



EAP ORIENTATION

Kepro Employee Assistance Program

Whether big or small, routine or urgent, everyone faces challenges at times ...

Your Employee Assistance Program provides professional, confidential, no-cost support to help:

- ✓ find the right resources to address personal, family, and relationship concerns,
- ✓ develop an action plan / motivation to address problems,
- ✓ manage different life stages,
- ✓ enhance your resilience / ability to bounce back,
- ✓ develop a healthy life style,
- ✓ create a quality work environment, and
- ✓ save time by providing easy access to trusted experts including counselors, attorneys, financial advisors and child and adult/elder care consultants

Help When You Need It

- Kepro's masters level EAP counselors are available 24 hours a day, 7 days a week via your dedicated toll-free number 1-833-430-6028
- Routine counseling appointments available at times convenient for you
- Urgent appointments available when needed
- Resources for child and adult / eldercare needs provided within 24 hours
- After hours legal consultation available for urgent concerns
- Kepro's EAP Online Resources are available at www.EAPHelplink.com; enter POOLPACTEAP to access the secured site.

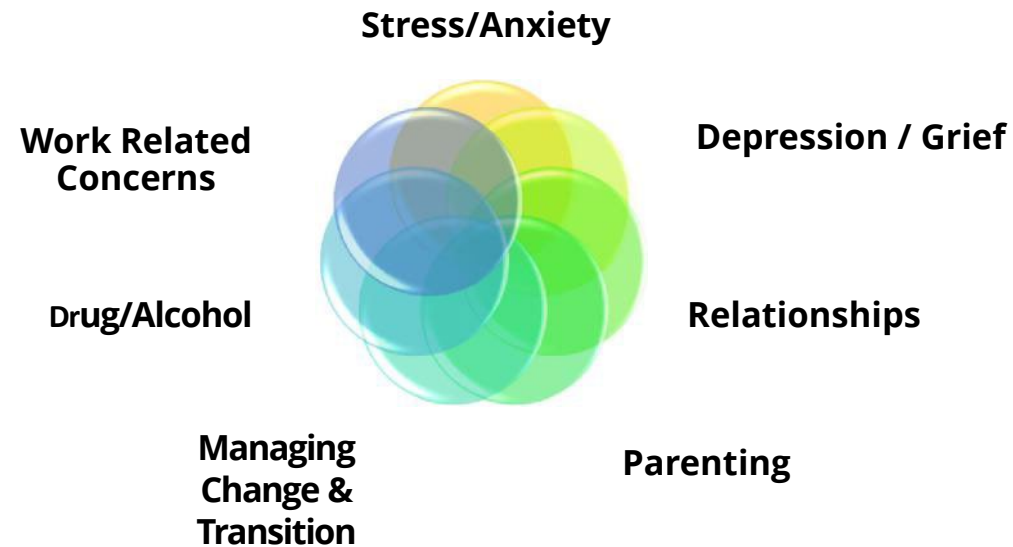
Who is Eligible and What are the Costs?

- Eligibility includes:
Current, regular, full and part-time employees, dependents, and eligible household members
- No Out-of-Pocket Cost
Many concerns can be resolved within the scope of EAP services but in the case that additional services are needed, we will work with you to identify the most appropriate community resource.



Emotional Wellness

The EAP provides assessment and short term, problem focused counseling / consultation and referrals for a wide variety of issues that may impact your work or personal life. We provide you up to 4 sessions of counseling per issue. Services are available on a per issue basis so you may call again for services if you experience different concerns during the year. Reasons to use the EAP include:



Professional Confidential Counseling

Kepto EAP professionals are experienced, caring individuals who hold masters or doctoral degrees in counseling or related fields including Social Workers, Psychologists, Marriage and Family Therapists, and Clinical Professional Counselors.

- They have a minimum of three to five years experience.
- They are credentialed by the state to practice.

All discussion between you and your EAP Professional are confidential. Information regarding your contact with the EAP cannot be released without your written consent, except by court order, imminent threat of harm to self or others, or in situations of abuse (such as child or elder abuse).

