



Getting Started With Your EAP

Prepared for:

Cecil Co.
Public Schools
10/24/2019





Welcome to the BHS Employee Assistance Program,

On behalf of the entire team, I want to thank you for choosing BHS as your new EAP partner. We are very excited to work with you. I want to share a few things that make BHS the best EAP available in the marketplace.

BHS has been different from day one, starting as a small start-up amongst a marketplace of large competitors. BHS adheres to a unique business model; one that provides EAP services across three pillars — Employees, Supervisors and the Organization, whereas other EAPs provide good resources just for employees.

Working with BHS means we promise to care about your people as much as you do. Each participant contacting BHS gets a dedicated Care Coordinator who serves as an advocate, a navigator and trusted friend throughout the life of the case. Care Coordinators ensure participants never fall through the cracks. They receive extraordinary service, improve their well-being and return to being fully engaged and at work.

Your supervisors are in positions to recognize signs and symptoms of deteriorating job performance. BHS will train your supervisors and provide them with unlimited access to Management and Performance Consultants who are available to provide coaching on how to identify signs, intervene early and recommend or refer troubled employees to the EAP. They are also available for coaching on difficult employees and management skills, as well as consultation around unwanted or unexpected employee behaviors.

As we are working with individual employees, BHS will understand how each employee's problem is impacting your organization's bottom line. Then, we will drive for a positive business outcome rather than merely assisting the employee with their presenting issue. We collect data from participants and make recommendations for innovative solutions to combat negative trends in your organization. BHS will provide a dedicated Program Manager who will get to know you and other leaders personally, as well as your organization's culture. Your Program Manager will be available to provide consultation and direction in times of crisis or organizational chaos.

The secret to our success is the culture at BHS. We hire people that are passionate about EAP. We invest in them, care deeply for them and strive to provide them with extraordinary experiences at work. In turn, they are happy, energized and take extraordinary care of our customers and their employees.

Lastly, I understand that by selecting BHS I have a responsibility to make you proud. I am personally available if you ever have feedback, a problem that hasn't been resolved to your satisfaction or suggestions for improvement. I also invite your ideas for new programs that would assist in managing your workforce and bettering the lives of your people.

Sincerely,

Dawn Motovidlak President and CEO

dmotovidlak@bhsonline.com



Employee Assistance Summary of Services



by bhs.

What is an EAP?

Provided by BHS, your Employee Assistance Program (EAP) provides you and your household members with **free**, **confidential**, **in-the-moment support** to help with personal or professional problems that may interfere with work or family responsibilities.

What Happens When You Call the EAP?

A Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call; assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.

Common Reasons to Call Your EAP

Common reasons to Can Tour Ern						
Transitions	Risks	Challenges				
Birth/Death	Burnout/Anger	Daily				
Health/	Depression/	responsibilities				
Illness	Anxiety	Financial/Legal				
Marriage/Divorce	Suicidal thoughts	Parenting				
Promotion/ Retirement	Substance abuse	Stress/ Conflict				
	Transitions Birth/Death Health/ Illness Marriage/Divorce Promotion/	Transitions Birth/Death Health/ Illness Marriage/Divorce Promotion/ Risks Burnout/Anger Depression/ Anxiety Suicidal thoughts Substance abuse				

PROGRAM FEATURES:



Program Cost

This is a FREE* benefit provided and paid for by your employer at no cost to you.



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.

Information about your problem cannot be released without your written permission.



Available 24/7

Services are available 24-hours a day, 7-days a week via a toll-free number. Services may also be accessed via the BHS App.

Help is just a phone call away.

800-327-2251

MyBHS Portal

The mobile-friendly MyBHS portal provides access to more than 500,000 tools and resources on a variety of well-being and skill-building topics.

Features:

- **✓** Program Information
- ✓ Access to Live Chat
- **✓** Announcements
- ✓ Assessments
- **✓** Café Series Webinars
- √ Training Center





- ✓ Legal forms
- ✓ News & Tips
- ✓ And more...

