

# Life comes with challenges. Your Assistance Program is here to help.

Your Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are free, confidential, and available to you and your family members. This includes access to short-term counseling and the wide range of services listed below:

## **Mental Health Sessions**

Manage stress, anxiety, and depression, resolve conflict, improve relationships, overcome substance abuse, and address any personal issues.

## **Life Coaching**

Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

## **Financial Consultation**

Build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

## **Legal Consultation**

Get help with personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

## **Work-Life Resources and Referrals**

Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

## **Personal Assistant**

Save time with referrals for travel and entertainment, seeking professional services, cleaning services, home food delivery, and managing everyday tasks.

## **Medical Advocacy**

Get help navigating insurance, obtaining doctor referrals, securing medical equipment, and planning for transitional care and discharge.

## **Member Portal and App**

These digital tools enable you to access your benefits 24/7/365 with online requests and chat options. They also provide easy access to thousands of articles, webinars, podcasts, and tools covering total well-being.



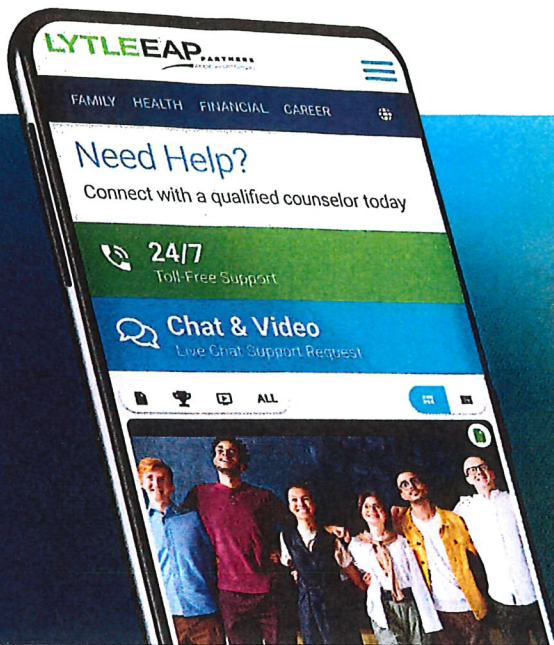
Contact Lytle EAP Partners

Call: 800-327-7272

Visit: [lytleeap.com](http://lytleeap.com)

Code: baldeagle

**LYTLE EAP** PARTNERS  
An AllOne Health Company



# Introducing Your Member Portal and App

Browse benefits. Request services.  
Enjoy 24/7/365 access.

Your Assistance Program offers a wide range of benefits to help improve mental health, reduce stress and make life easier—all easily accessible through your member portal and app.

### Video, Chat and Telephonic Access

24/7/365 access to request mental health sessions and life management referrals

### Thousands of Self-Care Articles and Resources

Explore videos, provider resource locators, personal assessments, calculators and tools

### Events Calendar and Free Webinars

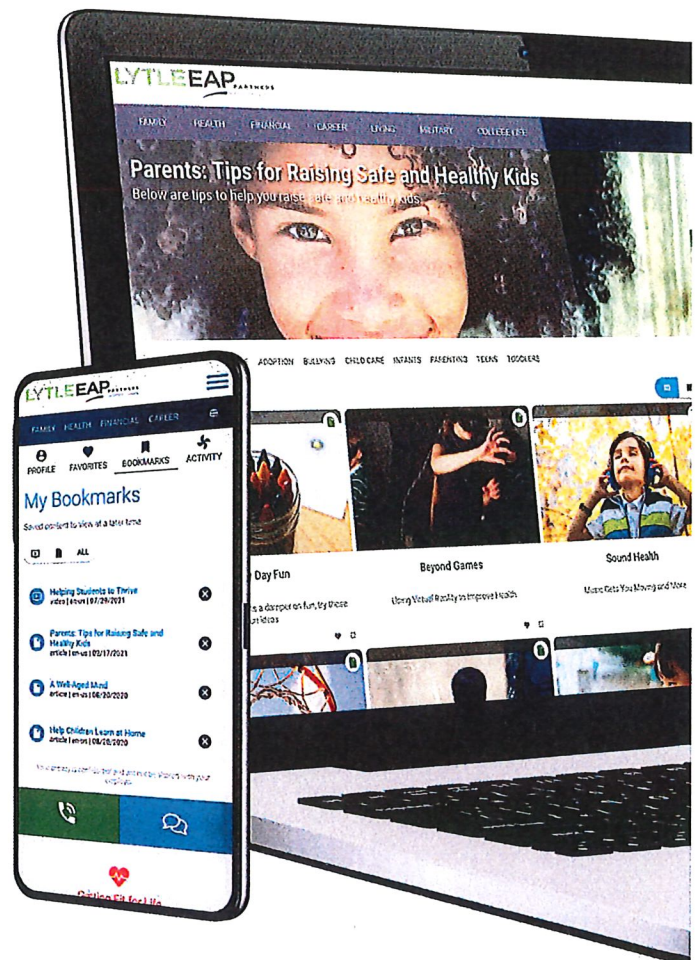
Sign up for the latest webinars and online training sessions

