

We can help.

As part of your VITAL WorkLife EAP, you have unlimited access to our rich web resources, which includes a library of more than 5,000 articles on topics including:

Parenting: Family and caregiving, adoption, childcare, summer camps, child development, higher education and more.

Aging: Aging well, planning for the future, eldercare, dealing with grief and loss and more.

Living: Help with daily living, consumer choices, legal and financial issues, pet care, home improvement and more.

Saving: Enjoy discounts of up to 25% on hundreds of name brands at our Online Savings Center.

Working: Articles and tips for resolving career and workplace issues.

Balancing: Information and resources related to every aspect of personal growth, relationships and emotional well being.

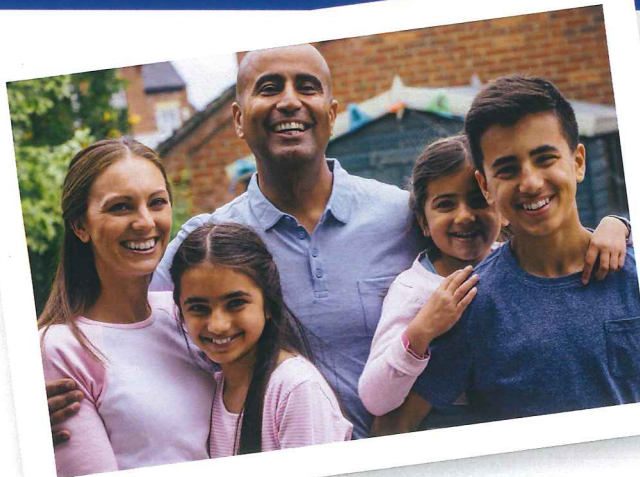
Thriving: Health and wellness articles and resources including WebMD, an online health information directory and MEDLINEPLUS, the world's largest online medical library.

Legal: Articles plus an online searchable legal database.

Visit VITALWorkLife.com/member-login/ and log in using your username and password.

Username: ncmsplan

Password: ncmsplan



What can I expect when I call?

When you or your family member calls your VITAL WorkLife EAP at 800.383.1908, you will receive the following:

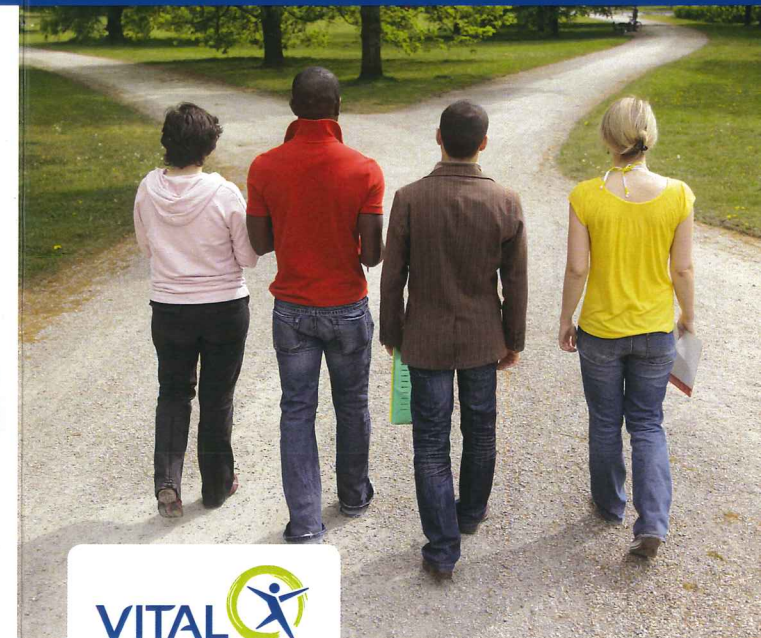
- ✓ Listening without judging.
- ✓ Experienced professionals.
- ✓ Help with understanding and defining the issue, exploring options, recommendations and resources.
- ✓ Assistance in determining the seriousness of your situation and help in addressing and resolving your concern(s).



VITAL WorkLife provides access anytime, day or night.

Toll free: 800.383.1908

Employee Assistance Program



Let us help you on your pathway to well being.

Your VITAL WorkLife Employee Assistance Program (EAP) is designed to support your overall well being, both at home and at work.

Take advantage of this free resource.

- Free to employees and family members.
- Available 24/7/365.
- Confidential — your employer doesn't know who, when or why anyone uses the benefit.
- Telephone and/or face-to-face counseling sessions.



How your EAP can help.

Life can be stressful: at home and at work.

It is apparent that day-to-day pressures are increasing for people everywhere. Divorce, career burnout and stress related illnesses are at all-time highs. Many of us are struggling with work demands, marriage difficulties, children, aging parents, drug and alcohol abuse, financial strain and/or legal concerns. These issues can affect all dimensions of your overall well being including emotional, physical, relational, professional, spiritual and legal/financial. VITAL WorkLife can help you better manage all of life's challenges.

Why use an EAP?

Your VITAL WorkLife EAP is designed to make every aspect of work and daily life more productive, less stressful and more fulfilling — for both you and your family.

How does an EAP work?

When you contact us, first, we listen — then we connect you with the people, information and resources you need to help address your problems and ideally achieve your own work/life balance.

What does your EAP include?

