



Inova Employee Assistance Program (*EAP*)

**Frederick County Government – Employees and
Family/Household Members**

At times we all experience challenges at work or at home that affect our well-being and make it difficult to concentrate on our daily tasks. An EAP provides short-term counseling and referral services to help you address these challenges.

Inova EAP Services are:

- **Confidential**
- **Available around the clock every day of the year**
- **Free to employees and their family/household members**
- **Accessible by:**
 - toll-free number: 800-346-0110**
 - on-line: www.inova.org/eap**
 - Username: Frederick County Government**
 - password: Frederick County Government**

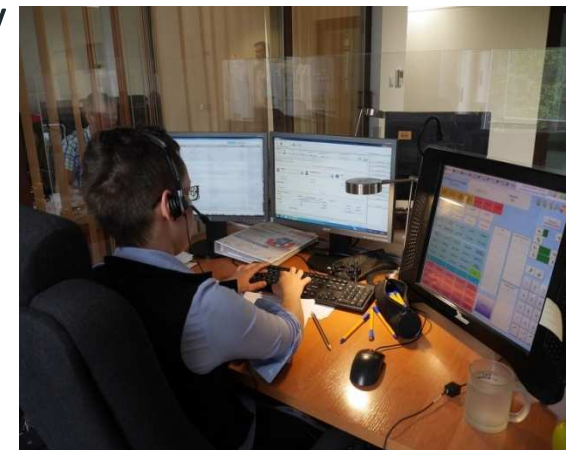
People contact the EAP because of:

- Emotional problems
- Stress
- Marital or family conflict
- Drug or alcohol problems
- Other addictive behaviors
- Grief/Loss
- Caregiving responsibilities
- Legal or financial problems
- Other personal issues



Our professional counselors are available 24/7, 365 days per year and can be contacted:

- By telephone using the confidential, toll-free number provided
- Via live-chat through our employee support website
- Counseling sessions can be provided telephonically or in person with counselors located near your home or office.



- ***iConnectYou*** is an app that instantly connects you with professionals for instant support and help finding resources for you and your family
- Calls, instant messaging (IM), short message service (SMS), video, and articles
- To access ***iConnectYou***, download the app from the *App Store (iPhone)* or *Google Play (Android)* and register using the iCY passcode below.
 - Available in English, Chinese, French, Portuguese, Spanish, German, Hindi, Dutch, Polish, and Indonesian
- Used to deliver structured video counseling



ICONNECTYOU PASSCODE: 141150

Who Can Use the EAP?



The EAP is available to all covered employees and their family/household members in the home.



Services provided are completely free of charge to you or your family/household members.

- The EAP is a short-term benefit with a limited number of sessions based on the level your employer has selected.
- If your EAP counselor determines you need additional counseling services, he or she may refer you to counseling in your community. You would be responsible to pay for these services, but they might be covered or partially covered by medical insurance.



Your contact with the EAP is confidential to the fullest degree provided by law.

- Your employer is never notified of your involvement with the EAP without your written permission.
- Confidentiality does not extend to cases of child or elder abuse; if you are a threat to yourself or others; or if you are under a court order.



Short Term Counseling

- Assessment of the issue by Master's level counselors 24/7
- Appointments confirmed within 2-3 business days
- ****Structured Telephonic, structured video-based counseling, in the moment support or in-person available**
- ***iConnectYou mobile app –***
- ***4 free counseling sessions (per issue, per year & per individual)***



Are there other services offered through the EAP besides counseling? Yes

Child Care Resource and Referral:

- Referrals to local care providers to include family child care, day care centers, nannies, and babysitters
- Back-up care options
- Camps, schools, tutors, recreational activities, and more
- An online, comprehensive library of articles and tip sheets on every aspect of raising children



Are there other services offered through the EAP besides counseling? Yes.

