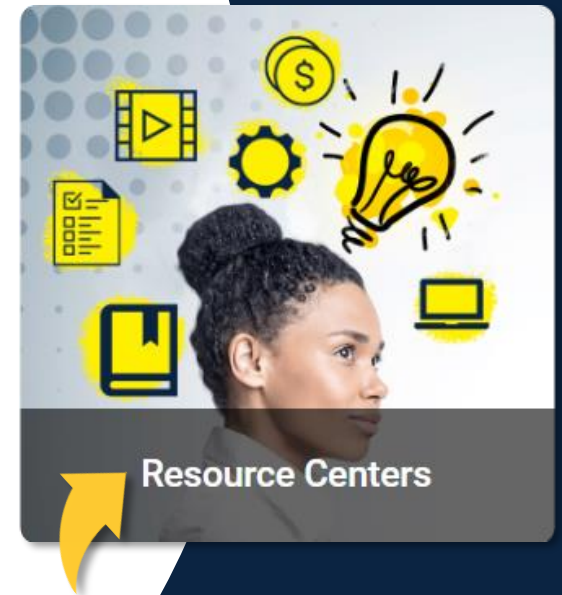
The web offers a wealth of resources and entertainment for the whole family - but it's not without its risks! We've compiled resources on Password Security, ID Theft, Phishing, Keeping Kids Safe, and much more - all designed to help keep you and your family safe while you surf!

## ✓ Career and Education Resources

This resource is intended to help parents and their children access some of the best online resources for career planning and exploration, finding and learning about colleges and other higher learning alternatives, and finding scholarship and financial aid resources.

## ✓ Parenting Resource Center

Parenting is the business of raising your children from infancy to adulthood. In our Parenting Resource Center, we've developed a list of links and resources on dozens of parenting topics.



# Lifestyle Savings Benefit

Enjoy discounts, rewards and perks on thousands of the brands you love in a variety of categories:

- ✓ Health and Wellness
- ✓ Auto
- ✓ Electronics
- ✓ Apparel



Lifestyle Savings Benefit

- ✓ Restaurants
- ✓ Beauty and Spa
- ✓ *And more!*



# *Visit the EAP Website!*

- ✓ Learn About the EAP
- ✓ Thousands of Resources
- ✓ Download the EAP Mobile Website (App)



[www.theEAP.com](http://www.theEAP.com)



# Important!

Our Self-Help resources are best experienced with a modern browser such as:

 **Google Chrome**

 **Mozilla Firefox**

 **Safari**

 **Microsoft Edge**

These browsers are continually maintained and receive updates from their support to ensure a safe, secure, and hassle free environment.

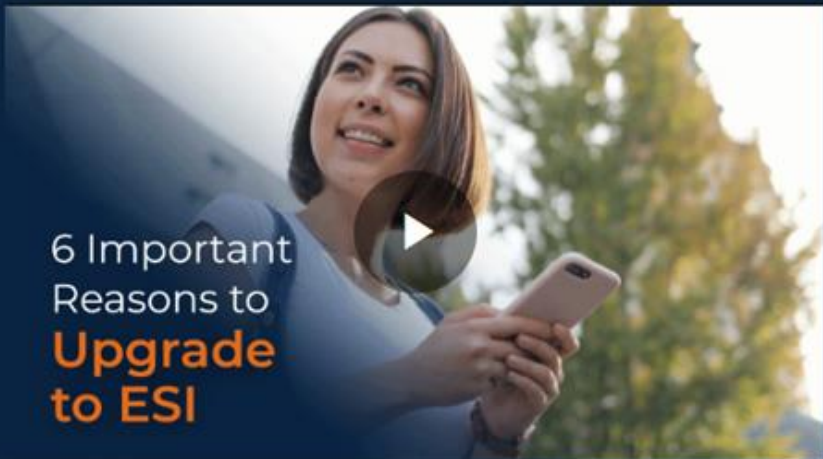
 **Internet Explorer**

Older browsers such as **Internet Explorer**, while common are no longer supported by their developers and often lack up to date plugins and features. These gaps in support can lead to a less than optimal user experience.