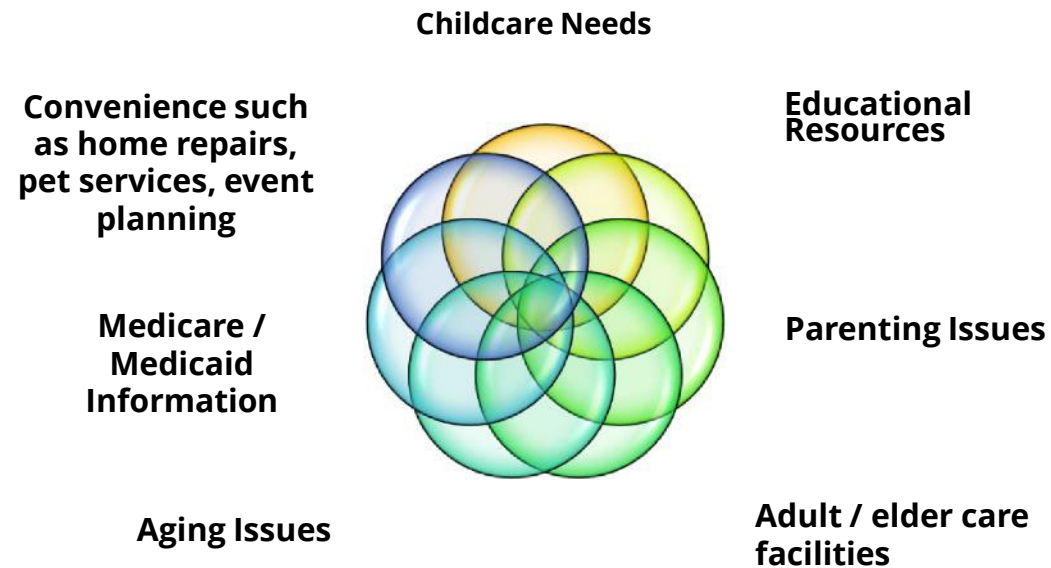


When to Talk to a Professional Counselor

- Emotions feel unmanageable
- Use of drugs/alcohol to cope
- Reckless behavior
- Decrease in work performance
- Interpersonal difficulties
- Disrupted sleep
- Changes in appetite
- Suicidal thoughts

WorkLife/Convenience Services

We understand that balancing your time between work and personal responsibilities can be challenging. The EAP provides access to work life consultants to help you evaluate and select the most appropriate resources to bring your life back into balance.



Caregiver Resources - Consultation and Referral Services

The EAP can assist in locating child and/or adult/elder care resources. Employees have telephonic access to a child/elder care consultant that will work with the employee to identify resources, provide referrals and email relevant information when available. Services include:

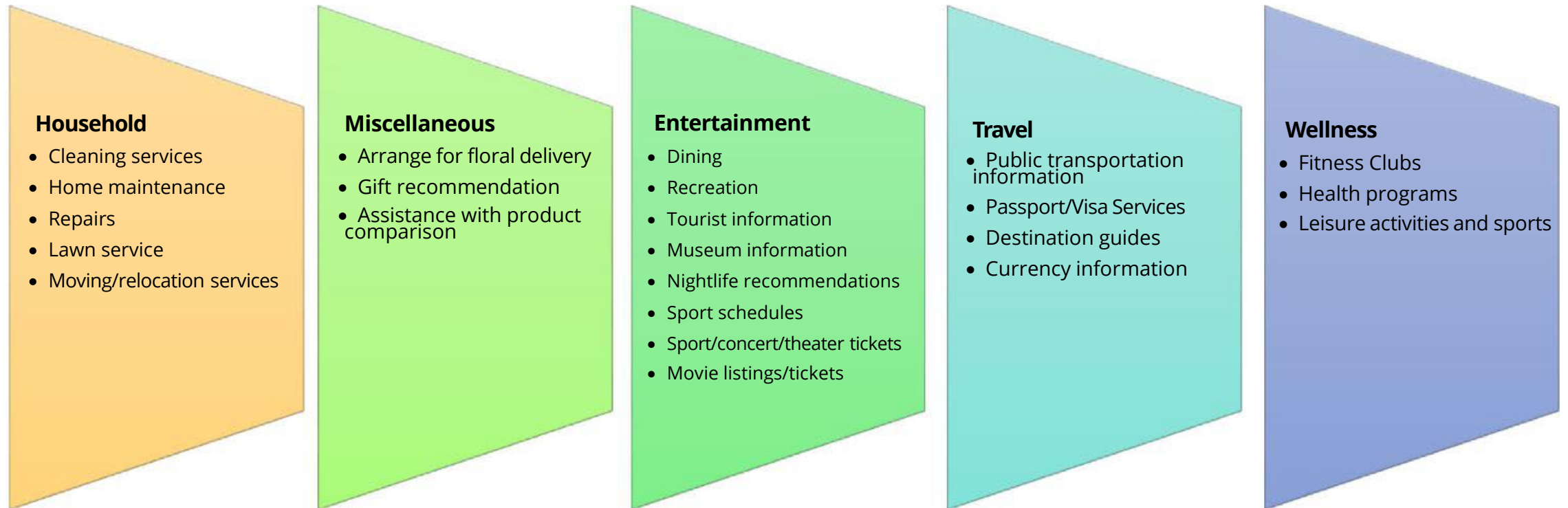
Childcare

- Prenatal Care
- Adoption
- Summer Camps
- Day/Backup Care
- Special Needs
- Schools/Colleges/Scholarship/Financial Aid