To access MyBHS Portal:

- 1. Go to portal.BHSonline.com
- 2. Enter MyBHS username:CCPS
- 3. Click **LOGIN**











Work-Life Services



BHS provides up-to-date, carefully screened, national resources and referrals for a range of childcare needs including:

- · Adoption and Special Needs
- Before and After School Programs
- Emergency and Back-Up Care
- · Family Daycare and Group Homes

- · Nanny and Au Pair Services
- Nurseries and Preschools
- Summer Camps



BHS provides up-to-date, national resources and referrals for a range of eldercare needs including:

- Home-Based Services: Nutrition, Meals on Wheels, Cleaning and Repair
- Housing: Retirement Communities, Subsidized Housing
- In-Home Care: Medical and Nursing Rehabilitation Services
- Inpatient Services: Nursing Homes, Intermediate Care Facilities, Respite Care and Assisted Living Facilities
- Older Adult Services: Support/ Advocacy Groups, Volunteer Opportunities and Adult Day Care
- Transportation Services



When faced with a legal matter, simply contact BHS and you will be connected to an attorney with expertise specific to your needs. Legal benefits under the program include:*

- Free 30-minute consultations
- In office or telephonic with local plan providers
- Each consultation must be over a new legal topic
- 25 percent off the attorney's hourly rate when an hourly rate is quoted for services beyond consultation



The EAP provides unlimited telephonic financial consultation, information and education to you and your household members per problem, per year. Should you or your household member need further financial consultation, you will be connected to a local counselor and/ or community resource at a discounted rate. Typical financial matters include:

- Budgeting
- College Funding
- Credit Counseling

- Debt Management and Consolidation
- · Retirement Funding
- Tax Planning and Preparation



Well-Being Coaches are available to discuss your health and wellness needs, answer general wellness questions, provide preventive health coaching and assist you with locating appropriate health resources in the following areas:

- Complimentary Care (Yoga, Chiropractic, etc.)
- Building Healthy Relationships
- Career Development
- Emotional Well-Being
- Fitness and Exercise
- Healthy Eating and Nutrition
- Healthy Lifestyles
- Reducing Disease Risk Factors
- Stress Management
- Tobacco Cessation
- Weight Loss/Management
- Work/Life Balance



With the EAP, finding what you are looking for is just a phone call away. BHS provides up-to-date, national resources and referrals for a range of needs, such as:

- Adult Education Classes
- Airfare, Hotel and Car Rental
- Concert, Sport and Theater Tickets
- Contractors, Handymen, Plumbers and Landscapers
- Party Planning

- Personal Shoppers
- Pet Care
- Spa and Salon Services

Discount Program

LifeMart member discount program provides access to major brands and everyday items at a discount. Click the BHS program info tile on the bhs portal and select the discount program tile to log in or create an account.



Contact Your EAP.

Help is just a phone call away. Call BHS' toll-free number:





How to Access EAP Services bhs.



Call 1-800-327-2251

Free, confidential, in-the-moment support is available 24/7 to help with personal or work-related problems that may interfere with your job or family responsibilities. A BHS Care Coordinator will confidentially answer your call, understand your need, assist with any emergencies and connect you to the appropriate resources. They will then follow up with you to ensure your satisfaction and progress.



bhs

portal.BHSonline.com username: CCPS

The MyBHS Portal provides access to services, contains information about your program and offers unlimited access to more than 500,000 tools, resources and trainings on a variety of well-being and skill-building topics.

Connect with a BHS Care Coordinator

Live Chat connects you with an available BHS Care Coordinator to answer questions, provide in-the-moment support or to initiate services.

Or, fill out the Service Request Form and a BHS Care Coordinator will respond within one business day.



The BHS App - download BHSAPP

One-touch Dialing - Call our toll-free number 24/7 to speak with a BHS Care Coordinator for urgent needs.