### Exclusive Discounts

Save money on entertainment, gifts, travel and consumer goods

## Getting Started Is Easy

1. Visit your landing page, [lytleeap.com](http://lytleeap.com), and click on "Member Portal & App" in the top menu
2. Register to create a new account using your company code: **baldeagle**
3. A confirmation email will be sent to complete the process



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## Responding to Others in Distress

*It can be challenging to know exactly what to say or do when someone tells you they are stressed, having a difficult day, or struggling with their mental health. A conversation can be life changing! Feeling seen, heard and supported may be exactly what someone needs.*

*The most effective way to prevent suicide is to increase awareness of the warning signs and to intervene by reaching out to the person in distress.*

## NOTICE

*and know the warning signs.*

Warning signs may help you determine if someone is at risk for suicide, especially if the behavior is new, has increased, or seems related to a painful event, loss or change. Signs include:

- Talking about wanting to die or to kill oneself
- Looking for a way to kill oneself, such as searching online or buying a gun
- Talking about feeling hopeless or having no reason to live
- Talking about feeling trapped or in unbearable pain
- Talking about being a burden to others
- Increasing the use of alcohol or drugs
- Acting anxious or agitated or behaving recklessly
- Sleeping too little or too much
- Withdrawing or feeling isolated
- Showing rage or talking about seeking revenge
- Displaying extreme mood swings

*The first three signs above require immediate action. Consider these steps:*

- **If the danger for self-harm seems imminent, call 911.**
- Stay with the person (or make sure the person is in a private, secure place with another caring person) until you can get further help.
- Contact the EAP or HR Department and they will help you decide what to do. Provide any background information that may be helpful.
- Contact the National Help Line at 800.662.HELP and follow their guidance.
- Continue to stay in contact with the person and pay attention to how he or she is doing.



### The “S” Word

Talking about suicide will not give someone thoughts they did not already have. Rather, it will let that individual know you are there for them, open for any conversation. You will be a source of support if things become difficult in the future.



## Conversation Starters

"You haven't seemed like yourself lately. Is there something going on?"

"Your stress level is off the charts. What's going on? I want to help."

"I'm worried about you. Are you ok?"



## If they say they are NOT suicidal:

Reassure the person that you are not there to judge them or do anything that makes them uncomfortable. You only want to understand their thoughts and feelings, so together you can make the best choice for their health. Remind them that if they ever have suicidal thoughts, you are there to listen and are ready and prepared to help.

# ASK

*if the person is thinking about suicide.*

**Be direct. Use specific words.**

- Have you had thoughts of suicide?
- Do you ever feel so bad that you think about suicide?
- Do you have a plan to kill yourself or take your life?
- Have you thought about when you would do it (today, tomorrow, next week)?
- Have you thought about what method you would use?

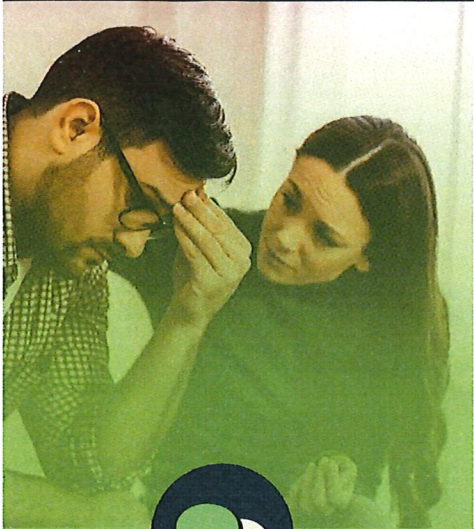
# LISTEN

*without judgment. Let the person talk without interruption and make them feel heard.*

**AVOID the following:**

- Minimizing their problems or shaming a person into changing their mind.
- Sharing your opinion or jumping to conclusions.
- Trying to convince a person suffering that it's not that bad or that they have everything to live for. It may increase their feelings of guilt and hopelessness.
- Arguing, preaching or challenging the person.
- Making promises (like keeping their secret).

Don't feel like you must give advice, problem solve, or know all the answers. Just talking with someone as they try to navigate their distress can be very powerful.



## Helpful Phrases

“You are not alone. I’m here for you.”

“I may not understand exactly how you feel, but I care about you and want to help.”

“We will get through this together.”

# RESPOND

*with compassion and care.*

### What to do:

It is not your role to solve the issue, but you can triage resources for support.

- Remain calm and convey care.
- Acknowledge that they are in pain and that their pain is REAL.
- Stay with the person.
- Remove sharp objects or lethal means.
- Go with the person to the ER or mental health clinic.
- In an Emergency—Call 911. Don’t leave the person alone.

### Try this in-the-moment grounding technique:

Invite the individual to be seated with you. Ask them to identify 3 objects they can see, have them identify the color of each object and the textures. Then ask them to identify 3 sounds they can hear.

See if they are comfortable with slowly breathing with you for a moment. Offer to slowly count as they inhale and exhale.

