



EAP Welcome Kit

Workplace Leadership

PROGRAM OVERVIEW

Uprise Health offers a comprehensive suite of solutions that surround members with a full system of support. Our EAP offers resources to address issues that may be impacting a member's mental health and their ability to be focused and productive at work and at home.

These services also act as an easy entry point into the program. In fact, members who engage in other services available within the EAP (e.g., webinars, work-life support, online group sessions) are often more comfortable accessing counseling when they are in need.

Anytime. Anywhere support.



SUMMARY OF SERVICES

For Worksite Leadership, Supervisors & Managers

- Short-term counseling*
- Unlimited phone consultations for supervisors or worksite leaders
- Access to clinical staff supported by a national network of providers
- Online resource library to access program overviews, mental health flyers, recorded orientations, work-life flyers, support kits, newsletters, etc.
- Monthly email for supervisors and employee newsletters
- Crisis support communications for national events
- Support for benefit/wellness fairs
- Unlimited access to online topical trainings and work-life portal
- DOT/SAP Evaluations – *additional fees may apply*
- Critical Incident Response (CIRs) – *additional fees may apply*

For Employees, Members, and Household Family Members

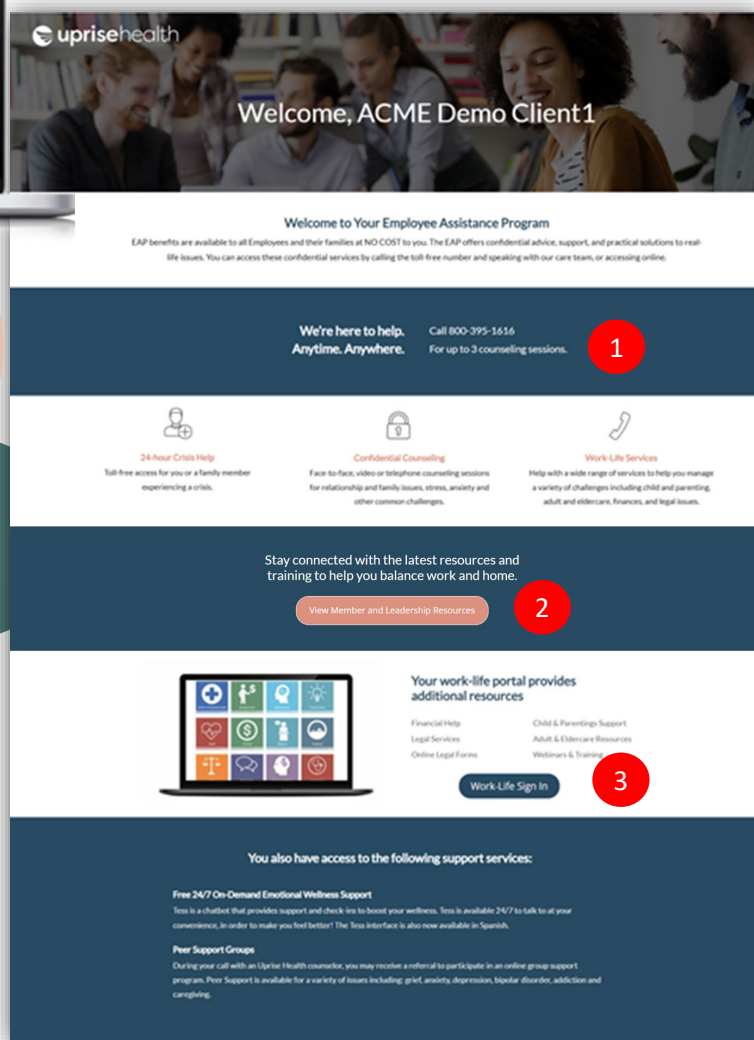
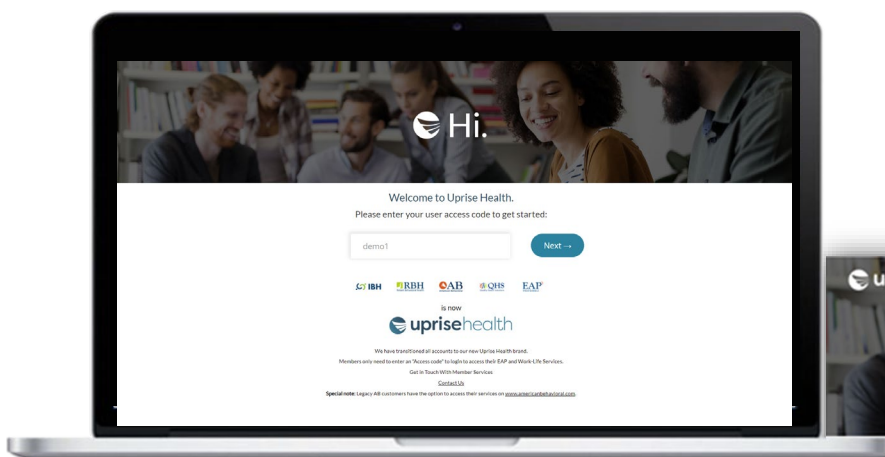
- Short-term counseling*
- Unlimited access to online resource library for flyers, training, newsletters, etc.
- Unlimited access to on-demand webinar trainings and work-life portal
- Dependent and household member coverage
- Up to 10 sessions with online group sessions
- Emotional check-ins with an AI chatbot

