



**Cleveland Clinic Wellness
Lifestyle Employee Assistance Program (EAP)
Services for Huron-Erie School Employee Insurance Association (HESE)**

About Cleveland Clinic Lifestyle Employee Assistance Program (EAP)

Cleveland Clinic Lifestyle EAP is housed in Lyndhurst, Ohio at Cleveland Clinic Wellness Enterprise. As part of Cleveland Clinic Wellness, Lifestyle EAP is focused first and foremost on providing a holistic approach to wellness and work/life balance. All HESE employees, employee's partner, dependents, and anyone permanently living with the employee are eligible, making this a true family benefit! The goal of Lifestyle EAP is empowering people to lead happier, healthier lives.

Contact Lifestyle EAP

Lifestyle EAP offers 24/7/365 phone support from licensed mental health professionals through our EAP line at 800-989-3277. Face-to-face counseling sessions are available to provide a confidential assessment, short-term solution focused counseling, referral assistance, and support when experiencing life changing events such as substance abuse, family or marital concerns, psychological or emotional upset, financial or legal problems.

Counselors and Locations

Employees and eligible parties have access to **6 face-to-face** sessions per person per issue. Our nation-wide network of clinicians offer a wide variety of specialties, and flexible schedules to fit your needs. You will always be seen by an experienced counselor who meets or exceeds the standards of their profession.

Interactive Website

www.lifestyleeap.com offers a full range of life-balance support services. HESE has their own unique log in:

- **HESE Login: HE13**
- **Password: lifestyleeap**

Login to ask confidential questions, read about services available, and learn about health, wellness and preventive strategies. An abundance of articles are available on a variety of topics ranging from parenting and family matters, to nutrition, fitness and stress-reduction. For additional resources, information and online wellness programming, visit Cleveland Clinic Wellness at www.clevelandclinicwellness.com

Lifestyle EAP



Confidentiality

Cleveland Clinic Lifestyle Employee Assistance Program (EAP) services are covered by state and federal laws that strictly ensure confidentiality (HIPAA). No one will receive information that you called or utilized our services without your consent (exceptions include duty to warn and protect: if abuse, neglect, or harm is suspected, steps will be taken to ensure safety for those involved).

Clinical Support

24-hour support is available 365 days a year to employees and their family members. Those in need of urgent support will be immediately connected with a licensed mental health professional by calling the EAP line at **800-989-3277**.

Face-to-face Counseling Services

Licensed Mental Health Professionals with a Master's Degree or higher and at least three years Post-Masters experience who meet the rigorous criteria to be paneled with Cleveland Clinic Lifestyle EAP, are available for complimentary face-to-face counseling sessions. To set up services, call the EAP line at **800-989-3277**. Emergency, evening and weekend hours are available. Employees and eligible parties have access to **10 face-to-face** sessions per person per issue. You will always be seen by an experienced counselor who meets or exceeds the standards of their profession.

Childcare and Education

Balancing childcare with work and other daily responsibilities can be a challenging task for many employees. Lifestyle EAP provides consultation services for childcare and education needs. Consultations include referrals for licensed child care centers and family day care homes, nanny agencies, before and after school programs and summer camps. Education consultations include resources for tutoring, support for children with special needs, and public and private schools and planning for college. Employees will be given resources and referrals based on the information they provide about what best meets their needs.

Eldercare Support

Each day thousands of family members join the care-giving ranks providing assistance to a senior loved one or an adult with special needs. The Lifestyle EAP Eldercare Support Line offers personal and confidential referrals, education, support and follow-up services to help with issues such as: living arrangements, meal preparation, personal care, accessing quality healthcare providers, transportation needs, and caregiver relief.

Lifestyle EAP



Financial Education and Planning

Lifestyle EAP understands that employees often face difficult financial challenges, adding to stress and impacting all areas of their lives—especially in these times. We provide support to employees facing financial challenges. Employees and dependents living in their home can talk with a financial educator about bankruptcy, budgeting, first time home buyer, credit card fraud, college fund planning, foreclosure prevention and other major life events such as adoption or saving for a wedding. In addition, seminars and workshops are available on all areas of financial planning.

