



# Introducing Your Assistance Program

Presented by: Kaitlin DeBlasio, LCPC  
Finishing Contractors Association of Chicago

# Life Comes with Challenges

Your Assistance Program is here to help.

## Providing the support you need to:

- Improve mental health
- Reduce stress
- Support whole health

[Information](#) | [Resources](#) | [Referrals](#)



## All Services Are:

- Free
- Confidential
- Available to you and your family or household members
- Accessible 24/7/365





## Services Include:

- 3 Mental health counseling sessions
- 3 Life coaching sessions
- 3 Financial consultations
- Legal referrals
- Work-life resources and referrals
- Medical advocacy





## We're Here to Help

Whether you're looking for mental health support or simply wanting to talk, your assistance program is here to help.

- **Professional & Private:** Counseling is confidential, HIPAA-compliant and provided by Master's Level Clinicians
- **Convenient & Accessible:** Request support anytime by phone, online, or member portal with live chat
- **Free to Get Started:** Short-term counseling sessions are included at no additional charge
- **Available to Family Members:** The assistance program is open to family members too
- **Personalized:** Our care connectors will match you with counseling support that fits your needs

# Member Experience

Receive **care your way** with convenient options for mental health support.



## In-the-Moment Counseling Support

Instantly connect to a clinician by phone for urgent clinical matters



## Video Counseling

Schedule a  
video session



## Telephonic Sessions

Schedule a  
telephonic session



## In-Person Sessions

Meet with a  
local clinician from  
our network

# What To Expect When You Call



Option 1  
In-the-moment Support



Option 2  
Counseling Referrals  
(Phone, virtual, in-person)



Option 3  
Work-Life Services

# Mental Health Sessions

Reach out to your Assistance Program to speak with a mental health clinician about any issue impacting your well-being.

3 short-term counseling sessions to help:

- Manage stress, anxiety, grief, depression
- Cope with change or challenges
- Build self-awareness and practice self-care
- Resolve conflict and improve relationships
- Address substance misuse and recovery
- Talk through any personal issue





# Life Coaching

Short-term coaching to help you and your family members:

- Achieve personal and professional goals
- Manage life transitions
- Improve stress and time management
- Live a more purposeful life
- Overcome obstacles
- Strengthen relationships
- Improve communication
- Manage multiple projects and demands





## Financial Consultation

Connect with a certified financial counselor for help with:

- Coping with financial stress
- Building financial awareness
- Learning budgeting strategies
- Identifying financial goals
- Addressing financial challenges
- Understanding financial planning



# Legal Referrals

Receive legal referrals for personal matters, including:

Eldercare

Estate  
planning/wills

Real estate

Adoption

Bankruptcy

Divorce  
/custody



# Work-Life Resources and Referrals

Connect with knowledgeable consultants who can help provide referrals and information for family, caregiving and work-life balance needs:

- Child care
- Elder care
- Pet care
- Adoption
- Special needs support
- Education
- Enrichment activities
- Housing
- Transportation
- Community resources and referrals





## Medical Advocacy

Work with a Medical Social Worker to receive personalized assistance for you and your loved ones:

- Interpreting information related to claims, coverage
- Navigating healthcare
- Obtaining doctor referrals
- Securing medical equipment
- Planning for transitional care or discharge





## Member Portal

Visit your member landing page at [www.ers-eap.com](http://www.ers-eap.com) and sign-in with your email address and company code: **FCAC\_EAP** to start accessing your benefits:

- **Connect** via live chat, phone, or online requests
- **Explore** the online financial wellness center
- **Enhance** your well-being with self-care assessments & soft skills courses
- **Access** 1,000+ articles, podcasts, well-being resources and more
- **Find** exclusive marketplace discounts



## Join Our Monthly Webinars

Our team of **expert in-house clinicians** produce and present free monthly webinars on topics across all areas of whole health.

# How to Access Your Assistance Program:

1. By phone  
**Call: (800) 292-2780**
2. Your online member portal  
**Visit: [www.ers-eap.com](http://www.ers-eap.com)**

\*Includes Live Chat 8am-5pm EST

To create an account, you will need  
to enter your company code: **FCAC\_EAP**

A confirmation email will be sent to you  
to complete the process.





## Additional Support for Managers and Supervisors

We are your partners for organizational health, with a wide range of leadership support services included in the Assistance Program.

- Informal and formal referrals
- HR consultation
- Training
- Critical incident response and crisis resilience
- Addressing performance challenges
- Building mental health awareness
- Program promotion and engagement



**Everybody could use a little help sometimes.**

Reach out to your Assistance Program  
for personalized support.

**800-292-2780**

[www.ers-eap.com](http://www.ers-eap.com)

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HEALTH