*The number of short-term counseling sessions vary by client. You can contact your Client Success Manager or call Uprise Health at 800.395.1616 for additional information.

HOW TO ACCESS SERVICES

All clients are assigned a dedicated access code that is used by all members to login into the member access portal. Once a member logs in, they can view the number of counseling sessions and phone number, view the online resource library, and access Work-Life services via the Personal Advantage portal.

uprisehealth.com/members



- 1 View phone number and number of a short-term counseling sessions
- 2 View resource library.
- 3 Access Work-Life services.

ONLINE RESOURCE LIBRARY

As part of your current program with Uprise Health, all members and family household members have an extensive online resource library. User-friendly design, filters, and search features provide easy access to find the latest newsletters, mental health and work-life flyers, training, and leadership support materials. There are options to print and email all pdfs.

MEMBER RESOURCES LEADERSHIP RESOURCES RECURSOS EN ESPAÑOL

uprisehealth

Stay connected with the latest resources and trainings to help you balance work and home.

SIGN UP: Communications & Newsletters

Member Resources



Stay connected with the latest newsletters, mental health and work-life flyers, and trainings to help you be your best at work and at home. Learn more about short-term counseling, adult and elder care services, parenting, financial and legal services, and online peer support groups.

17 ITEMS

Leadership Resources



Innovations in mental health and employee assistance programs. Learn more about how Uprise Health can help you support a better, healthier workplace. Access overview materials, communications and training calendar, mental health and work-life resource flyers, newsletters, trainings, resources to support culture and diversity, and leadership guides.

19 ITEMS

Recursos en Español



Manténgase conectado con los últimos boletines informativos, folletos sobre salud mental y trabajo-vida personal, así como entrenamientos para rendir al máximo tanto en el trabajo como en el hogar. Obtenga más información sobre coaching, asesoramiento a corto plazo, servicios de atención para adultos y personas mayores, apoyo de crianza, servicios financieros y legales, y...

5 ITEMS

SHORT TERM COUNSELING

For a deeper level of support, members can request short-term counseling by calling Uprise Health. Our nationwide provider network of more than 60,000 counselors can be filtered by criteria including geography, clinical specialty, cultural background and other preferences, to ensure a perfect fit for each member

Counseling Services*

- Focused on using evidence-based protocols to address mental health issues (e.g., anxiety, depression, etc.) identified through a comprehensive clinical assessment
- Goal is to reduce mental health symptoms
- Provided by local credentialed counselors within our network
- Available via 50- to 60-minute face-to-face, phone and video sessions



*The number of short-term counseling sessions vary by client. You can contact your Client Success Manager or call Uprise Health at 800.395.1616 for additional information.

