



EAP Plus Welcome Kit

Workplace Leadership

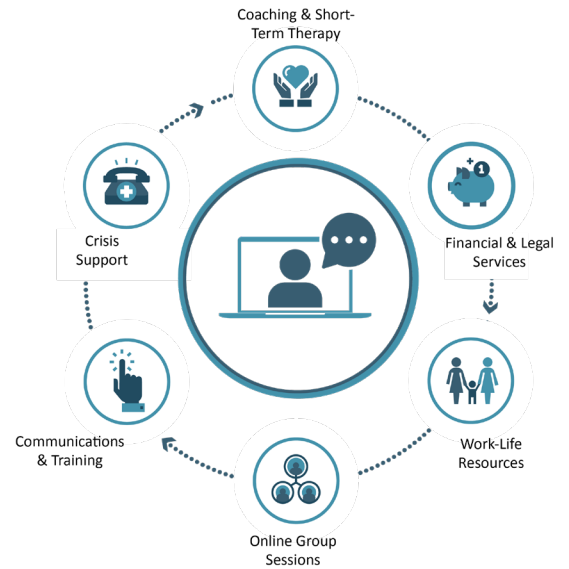
We are Here to Help.

Claremont offers a comprehensive suite of solutions that surround members with a full system of support.

PROGRAM OVERVIEW

Claremont offers a comprehensive suite of solutions that surround members with a full system of support. Our EAP offers resources to address issues that may be impacting a member's mental health and their ability to be focused and productive at work and at home.

These services also act as an easy entry point into the program. In fact, members who engage in other services available within the EAP (e.g., webinars, work-life support, online group sessions) are often more comfortable accessing therapy when they are in need.



SUMMARY OF SERVICES

Leadership, Supervisors, & Managers

- Coaching*
- Short-term therapy*
- Unlimited phone consultations for supervisors or worksite leaders
- Access to clinical staff supported by a national network of providers
- Online resource library to access program overviews, mental health flyers, recorded orientations, work-life flyers, support kits, newsletters, etc.
- Monthly email for supervisors and employee newsletters
- Crisis support communications for national events
- Support for benefit/wellness fairs
- Unlimited access to online topical trainings and work-life portal
- DOT/SAP Evaluations – additional fees may apply
- Critical Incident Response (CIRs) – additional fees may apply

Members and Household

- Coaching*
- Short-term therapy*
- Unlimited access to on-demand webinar trainings and work-life portal
- Dependent and household member coverage
- Up to 10 sessions with online group sessions
- Emotional check-ins with an AI chatbot

HOW TO ACCESS SERVICES

Go to claremonteap.com

All clients are assigned a dedicated **company name** that is used by all members to login into the member access portal. Once a member logs in, they can access the:

- Number of Therapy Sessions
- Therapy Line Phone Number
- Work-Life Resources on the Personal Advantage Portal

COACHING & THERAPY

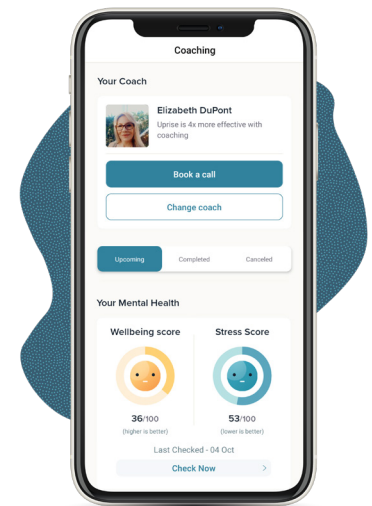
For a deep level of support, members can self-select and schedule an appointment with a coach or EAP provider. Our coaches and nationwide provider network of more than 60,000 therapists can be filtered by criteria including geography, clinical specialty, cultural background and other preferences, to ensure a perfect fit for each member.