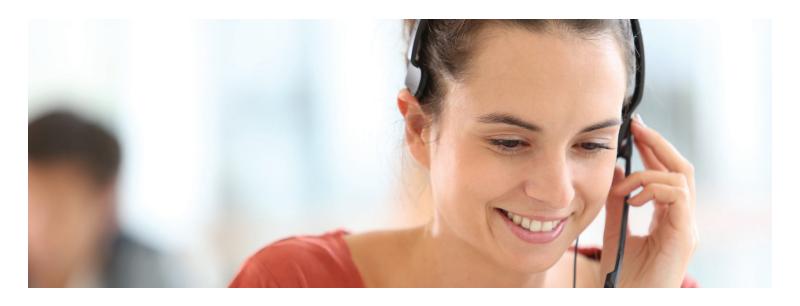
Ask a Question - Submit a question or request services and a BHS Care Coordinator will respond within one business day.

Access the MyBHS Portal - Contains information about your program and unlimited access to more than 500,000 tools, resources and trainings on a variety of well-being and skill-building topics.









What Happens When You Call the EAP?

Provided by BHS, your Employee Assistance Program (EAP) provides you with resources to help with personal or professional issues that may be interfering with your work or family responsibilities.

Common Reasons to Call the EAP include:

Relationships		Transitions		Risks	
Boss/	Friends	Birth/Death	Marriage/	Burnout/	Substance
Co-worker	Spouse/Kids	Health/	Divorce	Anger	abuse
Customers		Illness	Promotion/	Depression/	Suicidal
			Retirement	Anxiety	thoughts

When You Call the EAP:

1 You will be immediately connected with a care coordinator, who is a **Master's Level Clinician**.

The Care Coordinator will **assess your needs**, screen for emergencies, provide in-the-moment support and serve as your guide and advocate throughout the EAP process.

- Following the needs assessment, the Care Coordinator will work with you to create a plan for support and resolution.
- 4 The Care Coordinator may:
 - A. Resolve your need within the initial call.
 - B. Assess your need as a short-term issue, which can be resolved by an EAP counselor within the available sessions.
 - C. Assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*
 - D. Determine an additional assessment is required with an EAP counselor.
 - E. Or, connect you to available work-life services, like legal, financial, childcare, eldercare or other work-life balance resources.
- Regardless of your need, your Care Coordinator will follow-up with you for the life of your case. Keep your Care Coordinator's contact information handy and call him or her anytime you have a question or concern about the services you are receiving or if you need additional support.



Daily Parenting/responsibilities Balance
Financial/ Stress/
Legal Conflict



Program Cost

This is a FREE* benefit provided and paid for by your employer at no cost to you.



Confidentiality

The EAP is completely confidential. BHS follows all federal and state privacy laws. Information about your problem cannot be released without your written permission.



Available 24/7

Services are available 24-hours a day, 7-days a week.

Call your EAP to get started. 800-327-2251

For more information about EAP services, visit us online at portal.BHSonline.com



 $^{^{*}}$ If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

MyBHS Portal



MyBHS Portal contains information about your program as well as a variety of resources, including articles, newsletters, blogs, news alerts, health tips and more, all aimed to help improve overall well-being.

MyBHS Portal Provides:

- Program Information containing a summary of the services available through the Physician Assistance Program.
- News & Tips including strategies for supervisors, health and wellness tip sheets, plus articles on health, well-being and more.
- Announcements including current News Alerts, BHS Health Observances, Highlighted Health Screenings, New & Tips and Café Series information.
- Blogs centered around ways to achieve total well-being, including financial, emotional, career, physical and social well-being.
- BHS Focus Newsletter providing relevant information, strategies, downloadable flyers and links to current Café Series webinars.
- Café Series Info including upcoming webinar topics and directions for accessing them.
- Resource Library containing thousands of interactive tools, webinars, assessments, videos, quizzes, articles, health calculators and other resources in areas of health, wellness and personal growth. This includes a Training Center with an expanding library of over 100 self-paced courses for personal and professional development.