MORE ABOUT COUNSELING

Requesting Counseling by Phone

- Calling Uprise Health usually takes less than five minutes.
- The Uprise Care team will ask for some basic information include employer name, member name, call back number, and needs and preferences.
- If a member calls in crisis, they will be connected with a clinician during the call for immediate help.

Scheduling a Counseling Appointment

- Uprise Health will provide a list of available counselors that best match the needs and preferences of the member.
- Members can call to schedule their own appointment, or the Uprise Health care team can assist with scheduling.

Calling for Crisis Support

- During business hours, members who are in crisis will be connected with an Uprise Health clinician who will stabilize the situation and refer to appropriate support.
- After-hours calls are answered by professionals located within the U.S.
- **Members that are in life threatening situations should immediately call 911 as they would do with any other medical/life emergency.**

WORK-LIFE SERVICES

In addition to robust clinical services, Uprise Health offers a comprehensive suite of solutions that surround members with a full system of support. Our EAP offers resources to address issues that may be impacting a member's mental health and their ability to be focused and productive at work and at home.

These services also act as an easy entry point into the program. In fact, members who engage in other services available within the EAP (e.g., webinars, work-life support, online group sessions, etc.) are often more comfortable accessing mental health support when they are in need.



Child and Elder Care

Parenting support

Resources for caregivers

Assistance for elder and
childcare services



Legal Services

30-minute consultation with
a network attorney and a 25%
discount for retained services

Personal mediation services

Legal forms library



Financial Services

Free 30 days of financial support from
a financial expert

Budgeting tools and
financial calculators



Online Resources

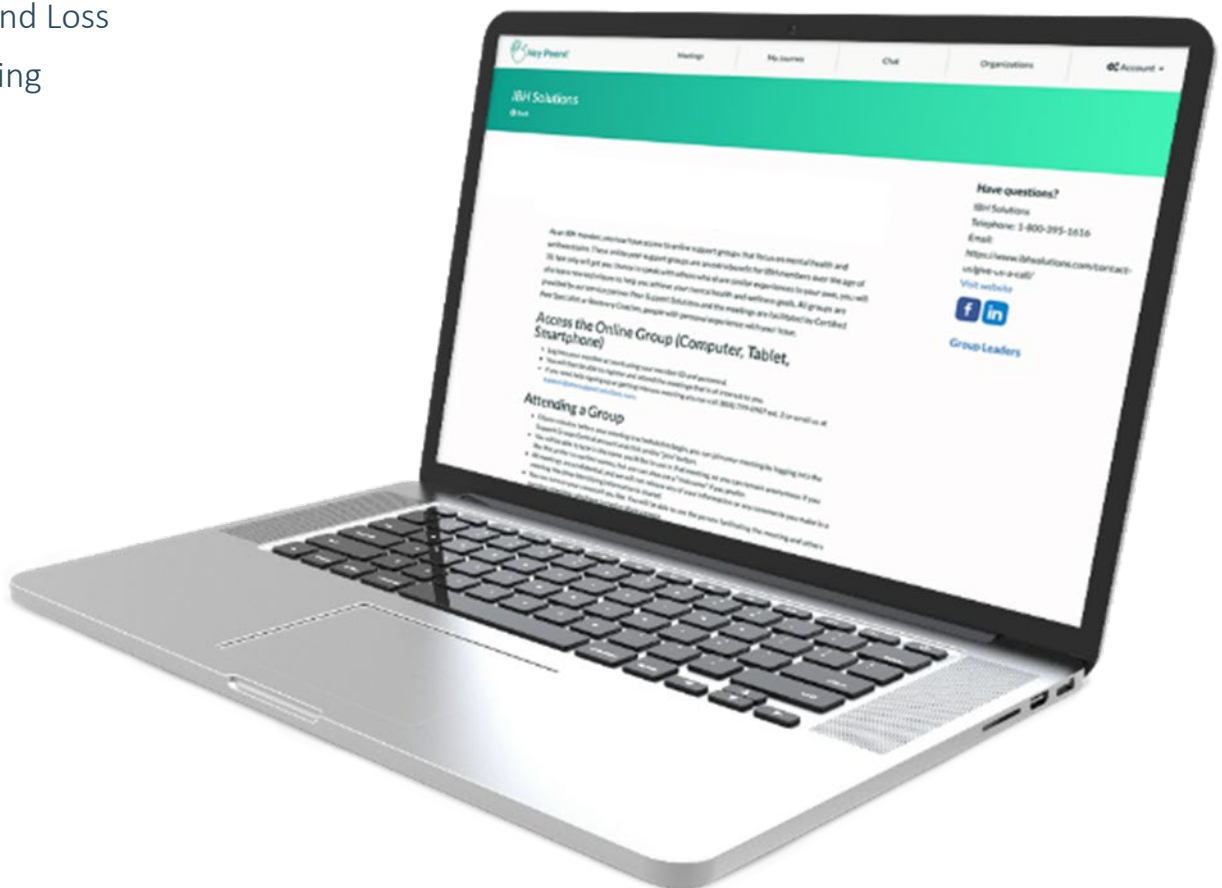
Online Library of more than
20,000 articles and resources

