

## EAP and Work-Life Resources

The EAP offers confidential support and practical solutions to real-life issues:

- 24-Hour Crisis Help
- In-Person Counseling
- Phone Counseling
- Online Consultations
- Tess Chatbot
- Online Peer Support Groups
- Legal Services
- Financial Services
- Mediation Services
- Online Legal Forms
- Home Ownership Program
- Identity Theft Services
- Childcare Resources
- Adult & Eldercare Resources
- College Planning Program

EAP benefits are available to all employees and their families at **NO COST** to you.

Help is just a phone call away.

**Contact the EAP:**

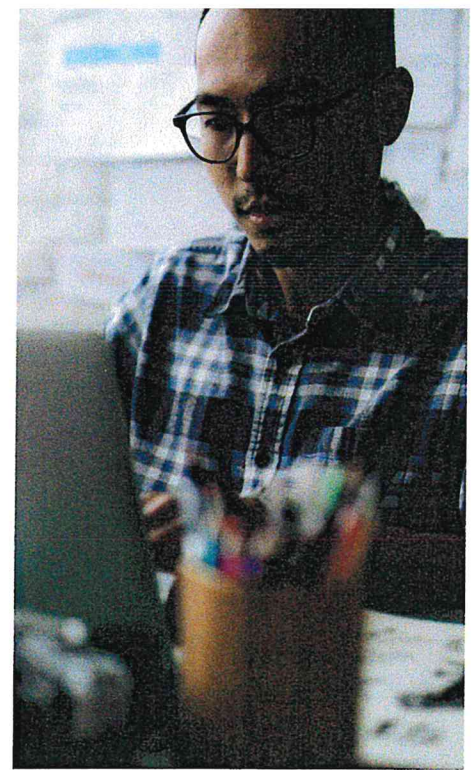
**866-750-1327**

**[ibhsolutions.com/members](https://ibhsolutions.com/members)**

**Access Code: OEGB**







# EAP and Work-Life Services

## An Overview for Employees

Life presents us with challenges at work and at home on a daily basis. You do not have to face these challenges alone, even if you're far away.

### The EAP Can Help with Almost Any Issue

EAP benefits are available to all employees and their families at NO COST to you. Help is just a phone call away. The EAP offers confidential advice, support, and practical solutions to real-life issues. You can access these confidential services by calling the toll-free number and speaking with a consultant.

### EAP Services for Employees and Families

#### **Confidential Counseling:**

Up to **3** face-to-face, video or telephonic counseling sessions for relationship and family issues, stress, anxiety, and other common challenges.

#### **24-hour Crisis Help:**

Toll-free access for you or a family member experiencing a crisis.

#### **Online Consultations:**

Convenient access to online consultations with licensed counselors.

#### **Tess, AI Chat-bot:**

24/7 chatbot for emotional support and check-ins to boost wellness. Text "Hi" to +1 650 825 9634 to get started.

#### **Peer Support Groups:**

Online support groups for addiction, depression, bipolar, anxiety, parenting and LGBTQ+ issues.

### Access Counseling and Benefit Information

**Call: 866.750.1327**

#### **Website:**

**[ibhsolutions.com/members](https://ibhsolutions.com/members)**

- Click on the RBH logo
- Enter your Access Code: OEGB
- Click the My Benefits button





## Online Resources at [ibhsolutions.com/members](https://ibhsolutions.com/members)

### **ibhsolutions.com/members:**

Access life-balance and wellbeing resources, monthly webinars, newsletters, and more.

### **EAP App:**

The app provides easy access to EAP resources wherever and whenever you need them.

### **Resilience Webinars:**

Industry experts will present quarterly employee webinars on resilience specific topics.

## Your EAP provides a wide range of work-life balance services to help you navigate a variety of challenges

### **Childcare Services:**

Childcare professionals provide information and support on parenting, school issues, adoption, college planning, teenager challenges, summer camps, daycare, and other important issues for parents.