Other Key Features:

- Easy to use. Visit portal.BHSonline.com and enter your company's username to get started.
- Access Program Information 24/7.
 MyBHS Portal contains up-to-date information about your program.
- Mobile App. Our mobile application keeps you engaged and in the know.

To access MyBHS Portal:

- 1. Go to portal.BHSonline.com
- Enter Username:CCPS
- 3. Click LOGIN







2019 Featured Webinar Calendar



All featured Café Series webinars are available to view for the duration of the month.

January

Do Your Bucket List: 7 Ways to Up Your Focus on Things that Matter

Presented by: Eva Churchill

February

Tax Saving Strategies

Presented by: Henry Gorecki

March

Resilience in Times of Change

Presented by: Dr. Delvina Miremadi-Baldino

April

Clear Your Clutter: A Comprehensive Guide

Presented by: Ellen Wilkinson

May

Letting Your Emotions Interfere with Eating

Presented by: Mary Opfer

June

Master Your Mind: Emotional and Physical Health Connections

Presented by: Zoe Klein

July

Uncovering Unconscious Beliefs

Presented by: Ellen Contente

August

Mastering the Business of Workplace Etiquette

Presented by: Shanti Douglas

September

Funding College: Five Steps Every Family Can Use to Build a Successful Plan

Presented by: Dan Bisig

October

Five Strategies to Actually Enjoy the Holidays This Year

Presented by: Melissa Schneider

November

Money is Emotional: Prevent Your Heart from Hijacking Your Wallet

Presented by: Christine Luken

December

Putting Out the Fire: Preventing and Managing Burnout

Presented by: Eva Churchill



Video Counseling Services

BHS provides video counseling with the goal of providing another method of delivering extraordinary experiences to our participants. Technology is an essential part of everyone's life today and now you can use it to receive the support you need from BHS. Our licensed, master's level clinicians can now be available via our secure, web-based technology for personal, face-to-face sessions while you remain in the comfort of your home or office.

Advantages of video counseling services include:

- Convenience. Video counseling with BHS is convenient and provides the flexibility in scheduling. It is a good option for employees who have limited time due to busy family schedules, live or work remotely, or have reduced mobility.
- **Security.** The security of your personal health information is important to BHS. Our video counseling platform, *Zoom**, is HIPAA compliant.
- Easy to use. Video counseling with BHS is easy. All you need for a session is a computer, smartphone or tablet, webcam and internet access.

*Prior to the first session, you will be required to download the Zoom program.



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.



Program Cost

Video Counseling Services are an option to access services as a FREE benefit provided and paid for by your employer.

For more information about Video Counseling Services, call our toll-free number.





Financial Consultation Services

In need of financial consultation services? Your EAP can help. Financial consultation services are an additional benefit provided by your employer at no cost to you. Upon calling BHS, you will be linked to a Care Coordinator who will conduct a needs assessment and connect you to BHS' team of highly-trained financial counselors to provide unlimited telephonic consultation and resources about your specific financial issue. If you determine you need ongoing assistance with your financial situation, BHS can then provide local referrals.

BHS offers a wide variety of financial resources and services, including:

- Debt management and consolidation
- College funding

- Retirement funding
- Credit counseling
- Budgeting

Unlimited telephonic financial consultation:

- You and your household members can access unlimited telephonic financial counseling, information and education from BHS' team of highly-trained financial counselors.
- You may contact a financial advisor as many times as needed about the same issue for up to one year.



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.



Program Cost

Financial consultation services are a free benefit provided and paid for by your employer at no cost to you.

For more information about financial referral services, call our toll free number or visit us online.