Easy-to-use platform with
resources to help members
with the essentials
of daily life

ONLINE PEER SUPPORT GROUPS

Employees can join up to 10 online support groups with others who have similar issues to share ideas, support, and encouragement. We offering a wide variety of groups that are confidential and are led by certified peer specialists or recovery coaches.

- Addiction Recovery
- Anxiety
- Depression
- Front Line Employees/First Responders
- Grief and Loss
- Parenting



SUPPORT FOR MANAGERS & SUPERVISORS

Critical Incident Response Services

Uprise Health offers expert consultation and prompt on-site services to address employee needs, stabilize traumatic situations, and mobilize additional supports and services. We also provide dedicated specialists to coordinate all critical incident response services and offer the nation's largest network of critical incident response providers. Please contact your Client Success Manager or call Uprise Health 800-395-1616 for additional information.

Management Consultations and Referrals

We also provide practical guidance for uncomfortable situations, helping supervisors to identify and respond to declining work performance or behavioral issues. Our consultation services equip managers to address employee performance issues and ensure a safe and productive workforce. Meanwhile, our formal referral services give struggling employees the tools they need to cope with their adversities and help get them back on track in the workplace. Please contact your Client Success Manager or call Uprise Health 800-395-1616 for additional information.

MONTHLY NEWSLETTERS

Newsletters are emailed the 1st day of each month and past issues are available on uprisehealth.com/newsletters. Confirm with your Client Success Manager if you are signed up or go to uprisehealth.com/newsletter-form/ to sign up.



FEBRUARY NEWS 2022

Empowering you with information for your emotional and physical wellbeing

American Heart Month

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- 4 // Mental Health & Heart Disease
- 5 // Resources & Events

Every 40 seconds, a loved one has a heart attack or stroke.

Heart disease is the leading cause of death in the U.S. although it is preventable. Primary risk factors for heart disease and stroke are high blood pressure, high LDL cholesterol, smoking, diabetes, being overweight, unhealthy diet, and lack of physical activity. Age and family history are risk factors that cannot be controlled.





Heart Health Facts



Heart disease is the leading cause of death for both men and women in U.S.

It is the leading cause of death for most racial/ethnic groups including whites, African Americans, Middle Eastern, and Asian Americans.

Heart prevention history

Your diet, weight, and lifestyle factors...

Losing weight reduces your heart's workload

A 5-10% body weight loss will result in better blood pressure, improved heart function, decreased cholesterol, and diabetes risk.

Bad dental health

There is a link between health and dental issues. Inflammation from dental issues can lead to heart disease.

Our hands can save a life

Dial 911 if you think someone is having a heart attack. Contact your local Heart Association or Red Cross to learn CPR. Find a training program here: <https://tinyurl.com/yckw7ye4>

Use First Aid

F = Face
A = Arm
S = Speech
T = Time

800.395.1616



Resources & Events



This Month's Mental Health Skill Building Webinar

Mindset: Retrain Your Thinking

Learn, develop, and practice new skills to improve your mental fitness. In this informative, coach guided session, you will learn effective ways to change thinking patterns so you can focus on personal growth by defusing negative thoughts.