# Experience the ESI EAP Difference

## The Nation's Premier Employee Assistance Program



6 Important Reasons to Upgrade to ESI

Your Employees Deserve Only the Best Mental Health Counseling and Well-being Services:

- ✓ Superior [Clinical Counseling Services](#)
- ✓ Thousands of [Online Employee Development Trainings](#)
- ✓ Extensive Employee [Self-Help Resource Center](#)
- ✓ Coaching to Improve [Employee Engagement](#)
- ✓ More Help for [Supervisors and Human Resource Managers](#)



TotalCare EAP  
Public Safety EAP  
Educators' EAP  
Higher Ed EAP  
HealthCare EAP  
Union AP

## WELCOME

You and your family members can access over 25,000 trustworthy self-help resources to help resolve personal problems or improve your personal and professional lives. Please login or register.

[REGISTER](#)

[RECOVER PASSWORD](#)

## Sign In



User Name:



Password:

[Recover Password](#)  
[Recover Username](#)

[SIGN IN](#)



TotalCare EAP  
Public Safety EAP  
Educators' EAP  
Higher Ed EAP  
HealthCare EAP  
Union AP

## Register

User Name

First Name

Last Name

Organization Name

Email Address

Password (7 character minimum)

Verify Password

Reminder

What is your mother's maiden name? ▼

Passphrase

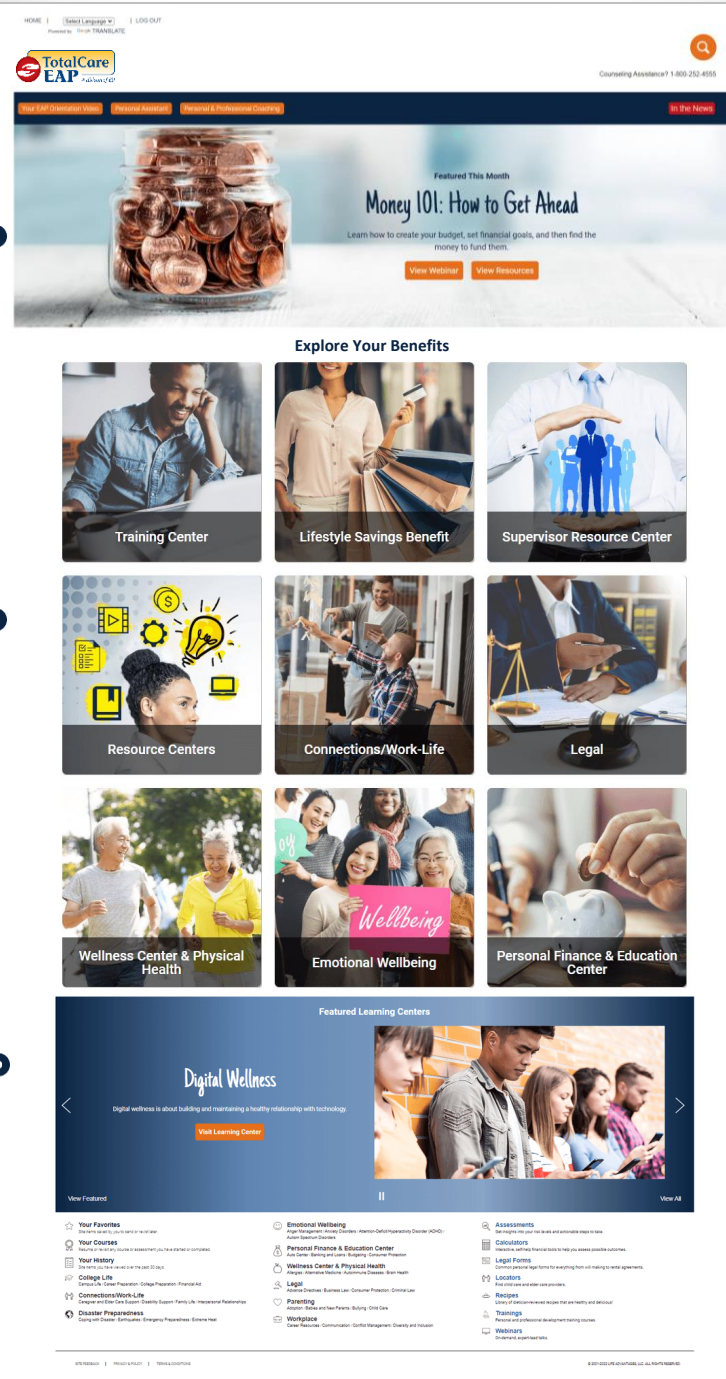
I agree to the terms of use

**REGISTER**

# New Monthly Features

# Explore Your Benefits Section

# NEW! Featured Learning Centers

HOME | Select Language | LOG OUT  
 Home | TRANSLATE

TotalCare EAP  
 A Division of ESI

Courseing Assistance? 1.800.252.4555

Your EAP Consultant | Personal Assistant | Behavioral & Professional Coaching | Hit the News

Featured This Month  
**Money 101: How to Get Ahead**  
 Learn how to create your budget, set financial goals, and then find the money to fund them.  
[View Webinar](#) [View Resources](#)

Explore Your Benefits

- Training Center
- Lifestyle Savings Benefit
- Supervisor Resource Center
- Resource Centers
- Connections/Work-Life
- Legal
- Wellness Center & Physical Health
- Emotional Wellbeing
- Personal Finance & Education Center

Featured Learning Centers

**Digital Wellness**  
 Digital wellness is about building and maintaining a healthy relationship with technology.  
[Visit Learning Center](#)

View Favorites | View All

- Your Favorites**  
 Recently viewed courses and resources.
- Your Courses**  