Coaching Services*

- Focused on teaching a skill and how to apply it to a stressful situation (e.g., mindfulness, reframing unhelpful thoughts, etc.)
- Goal is to build and improve stress management skills
- Provided by certified coach within the U.S.
- Available via 30-minute phone and video sessions

Therapy Services*

- Focused on using evidence-based protocols to address mental health issues (e.g., anxiety, depression, etc.) identified through a comprehensive clinical assessment
- Goal is to reduce mental health symptoms
- Provided by credentialed therapist within our network
- Available via 50- to 60-minute face-to-face, phone and video sessions



*Coaching options and the number of short-term therapy sessions vary by client. You can contact your [Account Manager](#) or call [Claremont](#) at **1-800-834-3773** for additional information.

Requesting Therapy by Phone

- Calling Claremont usually takes less than five minutes.
- The Claremont Care team will ask for some basic information including employer name, member name, call back number, and needs and preferences.
- If a member calls in crisis, they will be connected with a clinician during the call for immediate help.

Scheduling a Therapy Appointment

- Claremont will provide a list of available therapists that best match the needs and preferences of the member.
- Members can call to schedule their own appointment, or the Claremont care team can assist with scheduling.

Calling for Crisis Support

- During business hours, members who are in crisis will be connected with a Claremont clinician who will stabilize the situation and refer to appropriate support.
- After hours answering services are available and calls can be triaged to licensed professionals for emergent or crisis calls.
- **Members that are in life threatening situations should immediately call 911 as they would do with any other medical/life emergency.**

DIGITAL COURSES

Claremont also offers a library of more than 40 curated, CBT-based courses, providing on-demand support and enabling members to build skills for goal setting, addressing challenges, and developing resiliency.

Our digital courses cover a wide variety of mental health topics, including:

- Alcohol & Addictions
- Cognitive Retraining
- COVID-19 Anxiety
- Financial Mindset
- Insomnia
- Sleep Management
- Leadership
- Management Training
- Metacognition & Core Beliefs
- Mindfulness
- Pain & Fatigue
- Productivity
- Reflective Listening
- Stress & Anxiety Management
- Wellbeing

- ✓ These courses are available 24 hours a day to all employees, regardless of risk level or engagement in other Claremont services.
- ✓ Members identified as low-risk can access courses to self-manage their mental health and wellbeing, while coaches and EAP providers use these courses to supplement and augment their treatment of members with an increased risk profile.



WORK-LIFE SERVICES

In addition to robust clinical services, Claremont offers a comprehensive suite of solutions that surround members with a full system of support. Our EAP offers resources to address issues that may be impacting a member's mental health and their ability to be focused and productive at work and at home.

These services also act as an easy entry point into the program. In fact, members who engage in other services available within the EAP (e.g., webinars, work-life support, online group sessions, etc.) are often more comfortable accessing mental health support when they are in need.



FINANCIAL HELP

- 30-days of access with a personal money coach
- Budgeting tools
- Financial calculators



LEGAL SERVICES

- One free 30-minute consult for each separate legal issue
- 25% discount for retained services
- Legal forms library



CHILD- & ELDERCARE

- Parenting support
- Resources for caregivers
- Assistance for elder & child care services



ONLINE RESOURCES

- 20,000+ online articles and resources
- On-demand webinars
- Work-life balance tools

ONLINE PEER SUPPORT GROUPS

Employees can join up to 10 online support group sessions with others who have similar issues to share ideas, support, and encouragement.

Claremont offers a wide variety of groups that are confidential and are led by certified peer specialists or recovery coaches:

- Addiction Recovery
- Anxiety
- Depression
- Front Line Employees/First Responders
- Grief and Loss
- Parenting



SUPPORT FOR LEADERSHIP

Critical Incident Response Services

Claremont offers expert consultation and prompt on-site services to address employee needs, stabilize traumatic situations, and mobilize additional supports and services.

We also provide dedicated specialists to coordinate all critical incident response services and offer the nation's largest network of critical incident response providers.



Management Consultations and Referrals

We also provide practical guidance for uncomfortable situations, helping supervisors to identify and respond to declining work performance or behavioral issues. Our consultation services equip managers to address employee performance issues and ensure a safe and productive workforce. Meanwhile, our formal referral services give struggling employees the tools they need to cope with their adversities and help get them back on track in the workplace.

Please contact your **Account Manager** or call **Claremont** at **1-800-834-3773** for additional information.