**IN THE KNOW:** Grounding helps to override the sympathetic nervous system and adrenal reactions in the body that happen when someone is experiencing acute distress. It helps them to refocus on the safety of the environment around them, especially when their body is responding to a perceived threat.

# FOLLOW-UP

*with the person. Support their transition from crisis to recovery.*

**The initial event is often just the beginning of their journey. You can help them overcome challenges after a mental health crisis.**

- Recognize people often experience increased loneliness or despair.
- Continue to follow up and show continued support by checking in.
- Encourage self-care such as physical activity, hobbies they enjoy, mindfulness exercises, etc.
- Provide reminders about the support and resources available through the employee, member or student assistance program.

We’re here to help.  
Your Assistance Program  
provides mental health  
support and resources.

Learn more at:  
[www.lytleeap.com](http://www.lytleeap.com)

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800-327-7272

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## Embedded Employee Assistance Program (EAP) with Claimant Assist

Support for Employees\* with Life or Disability Insurance Through National Insurance Services



### The EAP Program

Everyday life can be stressful and can affect your health, well-being, and performance. Fortunately, our Employee Assistance Program can aid in finding solutions. When facing personal problems, you might struggle with where to turn for help. The first step is usually the hardest, and guidance is often the key. That's why National Insurance Services (NIS) offers an Employee Assistance Program (EAP). An EAP offers a confidential place to find the answers that work for you.

### Your EAP Service Provider

LifeWorks is a leader in the field of Employee Assistance and has been providing employee assistance services for over 40 years. LifeWorks has the experience to provide the broad range of services and guidance that is paramount to an EAP – whether it's help with day-to-day concerns or guidance through a challenging crisis. The information you discuss through the EAP is kept confidential in accordance with federal and state laws.

### The EAP Process

When you access the EAP, LifeWorks counselors listen and take action toward finding solutions. The next step may include meeting with a mental health counselor for up to three face-to-face visits, negotiating health insurance benefits, or referrals to community resources for legal and financial services.

### Referrals and Resources

You can receive information and a listing of childcare and eldercare resources with confirmed vacancies meeting your specifications. If face-to-face mental health counseling sessions are required, LifeWorks counselors will refer you for counseling at a location that is convenient to your home or work. LifeWorks counselors can also refer you to self-help groups such as Alcoholics Anonymous or Gamblers Anonymous and community financial and legal resources for debt management.

### Claimant Assist

NIS's Claimant Assist program offers special services to Long Term Disability claimants or Life Insurance

(over)

### Under our EAP you can receive no-cost, confidential help for a wide variety of needs and concerns:

- Alcohol or Drug Addictions
- Anxiety
- Childcare
- Depression
- Eating Disorders
- Eldercare
- Family Conflict
- Financial or Legal Concerns
- Marital Difficulties
- Parenting Concerns
- Problem Gambling
- Relationship Problems
- Stress Management

### EAP Services Are Available to You Two Ways:

Phone: 866.451.5465  
Online: [www.niseap.com](http://www.niseap.com)

Claimant Assist Services Are Available:  
866.472.2734

\*The EAP is for use by the covered employee only. While issues may concern family members, all contacts to the EAP must be made by the employee.

beneficiaries at no charge. If you have Disability insurance coverage through NIS, our Long Term Disability Claimant Services are available to guide and counsel claimants and their immediate family members. If you have Life insurance coverage through NIS, our Beneficiary Services Program provides counseling and assistance to beneficiaries when faced with the challenge of coping with loss.

### Virtual Fitness

You have access to a virtual fitness platform through the EAP. LIFT session, one of the leading fitness providers, provides you with an easily accessible, effective and affordable way to reach your fitness goals anytime, anywhere for better health and well-being.

You can work out on your own with personalized programs and access coaches if you have questions, or choose to work under the live supervision of a coach online, in 1-1 personal or group sessions.

### Access to Masters-Degreed Counselors 24-Hours a Day Through a Toll-Free Number

Up to three in-person assessment and counseling sessions.

- **Legal Assistance:** Counselors may refer you to a telephone and/or one in-person consultation with an attorney.
- **Financial Assistance:** Telephone consultation with a financial consultant to address questions on budgeting, taxes, and debt consolidation.
- **Eldercare Assistance:** Our specialists can help you locate eldercare options, such as residential care or in home care, provide support in dealing with the emotions of retirement, or legal aspects like estate planning. Use our website to find resources on retirement, from financial planning and calculators, to articles on coping with retirement stress, and filing your retirement days with meaningful activities.
- **Childcare Assistance:** Telephone consultation with a work-life professional to provide information, referrals, and resources related to childcare concerns.
- **Memorial Planning Assistance:** Telephone consultation with a work-life specialist to assist with memorial and funeral planning. Services include identifying potential locations, associated costs for services, and providing information to help coordinate logistics (Available to Life insurance beneficiaries only).

### Your EAP and Claimant Assist Administrator:



134 North LaSalle Street, Suite 2200  
Chicago, IL 60602

#### Telephone Assistance:

EAP: 866.451.5465

Claimant Assist: 866.472.2734

#### Online:

[www.niseap.com](http://www.niseap.com)