### **Adult and Eldercare Services:**

Specialists assist in finding quality information and services including transportation, meals, exercise, activities, prescription drug information, in-home care, daytime care, and housing.

### **Online Legal Forms:**

Create, save, print, and revise online legal forms including wills, contracts, leases, and many more.

### **Legal Services:**

Access a free, half-hour consultation, by phone or in person, for any non-work related issue, followed with a 25% discount in legal fees.

### **Financial Help:**

30 consecutive days of free phone consultations for debt counseling, budgeting, college/retirement planning, and taxes, including 25% off certified public accountant services for tax preparation.

### **Mediation Services:**

Request free consultations for personal, family, and non-work related issues such as divorce, neighbor disputes, or real estate.

### **Home Ownership Program:**

Get free support and information about making smarter choices when shopping for a new home, making financing decisions, relocating, or selling a home.

### **College Planning Program:**

Access a free 15-minute consultation with a college planning specialist to assist with SAT/ACT prep, scholarships, grants, financial aid and other college related issues followed by a 30% discount in program fees.

### **Identity Theft Services:**

Access support in planning the recovery process or restoring your identity and credit after an incident.

## EAP Services + Support for Supervisors

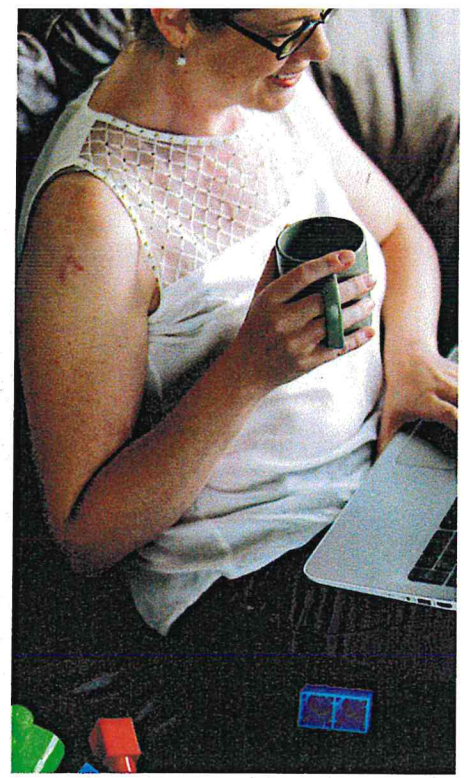
**Managing people can be challenging. All supervisors have fast access to phone consultations, trainings about the EAP and management topics such as:**

- Critical incidents
- Drug-free workplace
- Making employee referrals
- Organizational development
- Education and training
- Conflicts in the workplace

**To Access EAP  
Services Call:  
866-750-1327**







# Online Peer Support Groups

Get support when and where you need it. Join an Online Peer Support Group to learn about new ways to deal with challenges in a safe and caring environment.

## You're Not Alone

If you are struggling with loneliness a bit (or a lot), we have a free, helpful service to offer you. Join an online support group with others who have similar issues and can offer you ideas, support and encouragement.

Support groups from Reliant Behavioral Health (RBH) are easy to access by computer, tablet, or smartphone. They are an RBH EAP enhancement provided by your employer.

When you're not feeling well, sometimes the last thing you want to do is travel somewhere to get help. Online support comes to you, when you need it, wherever you are.

Attend up to 10 free, confidential online sessions in a group that suits your needs

- Addiction Recovery Groups
- Depression Recovery Groups: Depression, Bipolar Disorder, Get It Done When Your Depressed, Depression Support for People of Color, Women and LGBTQ+
- Anxiety Recovery Groups
- Parenting Support Groups