800-327-2251 | www.BHSonline.com





Legal Consultation Services

Finding appropriate legal services is easy with BHS. Legal consultation services are an additional benefit provided by your employer at no cost to you. Upon calling BHS, you will be linked to a Care Coordinator who will conduct a needs assessment and connect you to a qualified attorney to provide you with resources and an in-office or telephonic consultation about your specific legal issue. If you determine you need further assistance, you will receive 25 percent off the attorney's hourly rate. Note: BHS does not consult on work-related issues.

We offer a wide variety of legal resources and services, including:

- The right attorney with expertise specific to your legal matter
- Access to a national network of attorneys with exceptional experience that are matched to meet your needs
- · Concierge help navigating the legal world

BHS legal benefits include:

- Free 30-minute consultations
- In office or telephonic with local plan providers
- 25 percent off the attorney's hourly rate when an hourly rate is quoted for services beyond consultation

 Each consultation must be over a new legal topic



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.



Program Cost

Legal consultation services are a free benefit provided and paid for by your employer at no cost to you.

For more information about legal consultation services, call our toll free number or visit us online.

800-327-2251 | www.BHSonline.com





Eldercare Referral Services

Choosing the right eldercare services for your loved ones can be stressful, especially when keeping their happiness in mind. Fortunately, your EAP can help in making this process easier. Eldercare referral services are an additional benefit provided by your employer at no cost to you. Upon calling BHS, you will be linked to a Care Coordinator who will provide pre-screened, up-to-date, national resources tailored for your specific eldercare needs.

BHS offers a wide variety of eldercare referrals for services, including:

- In-home care: medical and nursing rehabilitation services
- Home-based services: nutrition, Meals on Wheels, cleaning and repair
- Inpatient services: nursing homes, intermediate care facilities, respite care and assisted living facilities
- · Housing: retirement communities and subsidized housing
- Older adult services: support/advocacy groups, volunteer opportunities and adult daycare
- Transportation services

Within three business days of your call, your BHS Care Coordinator will provide via e-mail or U.S. Postal Service:

- · A listing of providers that meet your criteria
- AARP publications
- Brochures and tip sheets tailored for your specific eldercare issue



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.



Program Cost

Eldercare Referral Services are a free benefit provided and paid for by your employer at no cost to you.

For more information about Eldercare Referral Services, call our toll free number or visit us online.





Childcare Referral Services

Balancing work and family life can be difficult. Fortunately, your EAP can aid in making this part of life easier. Childcare referral services are an additional benefit provided by your employer at no cost to you. Upon calling BHS, you will be linked to a Care Coordinator who will provide resources tailored for your specific childcare needs.

BHS offers a wide variety of childcare referrals for services, including:

- Family daycare homes and group homes
- Emergency and back-up care
- Nurseries and preschools
- Nanny and au pair services
- Summer camps
- Before and after school programs
- Adoption and special needs



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.



Program Cost

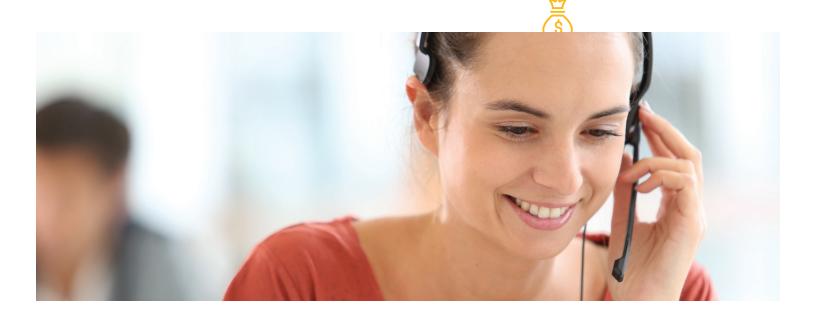
Childcare Referral Services are a free benefit provided and paid for by your employer at no cost to you.

Within three business days, your BHS Care Coordinator will provide via e-mail or U.S. Postal Service:

- A listing of providers that meet your criteria
- A Guide to Quality Childcare
- Brochures and tip sheets tailored for your specific childcare issue

For more information about Childcare Referral Services, call our toll free number or visit us online.





