

What is The Life Connection Program (TLC)?

In an effort to help you balance the demands of home and work, your employer is offering you and your household members a new benefit, The Life Connection Program (TLC). TLC is made up of four parts: a comprehensive Employee Assistance Program (EAP); online information and resources; telephonic consultations; and a training and wellness component.

All of the services directly provided by TLC are free of charge to you and your household members.

Who is eligible for TLC services?

TLC services are available to all eligible employees. These services are also available to members of the employee's immediate household. These household members are included because their problems often affect the attitude and health of employees.

Contact your Human Resources Department and/or benefits office for eligibility requirements.

This information is provided to employees and their household members by Behavioral Healthcare Options, Inc. (BHO). Your employer does not warrant the validity of the information contained in this material. Additionally, BHO and your employer will not be liable for any direct, consequential or other damages resulting from the information contained in this material.

This program has been especially designed for your employer by:



BEHAVIORAL HEALTHCARE OPTIONS, INC.™

www.bhoptions.com

How do I get help?

To arrange for a confidential visit with a professional counselor, to request a telephonic consultation, or to receive assistance with online resources, call:

1-800-280-3782

Crisis services through EAP are available to you 24 hours a day, 7 days a week.



ADVANSTAFFHR
COLLABORATE. EDUCATE. ELEVATE.



The Life Connection (TLC)

Helping you meet life's challenges



ADVANSTAFFHR
COLLABORATE. EDUCATE. ELEVATE.

As part of our ongoing commitment to provide you and your family with better health care options, we have enhanced your benefits with a comprehensive program called The Life Connection (TLC). This program is offered at no charge and is available to you and your household members through Behavioral Healthcare Options.

We understand that people, at times, can experience personal concerns and situations which may impact their job performance. When this happens, it is important to have resources available that can assist in finding solutions to these concerns.

Our program offers professional counseling, telephonic consultations, training and online resources to assist you and your household members with the normal stressors of daily living. Whether you need information to help care for an aging relative, information on types of home mortgages, or tips for balancing the demands of home and work, TLC is there to help.

We are pleased to make this assistance program available to you.

Your Employer

What counseling is available?

One component of TLC is the Employee Assistance Program (EAP). The EAP helps you find solutions to the normal stressors of everyday living. You can talk to your EAP counselor confidentially about:

- Anxiety and depression
- Emotional/personal conflicts
- Grief and loss
- Managing stress and change
- Marital conflicts
- Parenting
- Questions about alcohol and drug use
- Work performance issues
- Anger management

Eligible employees and their household members have a certain number of free visits with a professional counselor. Please refer to your plan documents or benefits office for details. Information shared with your EAP counselor is confidential. Information about individual employees who use the program is not shared with your employer. All records for the program are maintained and kept confidentially at the EAP office.

What are telephonic consultations?

Employees and their household members may request telephonic access to professionals in the following areas:

Child Care: Professionals can assist with referrals to licensed child care facilities.

Elder Care: Professionals can assist with referrals to licensed elder care facilities, as well as a variety of in-home or agency care for aging family members.

Financial Consultation: Financial advisors are available for assistance in areas such as personal financial planning, debt counseling, investments or tax consultation.

Legal Consultation: Licensed/certified attorneys are available to answer legal questions, or you may be referred to carefully-screened local attorneys.



What type of online information and resources are available?

Employees and their household members can visit our website and access articles, self-help questionnaires, interactive tools and additional resources in several key content areas, including, but not limited to:

Live Connect

Connects customers to the expertise of our consultants via instant messaging

Assisted Search

Enables participants to email dependent care or daily living search criteria to a consultant who will research and match available resources to customers' particular needs and preferences

Self Search

Online locators are available to search for child or elder care providers; adoption resources; public and private educational institutions from elementary through college; and pet adoption organizations

Learning Center

350 interactive self-assessments, personal plans, audio advice, and articles

Relocation Center

See a statistical neighborhood "snap-shot" before moving

Savings Center

Free membership for savings of up to 25% on hundreds of name brands

Resource Library

More than 3,000 articles, interactive tools, and resource links

Financial and Daily Living Calculators Health Tools

Health resources including audio and videoclips, articles, and interactive assessments

Skill Builders (100+ training modules)

Whether employees and their household members are interested in managing their time more wisely, getting help with a legal issue, or learning new stress management skills, our website has the information.

To view the website:

- Log on to www.bhoptions.com
- Click the icon "Online Work-Life Resources"
- Enter your Company Code: Advanstaffhr

What is the training and wellness component of TLC?

"Lunch and Learn" workshops, newsletter articles, seminars and supervisory trainings will be scheduled and advertised throughout the year. Please check with your Human Resources department and/or benefits office to see what topics are available.