

# Suite of Services Manual

**LIFESTYLE EAP**  
*Wellness at Work*

 **Cleveland Clinic**  
Wellness

# SUITE OF SERVICES TABLE OF CONTENTS

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## Face-to-Face Counseling Services

Lifestyle EAP offers employees and their family members the opportunity to see experienced clinicians for assessment and face-to-face short-term solution focused counseling sessions. When long-term treatment is indicated, appropriate referrals are provided. Our clinicians are experienced in a variety of specialties including, but not limited to:

- Substance Abuse
- Stress
- Anxiety
- Depression
- Family Issues
- Grief/Bereavement
- Work/Life Balance
- Marital/Relationship

Lifestyle EAP Services are free, confidential & available to both employees and their family members.

Contact us today at 1-800-989-3277 or [www.lifestyleeap.com](http://www.lifestyleeap.com)



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## Childcare Services

Lifestyle EAP offers individuals the opportunity to speak over the phone with Childcare Specialists who are dedicated to providing assistance in the following areas:

- Referrals to licensed childcare centers
- In-home day cares
- Before and after school programs
- Summer Camp information
- Emergency backup care
- Schools for exceptional children
- Play groups for parents and children
- Pre-natal resources
- Respite care for children with special needs
- Testing and assessment resources
- Residential programs
- Tutors

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## Eldercare Services

Lifestyle EAP offers employees the opportunity to speak over the phone with Eldercare Specialists who are dedicated to providing assistance in the following areas:

- Independent Living Facilities
- Assisted Living Facilities
- Skilled Nursing Facilities
- Senior Centers/Adult Day Care
- Community Services and Resources
- Financial and Estate Planning Referrals
- Information on Senior Insurance Plans
- Hospice
- Geriatric Care Management
- Home Health Care Agencies
- Long-Distance Caregiving Resources
- Respite Care Resources
- Home Medical Equipment Suppliers
- Medicare/Medicaid Information
- Resources for Legal and Financial Issues
- Meal and Transportation
- Caregiver Support

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## Adoption Services

Lifestyle EAP provides individuals considering adoption with financial and legal education, as well as referrals to advocacy groups and support networks. Services include resources for:

- Public or Private Adoption
- International Adoption
- Non-Traditional Adoption
- Stepparent Adoption
- Kinship Care
- Foster Care
- Financing an Adoption
- Adoption Agencies
- Adoption Attorneys
- Adoption Support Networks

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## Legal Services

Provided by general practice attorneys with at least 5 years of experience

Lifestyle EAP offers employees and their family members the following legal services:

- **Attorney Consults & Mediation Access**  
Face-to-face or Telephonic  
30 minute consultation per legal issue  
25% discount for additional eligible services
- **Estate Planning – Document Creation**  
Creation of documents included at a discounted rate (typically 25% discount)
- **“Do it Yourself” forms**  
Fillable documents located on the website
- **24/7 Emergency Consults available**  
In the case of arrest or jail

Mediation  
Divorce  
Adoption

Bankruptcy  
Credit  
Trusts/Wills

Power of Attorney  
Elder Law  
Medicare

Estate Planning  
Landlord/Tenant  
Real Estate

Immigration  
Injury  
Criminal

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## Financial Wellness Services

Lifestyle EAP offers individuals the opportunity to speak with Financial Educators over the phone to help navigate financial topics. Examples of the types of financial matters for this program include:

- Budgeting
- Rebuilding Your Credit
- Bankruptcy/Foreclosure Prevention
- Credit Card Debt
- Tax Preparation
- Garnishment Prevention
- First Time Home Buying
- Pre-Retirement Analysis
- Financial Planning
- Major Life Event Planning

One 30 minute telephonic consultation available per issue.  
Financial calculators & resources available via the web.

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## Identity Theft Recovery

Lifestyle EAP offers individuals a free consultation of up to 60 minutes with a Fraud Resolution Specialist. These specialists can assist in the following ways:

- Assess risk level
- Create an action plan to identify steps to resolve potential identity theft
- Consult on implementing the plan of action
- Provide appropriate educational materials
- Direct members on how to notify local and federal authorities
- Provide members a free “ID Theft Emergency Response Kit” which helps provide next steps and recommendations.

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## Interactive Website

Lifestyleeap.com makes it easy to learn more about the services available and gather information about a variety of topics to support your health & well-being. Content includes:

- Assessment and counseling resources
- Stress management tools
- “Ask a Question” feature
- Health & wellness content
- Access to monthly newsletter
- Community resource information
- Informational videos on EAP services
- Fillable legal templates and “Do it yourself” legal forms
- Financial calculators

**Login Today!**

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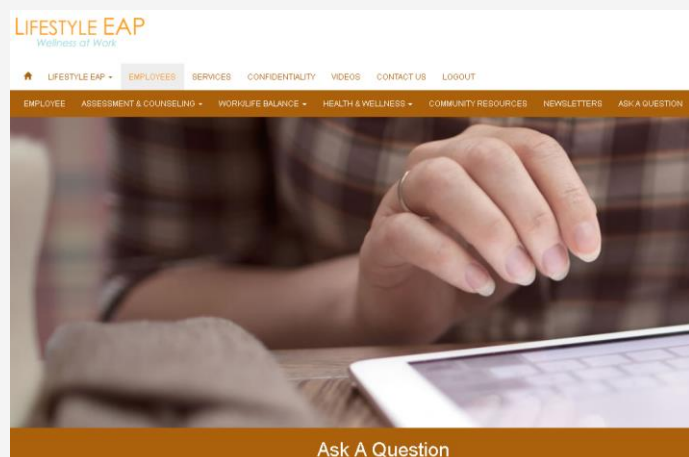
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## Ask a Question Feature

Ask a question about the services available to you through the Lifestyle EAP website! All inquiries are strictly confidential and will be answered in a timely manner by our credentialed professionals. Topics include, but are not limited to:

- Work/Life Balance
- Stress Management
- Financial
- Mental Health
- Family Issues
- Legal
- Substance Abuse



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## EAP Services for Family Members

Lifestyle EAP services are not only available to employees, but to family members as well. Spouses or partners, dependents living in or outside of the household & any permanent members of the household are eligible to access services included but not limited to the following:

- Face-to-face Counseling
- Legal Services
- Financial Counseling
- Childcare
- Eldercare
- Identity Theft Prevention and Recovery
- Adoption

Family/household members can contact Lifestyle EAP directly to access services and simply need to reference their relationship to the employee. Services are free & confidential.

Contact us today at 1-800-989-3277 or [www.lifestyleeap.com](http://www.lifestyleeap.com)