

# Employee Assistance Program (EAP) and Work /Life Services

These services are provided FREE to all Duval County School employees and immediate family members



## THIS PROGRAM PROVIDES:

- Help with balancing work and family day-to-day life
- Free, confidential counseling sessions for you or your family members for personal issues such as stress, family/marital concerns, depression, anxiety, grief and addictions
- Counseling at convenient office locations throughout Duval County, close to work or home
- 24-Hour EAP Helpline
- Wellness Seminars on topics such as *Creating Work/Life Balance*; *Dealing With Difficult People*; *Staying Tough in Tough Times*; and *Stress Management*

Help finding reliable information on: Childcare resources ~ Eldercare resources ~ Health & wellness ~ Adoption resources ~ Pet services ~ Community resources ~ College planning ~ Financial and legal issues

## Legal and Financial Services

CCW offers free legal consultation by attorneys for non-employment related issues such as creating a will and review of documents. In addition, financial services are offered for assistance with budgeting, financial planning, personal finance, credit issues, and debt management.

Legal assistance is available for any personal legal matter that could be or is affecting productivity. It is most commonly utilized for the creation of a will, to have a document reviewed, and for questions related to landlord disputes. Labor relations issues and potential actions against the employer are not part of EAP legal services.

- There is no limit on the number of legal or financial consultations that employees or their family members may request per year. Our focus is on delivering unlimited access to quality attorneys and financial professionals with proven track records. CCW also coordinates referrals to additional professionals at preferred rates if more in-depth assistance is needed. A Care Team member will conduct a telephonic intake to determine the specifics of the employee's legal and/or financial situation and the appropriate specialty needed. The employee is then connected to a professional within 24 hours.
- CCW utilizes independent attorneys and financial professionals throughout the United States. The attorneys and professionals must meet stringent standards and then maintain these standards on an ongoing basis.

## Elder Care

CCW understands how difficult it is to deal with elder concerns. Many people don't know what services or types of facilities are even available when a crisis creates the need for immediate information. At CCW, our job is to guide and direct you when it's difficult to make sense of your options.

Through our referral service, we follow up with in-depth information, offering you a range of community resources, their hours of operation, pricing, location, and other valuable data, as well as educational materials. Some of the services offered include resources for further information on: In-home services, Community resources, Adult daycare, Retirement communities, Assisted-living facilities, Nursing homes, Transportation services, Geriatric care managers, Subsidized services

## Child Care

CCW provides a National Program that helps families find child care and other resources related to the needs of children and their caregivers. We work with hundreds of state and local Child Care Resource and agencies nationwide. These agencies help ensure that your employees have access to high-quality, affordable child care.

Through our referral service, we follow up with in-depth information, offering your employees a range of community resources, their hours of operation, pricing, location, and other valuable data, as well as educational materials. Some of the services offered include: Childcare centers, Pre-K programs, Family daycare providers, In-home agencies, Special needs programs, Back-up care, Public and private schools, Boarding schools, Tutors and academic services Summer care, Resident and day camps

CCW EAP and Work/Life Services are Free, Confidential, and Professional

To access all of these services call

**24-hour CARELINE: 1-800-327-9757**