Well-Being Coaching

BHS is pleased to offer well-being coaching services. Your program provides you with well-being coaches who are dedicated to helping you better your life. Our well-being coaches are here to work with you to help you reach success and achieve your personal and professional goals.

What Are the Benefits?

- Personalized coaching from a highly trained well-being coach who can work with you to set real goals and motivate you on how to achieve them
- Goal setting, guidance and supportive coaching designed to help you reach success in meeting your goals
- Information and referrals to complementary care resources

What Can Coaching Help Me With?

Our coaching addresses all elements of well-being, including physical, emotional, career, social and financial. Your well-being coach can assist with a variety of issues, including, but not limited to:

- Building healthy relationships
- Career development
- Emotional well-being
- Fitness and exercise
- Healthy eating and nutrition
- · Healthy lifestyles

- Reducing disease risk factors
- Stress management
- Tobacco cessation
- Weight loss management
- Work-life balance

Get Started with Well-Being Coaching

Coaching is available by video and phone for daytime and evening appointments. Your coach will work with you to set an inspiring vision for your well-being and guide you through a step-by-step plan to accomplish it. After the initial session, your well-being coach will work with you as often as once a week.



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.

For more information about well-being coaching, call our toll free number or visit us online.





Convenience Care Services

With convenience care services, finding what you need is a breeze. Planning a party? Need help finding a plumber? Looking for a veterinarian? Your EAP can help you find the service or product you need. Convenience care services are an additional benefit provided by your employer at no cost to you. Upon calling BHS, you will be linked to a Care Coordinator who will provide up-to-date, national resources and referrals for a wide range of needs.

BHS can help with the following services, including:

- Auto: buy and sell, repair and insurance
- Errands: pick up and drop off, package shipping and wait-at-home service
- Entertainment: concert, sports and theater tickets, spa and salon services, adult education classes and party planning
- Shopping: groceries, flowers, hard-to-find items, product discounts and personal shoppers
- Travel: airfare and hotel arrangements, car rental, passports and destination information
- Home: house cleaning, movers and storage, pet care, contractors, handymen, plumbers and landscaping services

Within three business days of your call, your BHS Care Coordinator will provide via e-mail or U.S. Postal Service:

- A minimum of three referrals
- · Resources and materials related to your request



Confidentiality

BHS follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept completely confidential.



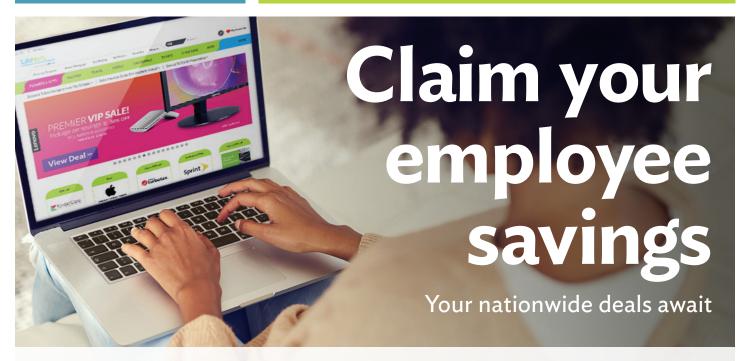
Program Cost

Convenience Care Services are a free benefit provided and paid for by your employer at no cost to you.

For more information about Convenience Care Services, call our toll free number or visit us online.







TRAVEL • HOTELS • CARS • ELECTRONICS • ENTERTAINMENT • GROCERY • AND MORE!

LifeMart Member Discount Program

Give your budget a boost and bank big savings on major brands and everyday needs. LifeMart is your employer's way of saying thanks for your hard work and helping you keep more of your paycheck.