Join us for a 30-minute webinar and Q&A
February 17, 2022 | 12pm PT
<https://tinyurl.com/dx7kss>

This Month's Personal Advantage Webinar

Family Ties

In this day and age when everyone is plugged in - what affect is that taking on the members of the family especially the children? Connecting as a family on all levels is key to how children behave in social settings and later in life. Communication skills, dealing with life issues and how they conduct themselves is a learned behavior from parents and other family members.

The monthly webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into the Upromise Health member site with your assigned Access Code and click "Work-Life Services". Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site.

This Month's Featured Content

Heart Smart

Learn about tracking your heart health with digital tools.

Read Now:
<https://uprisehealth.com/resources/heart-smart-2/>

Personal Values

Watch last month's skill building webinar.


View Now:
<https://vimeo.com/568404914>

800.395.1616 Follow us:  <https://uprisehealth.com/members/>

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ENGAGEMENT MATERIALS

We can provide PDFs of member materials that include the website link, access code, and phone number. Please contact your Client Success Manager with your request.



EAP & Work-Life Services


Employee Assistance Program (EAP) benefits are available to all employees and their families at NO COST to you.

Mental Health Services

- Short-Term Counseling
- 24-Hour Crisis Help
- Text Chatbot
- Online Peer Support Groups

Work-Life Services

- Financial Help
- Legal Support
- Child & Parenting Services
- Adult & Eldercare Services
- Webinars & Trainings



We Are Here to Help.

uprisehealth.com/members
Access Code:

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EAP & 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.

We Are Here to Help

EAP benefits are available to all employees and their families at NO COST to you. 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 our care team, or accessing online.

EAP Services for Employees & Families


Confidential Counseling
Up to 1x face-to-face, video or telephonic counseling sessions for relationship and family issues, stress, anxiety, and other common challenges.

Online Peer Support Groups
Online support groups for addiction recovery, anxiety, depression, frontline workers, grief and loss, parenting, and more.

24-hour Crisis Help
Toll-free access for you or a family member experiencing a crisis.

Text, AI Chat-bot
24/7 chatbot for emotional support and check-ins to boost wellness.

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provides a wide range of work-life services to help you manage a variety of

with a personal money coach who member toward financial wellness goals, assessing current and providing a suggested detailed

Child & Parenting Services
Get information and support on parenting, school issues, adoption, daycare, and other important issues for parents.

Adult & Eldercare Services
Get assistance in finding quality information and services including transportation, meals, activities, daytime care, housing, and more.

Webinars & Trainings
Industry experts will present monthly work-life webinars on a variety of topics.

and revise online legal forms contracts, leases, and many more.

& Support for Supervisors


can be challenging. All supervisors to phone consultations and trainings and management topics:

We Are Here to Help

Phone: XXX-XXX-XXXX


Website: uprisehealth.com/members
Access Code: Access Code

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Financial & Legal Services

Employee Assistance Program (EAP)



Your EAP can help you manage your financial life and provide you personalized guidance so you can successfully achieve your financial goals, overcome challenges, and be better prepared for life events with support services.

Financial Services
30-days of access with a personal money coach who will work with the member toward financial goals, identifying financial goals, assessing current financial situation, and providing a suggested detailed plan.

Online Calculators
Online interactive calculators to crunch numbers on everything from auto loans to savings goals.

Legal Services
One 30-minute legal consultation per each separate legal matter at no cost, 25% reduction from the normal hourly rate if member retains attorney or mediator.

Legal Forms
Access free personal and business forms and legal library. Easily create, save, print, and revise online legal forms including wills, contracts, leases, and many more.


Access Financial & Legal Services

We are here to help you:

Phone: XXX-XXX-XXXX


Website: uprisehealth.com/members
Access Code: Access Code

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Adult & Eldercare Support

Employee Assistance Program (EAP)



We know that, for many families, making decisions about aging parents can be often difficult and emotional. This is especially true for the "sandwich generation", parents of children who also care for aging parents. Our program aims to alleviate some of the stress associated with such decisions.

In addition to supporting families through the work-life benefits, we also recommend family members EAP to address concerns they have about making decisions and/or communicating with their parents' assistance. We also make sure that they are aware of the educational resources available to them.