Legal Consultation

Under the Lifestyle EAP benefit employees may access a free telephonic legal consultation for direction, and resources regarding legal issues. Ongoing legal representation is available at a discount to employees.

Identity Theft Prevention and Recovery

ID Recovery is a telephone based consultation that helps employees recover from and minimize the impact of identity theft. Employees will speak to an Identity Recovery Specialist to create an action plan to protect credit and recover from identity theft.

Adoption

Families who have considered adopting or have recently adopted a child will have a wealth of resources to access through our adoption consultations. Services include referrals for families needing financial or legal advice around issues of adoption. Adoption services will help employees discern between different types of adoption, as well as provide referrals to advocacy groups and support networks.

On-site Counseling Groups/ Critical Incident Stress Management (CISM)

Lifestyle EAP provides on-site group counseling/CISM services to support employees in the event that they witness or are involved in a traumatic incident while at work. Traumatic events can have a profound impact on a person's ability function at home and at work. Our team of counselors will provide resources, tools, and ongoing support to help employees return to a healthy and productive level of functioning.

Wellness Seminars

Lifestyle EAP offers customized training programs to better educate your population on Wellness, Management, and Leadership. Wellness trainings provide employees with new skills and the most up-to-date information on a variety of topics including stress reduction, nutrition and financial wellness. To set up a Wellness Training, contact your Account Manager.

Lifestyle EAP



Supervisor and Leadership Trainings

Manager and Leadership Trainings are higher level trainings developed to educate, empower, and enrich the professional development of leaders in your organization. In collaborating with your Account Manager, a series of trainings can be customized to fit the needs of your unique population. The length of each program is flexible and should be based on the overall company goals and learning objectives of the group. To set up a Management and Leadership Training, contact your Account Manager.

Consultation for Supervisors and Leadership

Often managers are faced with difficult employee situations, and the result can be a major diversion away from day-to-day responsibilities. Lifestyle EAP can help the employee and manager effectively deal with the situation to reach resolution through free consultations. Call the EAP line at 800-989-3277; contact your Account Manager, and be sure to visit www.lifestyleeap.com and log in as a manager:

- **HESE Login for Managers: HE13m**
- **Password: leap**

Formal Management Referrals

The Formal Management Referral (FMR) process provides the employee access to a licensed mental health professional to discuss specific work performance issues as outlined in the FMR paperwork; additional sessions are provided to better help the employee finish treatment and resolve the work performance issue. Throughout the process (to always include HR), and with documentation in place, consenting parties (HR) are provided updates regarding the employee's attendance and compliance with treatment by their dedicated Account Manager. Safety is the number one concern of employers today.

Fitness for Duty Evaluations

A Fitness for Duty Evaluation is available when an employee needs to be evaluated to ensure he/she is fit for work. Your Account Manager can facilitate a consultation with a seasoned and experienced Fitness for Duty Evaluator.



Lifestyle EAP



Account Management

Lifestyle EAP believes that successfully engaging employees with services available through Lifestyle EAP requires an ongoing partnership. Your dedicated Account Manager will be in ongoing communication with key contacts to promote Lifestyle EAP services, schedule planning meetings, customize on-site trainings, coordinate on-site services, and promote Cleveland Clinic Wellness at Work programming to help your organization create a culture of wellness.

Be Well eNews

Have health information delivered to your inbox each month! Be Well eNews is dedicated to encouraging good health and wellness. Each issue offers readers health information as well as a healthy recipe, tips for living well from Cleveland Clinic experts and much, much more. Your company's key contacts will be added to our Be Well eNews listserv. Your Account Manager can work with you on a listserv to make this available to all employees.

Wellness Profile

During the implementation phase, and on an annual basis, work with your Account Manager to create an organization specific Wellness Profile. This unique profile includes a list of vendors and programs your organization partners with; including but not limited to: Health Insurance Carrier, Wellness Programs, Community or On-Site Resources, and Wellness Consultant or Broker. These items can be incorporating into the EAP intake process as a way to link employees to all of their available resources.

Thank you for partnering with Cleveland Clinic Lifestyle Employee Assistance Program (EAP). We look forward to working with you to empower your employees to lead happier, healthier lives.

Sincerely,

Eva Steinel, PCC-S
Program Manager

Lauren Corsillo, PCC-S
Account Manager

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