

## Service Offerings



Memorial Employee Assistance Program (Memorial EAP) will offer a 24/7 call center to provide our colleagues, their spouses and their dependent children aged 26 years and younger with a brief assessment, intake and scheduling services. In addition, on-demand information and resources can also be accessed by visiting [ChooseMemorial.org/MemorialEAP](https://ChooseMemorial.org/MemorialEAP).



### Individual/Family Counseling Services

Colleagues, spouses and dependent children aged 26 years and younger will be provided with six counseling sessions, per problem area, per calendar year. Counseling services will be provided via video, telephone or face-to-face (post-pandemic) and will include assessment and treatment of behavioral health concerns to improve overall behavioral health and mental well-being. Behavioral health services can be utilized to address the following areas of concern:

- Relationship concerns
- Family struggles
- Personal/emotional concerns, including grief
- Behavioral health diagnoses
- Stress
- Career-related issues
- Trauma
- Substance use

These services are highly confidential and all behavioral health providers will follow all applicable state and federal laws regarding confidentiality and comply with HIPAA standards pertaining to Protected Health Information when applicable. Any information regarding counseling services can only be shared with written approval. Memorial EAP services are not documented within electronic health records to ensure privacy is guarded.



### Wellness Consultation

Improving and even maintaining your health can be challenging, but you do not have to do it alone. Colleagues, spouses and dependent children aged 26 and younger are offered one free 30-minute wellness consultation through Memorial EAP. Let our Wellness consultation team discuss various topics to help you be successful. Topics include understanding how to manage various diseases and how these impact your health, developing healthy routines, increasing activity, nourishment for your body and holding yourself accountable to your wellness goals.

continued ▶

**Comprehensive. Caring. Confidential.**



# Memorial EAP



## Financial Consultation

Certified consumer credit counselors will discuss your financial situation with you, help you understand what may cause financial stress, create a personalized budget and an action plan, and give you options to manage your finances more effectively. This one-on-one counseling is customized to colleagues' unique situations and includes:

- Debt management plans
- Credit report review and credit recovery
- Bankruptcy counseling and debtor education
- Housing counseling
- Student loan counseling
- Web-based financial education programs



## Legal Consultation

Offered by credentialed attorneys with experience in a wide variety of areas, Memorial EAP legal consultation services is available for colleagues, their spouses and their dependent children 26 years of age and younger. Legal offerings include:

- Legal consultation
- Mediation services
- Online legal forms and website services



## Advance Care Planning

Memorial EAP will assist colleagues, their spouses and other loved ones with up to six Advance Care Planning consultations per calendar year. Advance Care Planning consultation offers education about the types of decisions that might need to be made regarding your healthcare and the healthcare of your loved ones in the event of a medical crisis. It's important to consider those decisions ahead of time and let others—both your family and healthcare providers—know about your preferences. The Advance Care Planning consultation team can guide you and your loved ones in creating a plan for future medical care that represents your values at no cost to you. This includes:

- Choosing treatment options you would want or not want should you be diagnosed with a serious illness
- Sharing your values and wishes with loved ones
- Selecting a healthcare agent and understanding life-sustaining treatments
- Putting your plan in writing

We also offer complimentary services to aid in reviewing and updating your preferences or advance directives.

# Memorial EAP



## Eldercare Assessment

Eldercare assessment services by Memorial EAP provide advocacy and support to colleagues and their families who are making decisions about care for aging loved ones. The program offers assessment and recommendations in the following areas:

- Medical history
- Physical and cognitive status
- Medication regimen
- Living environment
- Financial and legal concerns

Eldercare assessment services are provided by an experienced registered nurse or licensed social worker. Their expertise can help colleagues and loved ones find solutions to live independently in their homes or determine whether they should consider assisted living or skilled nursing care. Colleagues are eligible for up to four eldercare assessments per calendar year. Services to colleagues within a 60-mile radius of Springfield will be performed face-to-face. Colleagues outside of this radius will have services provided via video over Microsoft Teams.



## Workplace Critical Incident Response

Unexpected and emotionally overwhelming events can happen, altering workplace functions. Leaders can request critical incident response during times of need. Specifically trained clinicians can assist colleagues after a loss, traumatic event or significant change in the workplace that negatively impacts multiple colleagues or teams.