Our Eldercare resources include the following support:

- Identifying assisted living, rehabilitation, nursing home and other living arrangements
- Meal services, such as meals on wheels
- Senior transportation
- In-home support, including housekeeping services
- Medication delivery
- Companionships and assistance with everyday tasks


Access Adult & Eldercare Support

We are here to help you:

Phone: XXX-XXX-XXXX


Website: uprisehealth.com/members
Access Code: Access Code
Password: Password

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Child & Parenting Support

Employee Assistance Program (EAP)



Balancing work and home life can be stressful for today's busy families. Your EAP can provide information and support on parenting, school issues, adoption, college planning, teenager challenges, summer camps, daycare, and other important issues for families.

We Are Here to Help

Our work-life resources for family care and parenting are available online and our telephone care team is also available during regular business hours to assist members in obtaining the support and services they need. When a member calls for assistance, our team will gather information about the services the member needs and will assist in either providing the resources over the phone and/or via email, and they can also guide the member through the work-life website on how to locate the information.

Access Online Child & Parenting Resources

- Find articles on adoption, choosing a babysitter, single parenting, and other issues for parents
- View webinars on a variety of parenting topics
- Access forms for Childcare Agreement, Childcare Instructions, and more

Join an Online Support Group for Parents
Call to speak with our care team to get information on how to register for up to 10 free online sessions. All groups confidential and are led by certified peer specialists.

Access Child & Parenting Support

We are here to help you:

Phone: XXX-XXX-XXXX

Website: uprisehealth.com/members
Access Code: Access Code
Password: Password

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TRAINING AND COMMUNICATIONS

Uprise Health recognizes that our clients have a wide range of employees, and members may interact with their healthcare in a wide range of ways. We have developed numerous supervisor and employee trainings and communications to proactively engage members to utilize the work-life services. We remain committed to working with you to ensure the success of effective communications and training programs. A copy of the current calendar is available in the resource library.

Our promotional strategies and communication campaigns include:

- Targeted campaigns/promotions during stress-inducing times of the year (e.g., holidays, workplace transitions, natural disasters, etc.)
- Monthly newsletters for supervisors and members (available in English and Spanish)
- Monthly webinars through Personal Advantage that cover a wide range of topics.
- Communications, which can be sent to any email address provided to Uprise Health.

2022 Communication & Training Calendar

Stay up to date with the latest in empowering information for emotional and physical wellbeing, and trending topics for workplace leaders.

With a focus on positive outcomes through clinically validated methods and online tools, we help today's diverse workplace thrive by improving the lives of their members and families. The following is the communication and training calendar for 2022. Dates and topics are subject to change to accommodate current issues or events trending in the US.

JANUARY

WEBINAR: PERSONAL ADVANTAGE 1/11
Achieving Harmony: How to Maintain a Healthy Work/Life Balance: In this webinar you will learn how to recognize the signs of poor work/life balance, create manageable goals, plan your time productively, and distinguish when you need support and how to get it.

NEWSLETTER: MEMBER 1/11
Financial Health in 2022: Using your EAP and other resources for financial planning, budgeting and will preparation; Wellbeing assessment: what are the wellbeing and stress scores? What can you do about it?

NEWSLETTER: SUPERVISOR 1/11
Trending HR and Leadership Topics.

WEBINAR: SKILL BUILDING 1/20
Personal Values: Uncover your personal values, and activities that align with them based on your personal recipe for happiness: your value system.

FEBRUARY

WEBINAR: PERSONAL ADVANTAGE 2/11
Family Ties: In this webinar, we will discuss communication skills, and the ways in which children cope with life issues.

NEWSLETTER: MEMBER 2/11
Heart Health Month: Heart disease, lifestyle, risk factors, mind-body health; What is coaching vs. counseling?

NEWSLETTER: SUPERVISOR 2/11
Trending HR and Leadership Topics.

AWARENESS EVENTS
National Awareness Events & Communications: Heart Health Month, Wear Red Day, Random Acts of Kindness Week.