MONTHLY NEWSLETTERS

Newsletters are emailed the 1st day of each month and past issues are available at claremonteap.com/newsletter. Confirm with your Account Manager if you are signed up or if you would like to opt-in to the newsletter contact list go to claremonteap.com/newsletter-sign-up/.

ENGAGEMENT MATERIALS

We can provide PDFs of member materials that include the website link, employer code, and phone number. Please contact your Account Manager with your request.

TRAINING/COMMUNICATIONS

Claremont recognizes that our clients have a wide range of employees, and members may interact with their healthcare in a wide range of ways. We have developed numerous supervisor and employee trainings and communications to proactively engage members to utilize the work-life services. We remain committed to working with you to ensure the success of effective communications and training programs. You can find the current training and communication calendar [here](#).

- Targeted campaigns/promotions during stress-inducing times of the year (e.g., holidays, workplace transitions, natural disasters, etc.)
- Monthly newsletters for supervisors and members (available in English and Spanish)
- Monthly webinars through Personal Advantage that cover a wide range of topics.
- Communications, which can be sent to any email address provided to Claremont

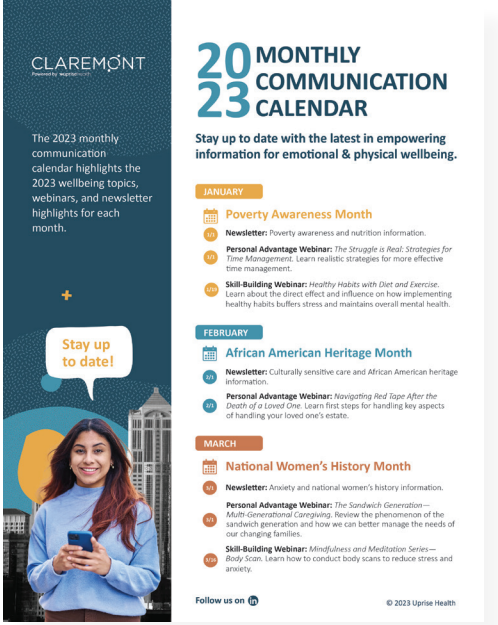
WEBINARS

Personal Advantage Webinars

The monthly on-demand webinars with Personal Advantage are available on the 1st day of each month and past topics are available for viewing at any time. To view the webinars, log into the Claremont member site with your assigned Company Name and click "Personal Advantage" and then "Webinars." Certificates of Completion are available by setting up a personal login and password within the Personal Advantage site at claremonteap.personaladvantage.com.

Digital Skill Building Webinars

The bi-monthly skill building webinar series includes live Q+A. Each webinar highlights a different mental wellbeing module in the Claremont digital platform library.



The 2023 monthly communication calendar highlights the 2023 wellbeing topics, webinars, and newsletter highlights for each month.

Stay up to date!

20 MONTHLY COMMUNICATION CALENDAR

Stay up to date with the latest in empowering information for emotional & physical wellbeing.

JANUARY





- Poverty Awareness Month**
- Newsletter:** Poverty awareness and nutrition information.
- Personal Advantage Webinar:** *The Struggle is Real: Strategies for Time Management.* Learn realistic strategies for more effective time management.
- Skill-Building Webinar:** *Healthy Habits with Diet and Exercise.* Learn about the direct effect and influence on how implementing healthy habits buffers stress and maintains overall mental health.

FEBRUARY

- African American Heritage Month**
- Newsletter:** Culturally sensitive care and African American heritage information.
- Personal Advantage Webinar:** *Navigating Red Tape After the Death of a Loved One.* Learn first steps for handling key aspects of handling your loved one's estate.

MARCH

- National Women's History Month**
- Newsletter:** Anxiety and national women's history information.
- Personal Advantage Webinar:** *The Sandwich Generation—Multi-Generational Caring.* Review the phenomenon of the sandwich generation and how we can better manage the needs of our changing families.
- Skill-Building Webinar:** *Mindfulness and Meditation Series—Body Scan.* Learn how to conduct body scans to reduce stress and anxiety.

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