

Work-life balance employee assistance program (EAP) Questions & Answers

Q. How does the work-life balance employee assistance program work?

A. Help is only a call or a click away. Your employees are given a toll-free number and a website address to access – both are available 24 hours a day, 365 days a year. If your staff call, master's-level consultants are available immediately to discuss their concerns. The EAP services are designed to help your managers and front line staff be healthier and more productive by helping them with problems at both work and home.

Q. How do employees access the EAP service?

A. Employees call one of the central, toll-free numbers (1-800-854-1446 for English, 1-877-858-2147 for Spanish and 1-800-999-3004 for TTY/TDD) or go online at www.lifebalance.net (ID and password are "lifebalance").

Q. Who provides the work-life balance EAP services?

A. The work-life balance employee assistance program is provided through UnumProvident, as part of your group disability or life insurance, in partnership with Ceridian Corporation. The two companies began working together in 1992, when they offered the nation's first work-life balance employee assistance program integrated with group insurance. The resulting service provides clients with an affordable and valuable offer that benefits both them and their employees.

Established in 1932, Ceridian is the nation's first provider of fully integrated EAP, work-life and wellness services. It partners with more than 25,000 organizations around the world on health and productivity solutions. Its customers include: 562 of the Fortune 1000; 338 of the Fortune 500; and 80 of the Fortune 100. Ceridian provides work-life services in 140 languages to over 12 million employees distributed around the world. Ceridian is a leading provider of human resource solutions and support in the United States, Canada and the United Kingdom.

Q. Do employees have to pay to use the services?

A. UnumProvident is providing the program through your group disability or life insurance. Your employees are not charged for calling a consultant, using the website or downloading materials. Also, employees can receive up to three local, face-to-face counseling sessions for each serious problem (not just per year). However, if an employee or caller selects a referral to a child or elder care provider, attorney, social worker etc., the caller is responsible for paying for services not included in this program (some discounts may apply). In addition, some services may be payable under the employee's medical or health insurance plan, so the consultant will advise the caller to review his or her policy's details.

Q. How can this service help my company?

A. The work-life balance employee assistance program can help you with increasing staff demands, administrative requirements, assisting employees on disability and addressing productivity. In addition to helping your employees become more productive by assisting them with their personal or professional problems, this program can also help your managers.

Managers and supervisors can call the toll-free number around-the-clock to speak with master's-level management consultants who can coach them on handling disciplinary

actions, staff communications, performance problems, and corporate change. They can use these consultants to prepare for a difficult conversation, make a mandatory employee EAP referral, have a confidential sounding board and get an unbiased, third-party view. They also have unlimited website access to online guides, articles, web links, e-books, audio files and bulletin boards to help them manage their work force and their work load.

This program is also part of a beneficial and valuable benefits package that can help recruit and retain high-performance employees. From unlimited, around-the-clock phone sessions with masters-level consultants, to elder and childcare searches and referrals, the work-life balance EAP can help your staff balance the shifting priorities of work and home. Employees and their families will have unlimited access to resources – online and by phone – to help with work issues, child care, addiction, depression, elder care and other concerns. For more serious problems, three local face-to-face counseling sessions (per issue, not per year) are also included.

Q. How can one toll-free number help employees located all over the country?

A. When employees call the toll-free number, a consultant will talk to them about their problems and needs. Ceridian maintains a national database of local providers contracted to provide services such as addiction treatment, childcare and elder care referrals in the employee's area. For other concerns, consultants tap into national and local organizations that specialize in providing local referrals.

Q. Are all calls confidential?

A. Yes, within the constraints of the law.* No information about your employees or what they discuss with the consultants will be available to anyone without their explicit written consent – not even to their family.

Q. What kind of information do employees need to give consultants?

A. The consultant will ask for name, e-mail address and city. This helps the consultant address the caller personally, e-mail requested information and make referrals to local resources. It also helps the consultant in subsequent calls.

Q. Can the service help if the employee's family lives in another state?

A. Absolutely! A consultant will provide information on various options and alternatives available in the caller's community (or in a community he or she specifies) when direct services related to legal resources, child care, elder care, disability assistance or mental health counseling are necessary.

Q. Can the service help with special needs?

A. Yes. Programs available for special needs children and adults vary considerably depending on the family's location. In many areas, resources are scarce. Nevertheless, a consultant helps the family identify all possible options available to meet their special need and works with them until a solution is found.

Q. Can employees call more than once if their needs change?

A. Yes. Employees and their immediate family members can call the service as often as they wish for information and referrals. They can also call to discuss their current arrangements, concerns regarding day-to-day issues and problems balancing the demands of work against those of a personal nature.

Q. Can employees talk to the same consultant?

A. Yes. Actually they are encouraged to talk with the same consultant. Usually toward the end of the first call, the consultant asks whether the caller wants to talk again. If the caller does, they decide who will call whom, when, where, and whether the consultant can leave his or her name and a message on the caller's answering machine.

Q. Can employees give out the 800-number to just anyone?

A. You and your employees decide who gets the number. The service is for all your staff and anyone close to them – children, parents, domestic partners, spouses, and friends – whose situation causes them stress and concern.

Q. Can young kids and teenagers call?

A. Many parents give this number to older children. Consultants usually encourage children to talk to their parents, or maybe an aunt or grandparent, etc. When they get calls from children, they may ask who gave them the number, and ask if they can talk to a parent (to get his or her point of view on the issue). If a child needs to see a counselor in person, the consultant can arrange for an appointment with a parent or the family.

By law, minors cannot be referred to resources without their parents' permission. An exception would be if the consultant felt a child were in danger – then the consultant may call local law enforcement officials on the child's behalf.

**English 1-800-854-1446 • Spanish 1-877-858-2147 • TTY or TDD 1-800-999-3004
www.lifebalance.net • ID is lifebalance • Password is lifebalance**

*The consultants must abide by federal regulations regarding duty to warn of harm to self or others. In these instances, the consultant may be mandated to report a situation to the appropriate authority.

Work-life balance employee assistance program services are provided by Ceridian Corporation. These services are available with selected UnumProvident insurance offerings. Exclusions, limitations and prior notice requirements may apply, and service features, terms and eligibility criteria are subject to change. The services are not valid after termination of coverage and may be withdrawn at any time. Please contact your UnumProvident representative for full details.

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