Adult/Eldercare

- In-Home Care
- Geriatric Specialists
- Rehabilitation Services
- Screening Clinics
- Inpatient Services
- Transportation Services
- Adult Day Care

Employees have telephonic access to Consultants, who act as a personal concierge and can help you alleviate stress when you don't have the time to do the legwork. Examples of referral services include:



Legal Consultation

The American Bar Association reports that almost one half of the employees who take unscheduled time off of work do so to deal with legal-related problems and that approximately 70% of the population does not seek legal consultation due to fear of cost.

- Your EAP makes it convenient and reduces the financial cost related to obtaining legal assistance by providing a free 30 minute in- person or telephonic legal consultation with a local attorney who has an expertise in your matter with a 25% reduction in fees if you choose to retain the attorney. Areas of law include:

Adoption

Child support

Guardianship

Consumer

Complaints Traffic

Violations

Divorce

Custody and visitation

Bankruptcy

Estate planning

Eldercare obligations

Financial Consultation & Referral Services

Financial burdens are rated as one of the most significant sources of stress. The financial services component of the EAP assists employees and their dependents to assess their financial concerns and determine the most appropriate way to manage their financial situation.

Services include: A telephonic consultation with a financial professional experienced in the area of concern with referrals to additional services as needed.

Common issues include:

- Credit Issues
- Tax Questions and Planning
- Family Budgeting
- Financial Planning



Organizational Support Services

- Unlimited management consultation available by phone with an experienced workplace specialist
- Consultations address issues such as: absenteeism, declining work performance, substance abuse, mental health concerns, workplace conflicts, workplace safety, critical incident planning and intervention, etc.
- Acceptance and case management of formal and mandatory referrals to provide assistance to managers and help employees achieve success.



Service Limitations

Limitations include but are not limited to:

- Court related assessments / treatment
- Psychological testing / evaluations
- Some specific therapeutic modalities including biofeedback and hypnotherapy
- Learning disabilities and developmental disorders
- Employer related legal issues or second opinions
- Financial investments - advice will be provided for investment strategies, not for specific investments

Accessing www.EAPhelplink.com

- Go to: www.EAPhelplink.com
- Enter Your Company Code:
POOLPACTEAP



Enter your Company Code to access EAP HelpLink.

To login, simply enter your Company Code. If you do not know your Company Code, please contact your Employee Assistance Program or your company's Human Resources or Benefits Department.

Company Code:

Welcome to Kepro's Employee Assistance Program and Work-Life website!

By logging onto this site you will have access to information and resources to enhance your life and personal well being. For information on personal growth, emotional wellness, parenting, managing change, self assessments, online training modules, and financial calculators. This site is a comprehensive resource for you and your family.

EAP HelpLink – Your EAP Online Resource

- 8,000+ research articles
- Healthy living resources
- Self assessments and personal plans for interpersonal and workplace topics
- Online trainings
- Streaming audio and video
- Monthly topical webinars
- Legal & Financial Resources
- Home Improvement
- Consumer Savings Center

The screenshot shows the EAP HelpLink website interface. At the top, there is a navigation bar with a language selection dropdown (set to 'Go'), the 'LIVECONNECT ONLINE' logo, a search bar (set to 'Go'), and an 'Advanced Search' link. Below this is the main header with the 'Kepro Employee Assistance Program' logo and the 'POOL ACC' logo. Contact information is provided: 1-833-430-6028 and 1-484-205-0162. A secondary navigation bar includes links for 'Homepage', 'Parenting', 'Aging', 'Mental Health', 'Wellness', 'Working', 'Living', and 'International'. The main content area features three featured sections: 'ONLINE SEMINARS' (with a laptop image), 'LOCATE PROVIDERS' (with a location pin icon), and 'FAVORITE CONTENT' (with a smiley face icon). To the right, a vertical sidebar lists various services with expandable icons: Savings Center, Relocation Center, Locate Providers, GoodRX, TaxSlayer, WINFertility, Sunrise Senior Living, and Yearly Planner.

Accessing the EAP

Call our toll-free telephone number any time of day

1-833-430-6028

24/7/365 Coverage

- Routine, urgent and consultation calls
- Management consultations for supervisors
- Referrals to community resources/providers