 Recently viewed courses and resources.
- Your History**  
 Recently viewed courses and resources.
- College Life**  
 College Life: Career Preparation, College Preparation, Financial Aid
- Connections/Work-Life**  
 Employer and Employee Support, Disability Support, Family Life, Involvement/Participation, Going with Disaster, Employee Assistance, Emergency Preparedness, Employee Help
- Disaster Preparedness**  
 Going with Disaster, Employee Assistance, Emergency Preparedness, Employee Help
- Emotional Wellbeing**  
 Adult Depression, Anxiety, Chronic Diseases, Attention-Deficit/Hyperactivity Disorder (ADHD), Autism Spectrum Disorder
- Personal Finance & Education Center**  
 Auto Care, Savings and Loans, Budgeting, Consumer Protection
- Wellness Center & Physical Health**  
 Allergies, Asthma, Diabetes, Autoimmune Diseases, Brain Health, Legal, Nutrition, Diabetes, Business Law, Consumer Protection, Criminal Law, Intellectual Disabilities, Mental Health, Personal Finance, Personal Injury
- Parenting**  
 Children and Teen Care Support, Disability Support, Family Life, Involvement/Participation, Personal and Professional Development, Pregnancy, Parenting
- Workplace**  
 Career, Compensation, Communication, Conflict Management, Diversity and Inclusion
- Assessments**  
 Self-assessments and tools to help you understand your strengths and weaknesses to help you reach your goals.
- Calculators**  
 Financial calculators to help you understand your financial situation.
- Legal Forms**  
 Downloadable legal forms for downloading from our library to help you get started.
- Locations**  
 Find your nearest EAP location.
- Recipes**  
 Library of recipes to help you eat healthy and delicious!
- Toolkits**  
 Personal and professional development toolkits.
- Webinars**  
 Downloadable webinar files.

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Featured This Month

## Money 101: How to Get Ahead

Learn how to create your budget, set financial goals, and then find the money to fund them.

[View Webinar](#) [View Resources](#)

# EAP Monthly Feature

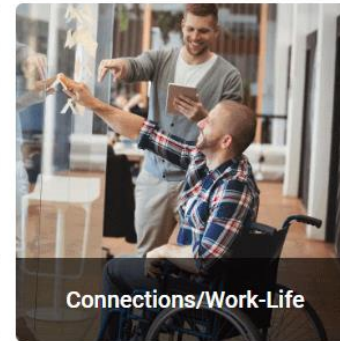
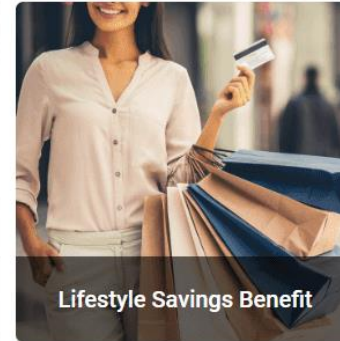
Our Monthly feature will offer popular monthly themes with resources and a new webinar recording each month as well as our quick access buttons to your benefits overview video.