- Multiple face-to-face counseling sessions
Call your HR professional or VITAL WorkLife, 800.383.1908, to determine how many sessions-per-incident your benefit covers.
- Unlimited 24/7/365 live telephone support
- Free legal and financial consultations, assessments and resources

Your family members are eligible.

Any family member whose personal concern is impacting an employee is eligible to use the EAP services. Family member is defined as anyone in the family including spouse, significant other, brother, sister, parent or adult child. The family member does not need to be a dependent of the employee, live in the same household or even be in the same state, VITAL WorkLife counselors are nationwide.

Your VITAL WorkLife EAP is professional and confidential.

All of the WorkLife counselors, whether you talk to them on the phone or in person, have a master's or doctorate level degree.

Your use of this service and the information you share is confidential. No one will be informed of your call and no one can obtain the information you share with a counselor without your written consent.*

**Exception: When your safety or the safety of another individual may be at risk.*

Call for help: 800.383.1908
Or visit VITALWorkLife.com



VITAL WorkLife EAP App

A new resource to support well being

About the VITAL WorkLife EAP App

We are excited to launch the VITAL WorkLife App as a NEW part of your Employee Assistance Program (EAP) resources! The app has been designed to help you:

- Assess and improve your well being
- Improve your understanding of your VITAL WorkLife resources
- Simplify access to your VITAL WorkLife EAP resources

What can I do with the VITAL WorkLife EAP App?

The VITAL WorkLife App includes many features to support your well being goals.

- Take Well Being Assessments
 - Take assessments in each Dimension of Well Being (Professional, Emotional, Relational, Physical, Spiritual and Legal/Financial)
 - Take the Mindfulness Attention Awareness Scale (MAAS) Assessment
 - After completing each assessment, you will receive recommendations based on your results
- Watch well being videos, including mindfulness videos and your EAP Orientation
- Read Insights organized by dimension of well being
- View information and program flyers about your EAP Resources
- Tap to call or send a message to VITAL WorkLife, to connect directly with your resources



How do I access the new app?

Download the VITAL WorkLife App and log in with your organization's credentials to access your EAP resources.

- Username:
- Password:

Simply search for *VITAL WorkLife* in your app store and click to download the app.

If you forget your username or password, contact VITAL WorkLife at **800.383.1908** to request your login credentials.



Will my information remain confidential?

Yes. All information provided in the app, or in the assessments, is strictly confidential and complies with HIPAA requirements.

What should I do if I have questions or experience technical issues?

Contact VITAL WorkLife at **800.383.1908** with questions or for help troubleshooting any technical issues.

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50 Ways to Use Your EAP

Making the Most of Your Benefit

Put Your Benefit To Work

If you're waiting to take advantage of your Employee Assistance Program (EAP) benefit until something major happens—you're missing out on using a significant part of your benefit. In good times and bad, VITAL WorkLife is here to serve as a sounding board, offer suggestions, point you toward resources and enhance your life.

Call to speak with a representative to start the intake process. There's no limit to the number of times you and your family members can call—and no limit to the ways you can put your EAP benefit to work for you.

Call VITAL WorkLife anytime at **800.383.1908** to:

- 1** Talk about something that's really bothering you
- 2** Get free help with a simple will

3 Face a phobia

- 4** Access resources to find care for an elderly parent while you're at work
- 5** Get a pep talk about your exercise program
- 6** Receive a referral for face-to-face counseling (as often as your benefit allows)
- 7** Talk about what kind of degree you may need in order to do what you want to do
- 8** Handle a bully at work or school
- 9** Help your sister in California who just lost her job
- 10** Cope with a diagnosis of a serious illness
- 11** Discuss depression symptoms you or someone in your family is experiencing

12 Make a financial plan

- 13** Talk to a lawyer about your unreasonable landlord

- 14** Figure out if your drinking is normal
- 15** Hear a friendly voice when you're blue
- 16** Get motivated about making a change at work
- 17** Help a loved one get help for a drug problem

18 Learn how to meditate

- 19** Get tips on toilet training your child
- 20** Find an adoption agency
- 21** Assess whether it's better for you to rent or buy
- 22** Ask about anger management classes in your area

23 Learn how to cope with difficult family members during the holidays

- 24** Get feedback on how you come across to others
- 25** Stop swearing
- 26** Locate a marital counselor for your son and his wife

- 27** Learn how to set boundaries with a co-worker
- 28** Parent a teen who's making your life challenging
- 29** Create a safety plan if you are in a high-risk situation
- 30** Start planning for retirement
- 31** Work through the loss of a loved one or friend
- 32** Ask a financial advisor if bankruptcy is your best option
- 33** Manage the stress of planning a wedding
- 34** Share concerns if your father shows signs of Alzheimer's

35 Learn how to manage stress

- 36** Talk with a counselor confidentially about fluid gender identity questions
- 37** Review a child custody agreement
- 38** Intervene with a family member who resists getting help
- 39** Make a plan for paying off your credit cards
- 40** Confide about past events that still trouble you

- 41** Improve your quality of sleep
- 42** Get support through a difficult break up
- 43** Use your member login to access web resources on lifestyle topics including exercise and healthy recipes

44 Talk to someone about a situation giving you anxiety

- 45** Find ways to fill your "empty nest"
- 46** Find the right type of daycare for your child
- 47** Learn how to say no without making enemies
- 48** Talk to a lawyer about divorce
- 49** Identify what makes you happy—and how to get there

50 Take an eLearning course on how to be a better leader