Access LifeMart anywhere, anytime, on any device. It's the fast and easy way to:

- **Save money** on everything from computers to car rentals, gifts to groceries, electronics to entertainment, and much more.
- Save time with instant, one-stop shopping no need to run out to the store or search the web.
- Shop as often as you like: the more you shop, the more you save no limit!
- Have fun discovering exclusive new deals on the brands you love offers are updated regularly.

Whether you're planning a major purchase like a car, home or vacation, or just want to save on day-to-day essentials, LifeMart has you covered.

For more information about LifeMart, and to become a member, log in to MyBHS Portal at portal.BHSonline.com





To access the LifeMart Discount Program:

- 1. Visit portal.BHSonline.com
- 2. Enter Username CCPS and click LOGIN
- 3. Click on **BHS Program Info** and then click on **Discount Program**
- 4. Log in to LifeMart for member access. First time registration code BHSEE.



When Life Throws You a Curve, Call BHS

The Employee Assistance Program (EAP) is your solution to taking control. Your EAP offers support services that are made available to you by your employer.

The EAP

- is a FREE* service provided and paid for by your employer
- is completely confidential
- provides access to a panel of clinicians and professional resources nationwide
- provides TTY and a Language Line for over-the-phone translation

Life is Full of Unexpected Challenges

Everyone experiences personal or work-related problems that can become unmanageable. With the help of your EAP, many of them can be easily resolved. Call to set up a time to talk to one of our specialized counselors who can help with:

Relationships	Transitions	Risks	Challenges	
Boss/ Co-worker	Birth/Death Health/	Burnout/ Anger	Daily Responsibilities	
Customers	Illness	Depression/	Financial/Legal	
Friends	Marriage/	Anxiety	Parenting	
Spouse/Kids	Divorce	Suicidal	Stress/	
	Promotion/ Retirement	thoughts	Conflict	
		Substance		

abuse

About BHS

At BHS, we're in the business of bettering lives, so employees can bring their best selves to work. BHS' wide range of services raises productivity, opportunity, happiness and success for individuals and organizations.

EAP Services



A Care Coordinator will confidentially assess the problem, assist with any emergencies and connect you to the appropriate resources. This may include long-term support or the need for further assessment. The Care Coordinator then becomes your personal point of contact and will keep in touch to ensure you achieve your desired outcomes.



Face-to-face counseling sessions with a qualified mental health professional.



Unlimited 24-hour access via a dedicated toll-free phone number 7 days a week, 365 days a year.



Call your EAP **800-327-2251**

TTY and Language Line Accessible



Access MyBHS at portal.BHSonline.com

Username: CCPS

We offer fast, effective and professional solutions.

* If you require a referral for long-term treatment, costs may be incurred.

These are often covered by your health insurance plan.







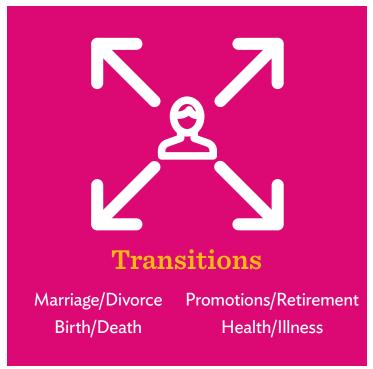
A confidential counseling and referral program for employees and household members.

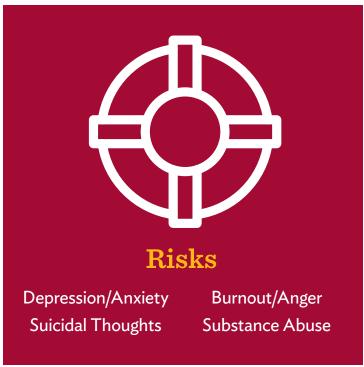




What Types of Issues Does an EAP Address?









Your Employee Assistance Program (EAP) provides you and your household members with free*, confidential assistance to help with personal or professional problems that may interfere with work or family responsibilities.

Better begins today.

800-327-2251

For more information about EAP services, visit portal.BHSonline.com and type in your company password.