# Explore Your Benefits

Easy-to-navigate tiles cover the most popular and essential benefits and topics. Hover over the tile and click on **"Read More"** to access the content or to access a pop-up menu.

## Explore Your Benefits



**Featured Learning Centers**

## Digital Wellness

Digital wellness is about building and maintaining a healthy relationship with technology.

Visit Learning Center



View Featured
||
View All

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**Your Favorites**  
Site items saved by you to send or revisit later.

**Your Courses**  
Resume or revisit any course or assessment you have started or completed.

**Your History**  
Site items you have viewed over the past 30 days.

**College Life**  
Campus Life / Career Preparation / College Preparation / Financial Aid

**Connections/Work-Life**  
Caregiver and Elder Care Support / Disability Support / Family Life / Interpersonal Relationships

**Disaster Preparedness**  
Coping with Disaster / Earthquakes / Emergency Preparedness / Extreme Heat

**Emotional Wellbeing**  
Anger Management / Anxiety Disorders / Attention-Deficit/Hyperactivity Disorder (ADHD) / Autism Spectrum Disorders

**Personal Finance & Education Center**  
Auto Center / Banking and Loans / Budgeting / Consumer Protection

**Wellness Center & Physical Health**  
Allergies / Alternative Medicine / Autoimmune Diseases / Brain Health

**Legal**  
Advance Directives / Business Law / Consumer Protection / Criminal Law

**Parenting**  
Adoption / Babies and New Parents / Bullying / Child Care

**Workplace**  
Career Resources / Communication / Conflict Management / Diversity and Inclusion

**Assessments**  
Get insights into your risk levels and actionable steps to take.

**Calculators**  
Interactive, self-help financial tools to help you assess possible outcomes.

**Legal Forms**  
Common personal legal forms for everything from will making to rental agreements.

**Locators**  
Find child care and elder care providers.

**Recipes**  
Library of dietician-reviewed recipes that are healthy and delicious!

**Trainings**  
Personal and professional development training courses.

**Webinars**  
On-demand, expert-lead talks.



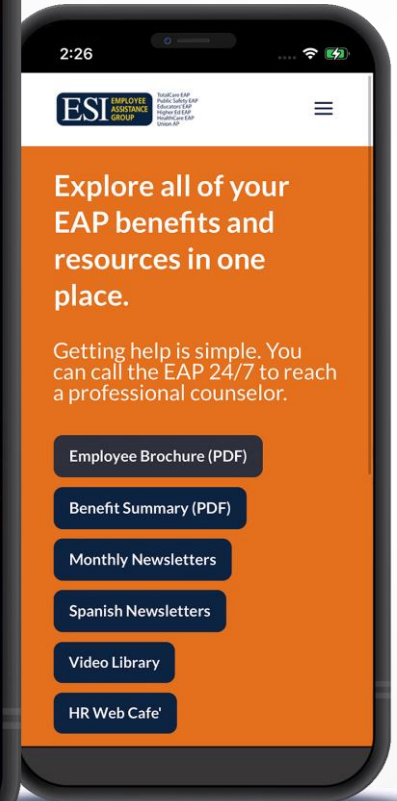
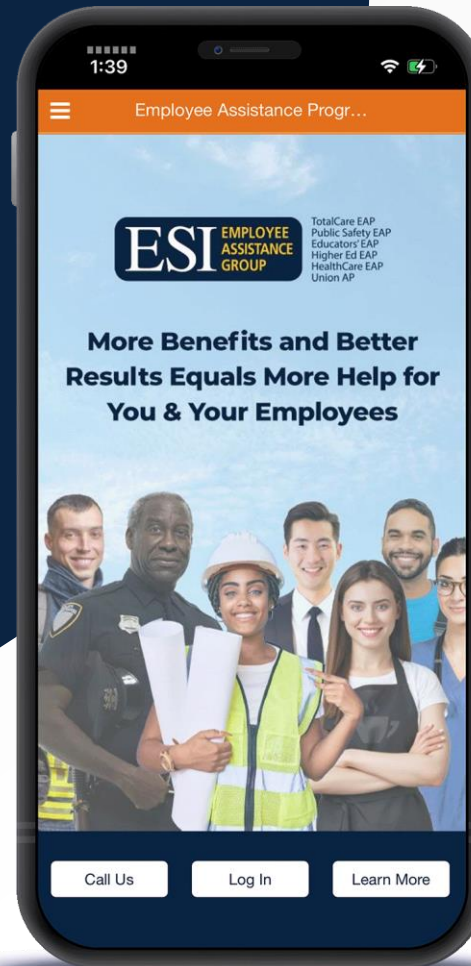
# Featured Learning Centers