WEBINAR: SKILL BUILDING 2/21
Mindset: Learn to identify and retrain unhelpful thoughts.

MARCH

WEBINAR: PERSONAL ADVANTAGE 3/11
Riding the Waves of Change: Learn techniques for successfully navigating change and using it as an opportunity for learning and growth.

NEWSLETTER: MEMBER 3/11
Healthy Changes for Sleep: Healthy changes for sleep, rest and relaxation; Embracing change: Scheduling time for yourself.

NEWSLETTER: SUPERVISOR 3/11
Trending HR and Leadership Topics.

AWARENESS EVENTS
National Awareness Events & Communications: Sleep Awareness Week, Nutrition Week.

WEBINAR: LEADERSHIP 3/16
60-Minute Webinar and Q&A with Speaker Panel: What Employees Expect from Leaders for Mental Health Support. *Speaker panel and date will be announced.*

WEBINAR: SKILL BUILDING 3/21
Improving Sleep: Learn skills to help calm the body and quieten the mind.

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2022 Communication & Training Calendar

Newsletters are emailed the 1st day of each month and past issues are available on uprisehealth.com/newsletters. Confirm with your Client Success Manager if you are signed up or go to uprisehealth.com/newsletter-form to sign up.

APRIL

WEBINAR: PERSONAL ADVANTAGE 4/11
Empathy on Empty: Even the most empathic person can become so overwhelmed by the chronic stress associated with caregiving that negative attitudes start to take over. Join us and learn techniques to help cope with compassion fatigue.

NEWSLETTER: MEMBER 4/11
Alcohol Awareness Month: Health risks associated with drinking, support for loved ones, resources for recovery, and recognizing triggers; Alcohol and addiction mindfulness.

NEWSLETTER: SUPERVISOR 4/11
Trending HR and Leadership Topics.

AWARENESS EVENTS
National Awareness Events & Communications: Alcohol Awareness Month, Counseling Awareness Month, Stress Awareness Month.

WEBINAR: SKILL BUILDING 4/21
Alcohol & Addictions: Problems with alcohol and addictions are common. We show you some great tools to help you make the choices you want to make for your recovery.

MAY

WEBINAR: PERSONAL ADVANTAGE 5/11
Addressing the Elephant in the Room: Grief, Illness, and Family Caregiving: This webinar will provide practical advice for how to communicate, and request the support needed to balance work and home life.

NEWSLETTER: MEMBER 5/11
Mental Health Awareness Month: Awareness and community support for mental health, PTSD, and trauma; Time for a "re-check" on your wellbeing assessment?

NEWSLETTER: SUPERVISOR 5/11
Trending HR and Leadership Topics.

AWARENESS EVENTS
National Awareness Events & Communications: Mental Health Awareness Month, Children's Mental Health Awareness Month.

WEBINAR: LEADERSHIP 5/16
60-Minute Webinar and Q&A with Speaker Panel: Engaging Your Team with a Culture Focused on Mental Health. *Speaker panel and date will be announced.*

WEBINAR: SKILL BUILDING 5/21
Not Feeling Good Enough: This course shows you steps to changing the personal standards that cause self-doubt and self-criticism.

JUNE

WEBINAR: PERSONAL ADVANTAGE 6/11
How to Talk to Your Partner About Money: In this webinar, we'll discuss why money can be such a problematic issue and offer practical strategies to have productive, connected conversations about money.

NEWSLETTER: MEMBER 6/11
Men's Health: Awareness and prevention of physical and mental health issues, including tips and resources for healthy living; What to expect on a coaching call.

NEWSLETTER: SUPERVISOR 6/11
Trending HR and Leadership Topics.

AWARENESS EVENTS
National Awareness Events & Communications: Men's Health Awareness Month, Summer Safety, PTSD Awareness Month.

WEBINAR: SKILL BUILDING 6/23
Stress Management: Learn how to reduce the sense of pressure and stress using the "Retraining Thinking" Skill.

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WEBINARS

The monthly on-demand webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into the Uprise Health member site with your assigned Access Code and click “Work-Life Services.” Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site at uprisehealth.com/members.

The webinar topics are provided in the communications calendar at the end of this document.