## Register for an Online Support Group

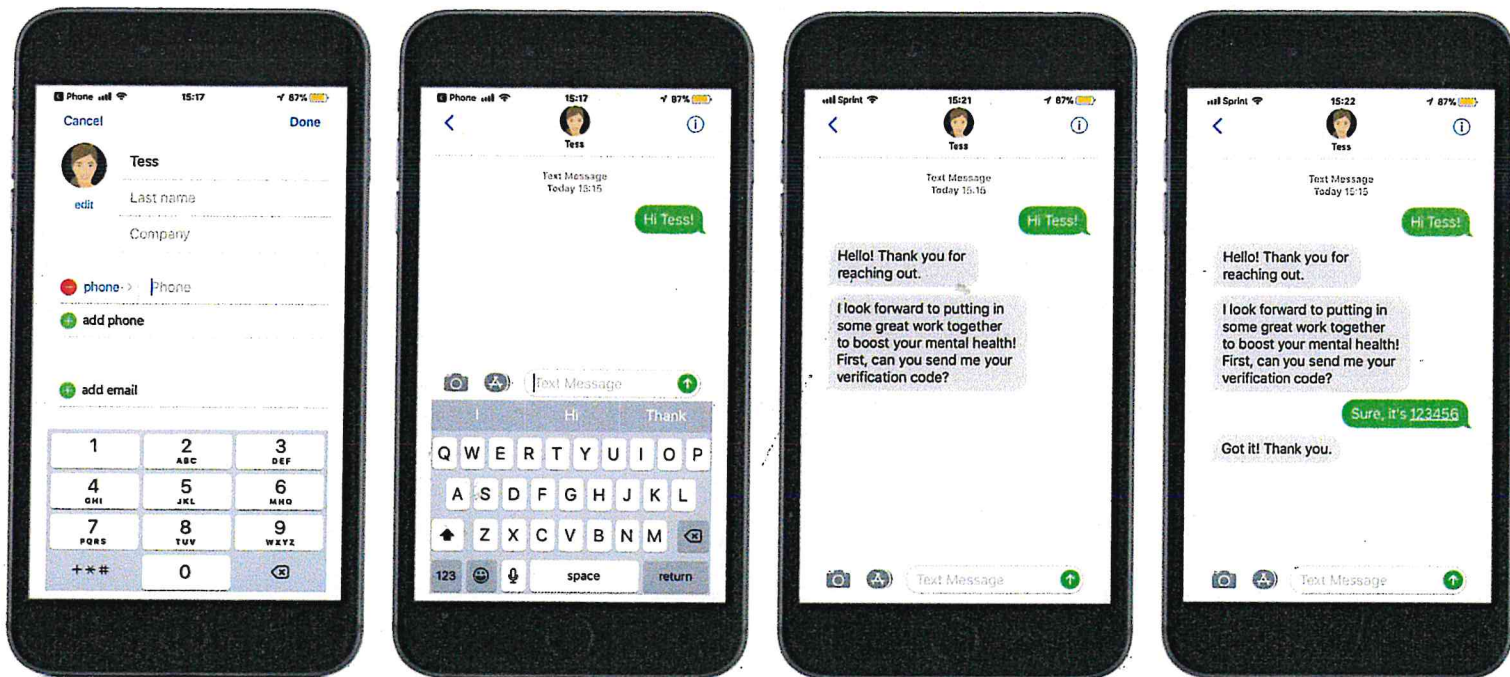
**Simply call RBH to get started:  
866-750-1327**

An RBH care manager will quickly register you online so you can get started.

Each group is led by a specially trained Peer Specialist or Recovery Coach who helps everyone get the support they need.







## Who is Tess?

Tess is a **chatbot** that provides **emotional support** and check-ins to boost your wellness. Tess is **available 24/7** to talk at your convenience whenever and wherever you need.

- › Chat with Tess for unbiased emotional support in the moment you need it the most.
- › Build resilience and self-awareness by practicing coping skills at your convenience.
- › Tess follows up with reminders and check-ins to reinforce use of skills learned in previous conversations.
- › The more you chat with Tess, the more she will get to know your needs and preferences in order to deliver personalized support.
- › Tess provides resources relevant to your needs.

Send "Hi" to Tess  
and enter your company's  
access code.

**Send "Hi" to Tess to get started:**

**1-650-825-9634**