Curated collections covering popular topics, such as gratitude, goal setting, communication, sleep, building resilience, and much more – delivered in various interactive formats.

# Get the EAP Mobile Website

*Explore all your EAP benefits & resources on the go!*

Download the mobile-friendly website from the App Store by searching 'ESI EMPLOYEE ASSISTANCE' or by scanning the QR Code below!



# TotalCare EAP Solutions

## In-The-Moment Telephonic Support

- Masters and/or Ph.D. - level experienced clinicians



## Counseling

- Face-to-face • Telehealth
- Text • Voice • Video



## Self-Help Resources

- Wellness and Lifestyle Benefits
- Specialized Resource Centers
- Talkspace Go App



## Work-Life Benefits

- Legal • Financial/Debt Services
- Child and Elder Care Benefits
- Personal Assistant • Adoption and Special Needs



## Personal and Professional Development

- Over 10,000 online trainings in a variety of easy-to-use formats



## Peak Performance Coaching

- 18 Coaching Programs



# Let's Recap

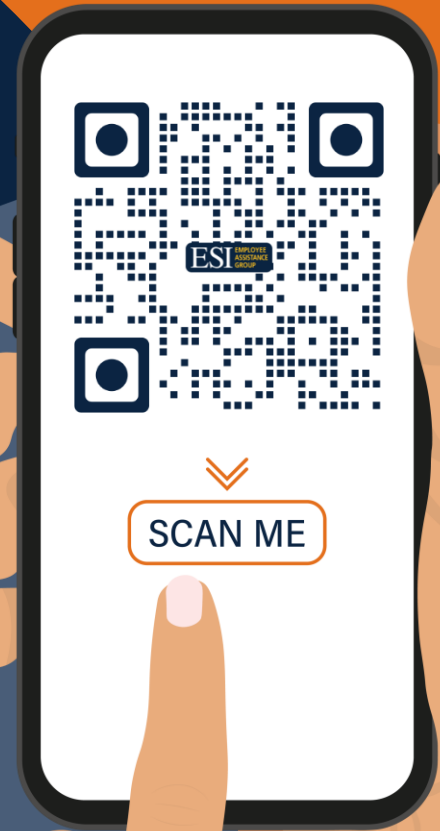


- ✓ Assisting you with Life's Problems and Distractions
- ✓ Helping You Take Advantage of Life's Opportunities
- ✓ Call anytime 24/7/365 *optimum time is 8am – 8pm*
- ✓ Employer-Provided Benefit
- ✓ No Cost to You and Immediate Family Members
- ✓ 24/7/365 Access
- ✓ Strictly Confidential
- ✓ 98+% Overall Member Satisfaction Rate!

# *Explore Your EAP Benefits!*

Scan the QR Code to  
access your EAP:

- ✓ Member Brochure
- ✓ Orientation Video
- ✓ Member Login
- ✓ EAP Mobile  
Website (App)





*Questions & Discussion*



**CONTACT US**

The best time to call is between 8:00am and 8:00pm weekdays. But you may call anytime, 24 hours a day, 7 days a week, 365 days a year.

 **800-252-4555**

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

*More Benefits for Employees*

*More Services for Management*

*Better Results than any other EAP*