Elder Care Resource and Referral:

- Referrals to local care providers to include housing options, day care, in-home care, and respite care
- Referrals to community resources such as meal programs and transportation
- Referrals to caregiver support groups
- An online, comprehensive library of articles and tip sheets on every aspect of elder caregiving, successful aging, adjusting to retirement, and senior health concerns



Are there other services offered through the EAP besides counseling? Yes

Daily Living Resource and Referral:

- Referrals to assist with daily living such as home maintenance, pet care, travel, dining, and entertainment
- Referrals to community resources such as churches, government offices, recreation facilities, and volunteer opportunities
- An online library of resources to include articles and tip sheets on home repair, disaster preparedness, travel, holiday planning, and more



Are there other services offered through the EAP besides counseling? Yes.

Legal and Financial Support:

- Free consultation with attorneys on civil or criminal matters with discounted fees for ongoing legal services
- Free consultation with financial specialists regarding budgeting, credit, financial planning, and more
- Assistance with ID theft and recovery
- Comprehensive online resources to include full library of legal and financial articles, downloadable legal forms, and a variety of financial calculators



- Access to a free consultation of up to **30 minutes** with a telephonic or local, in-person attorney. Meetings with in-person attorneys are scheduled; meetings with telephonic attorneys are often immediate. (*Per issue, per year*)
- Consultation consists of an analysis of the situation and advice on how to proceed. There is no document review or creation during this free consultation. If the employee chooses to retain the referred attorney, he or she receive a **25% discount off** the attorney's hourly fee.

What is covered?

- Covered Issues: Family Law, Criminal, Bankruptcy, Adoption, Elder Care/Wills/ Trusts/Estate Planning, Consumer Issues

Excluded Issues: Employment, and any related benefit as it relates to employees and family members, one's own business, class action lawsuits, taxes.

- Access to free unlimited telephonic consultations for financial counseling and education on a variety of issues related to consumer debt and budgeting, including:
 - Debt Management Consultation
 - Bankruptcy Prevention
 - Credit Report Reviews
 - Budgeting/Financial Planning Guidance
 - College Fund planning
 - Buying a home for first time/Foreclosure prevention
 - Printed & On-Line Educational materials
- Access to web based financial resource center with sample financial documents and other tools.

Excluded Issues:

- No tax Issues
- No counseling, advice or comparison of specific financial services or products

Whether you are moving to a new community and looking for new schools for your elementary and high school age children or starting the college process with your 17-year-old, the choices can be overwhelming.

Consultation and Referrals for:

- Preschools
- Public and Private Schools K-12
- Tutors
- Colleges and Universities
- Technical Schools
- Continuing Education
- Adult Education Classes
- and much more



- A research-based, personalized mindfulness program that specifically helps individuals in the workforce manage personal or work stress
- Electronic resources, including practice plan journal and recordings of guided exercises
- Designed to assist employees with:
 - Focus and concentration
 - Chronic medical conditions and pain
 - Increasing awareness and commitment to intentional living
- Learn strategies to counteract stress, reduce distracted living, establish great balance of body & mind, & stimulate well-being and healing
- ***6 free telephonic sessions (sessions last approx. 45mins.)***



- The online service includes:
- Regularly updated information and links
 - **Monthly online seminars and skill builders**
- Downloadable articles and tip sheets
- Self-search provider databases for summer camps, education resources, pet sitters, attorneys, financial advisors, volunteer opportunities, and legal and medical encyclopedias
- Legal documents
- Financial and daily living calculators
- Savings Center providing 25% to 70% discounts on name-brand merchandise
- Website available in 27 languages
- Live connect/instant message with a counselor
- Visit our website to see all this and more

Inova Employee Assistance

toll-free telephone: 1-800-346-0110

TDD # for the hearing impaired 1-877-845-6465

www.inova.org/eap

Username: Frederick County Government

Password: Frederick County Government

iConnectYou Passcode: 141150

*(Mobile app from the App Store (iPhone) or
Google Play (Android))*

ALWAYS AVAILABLE. ALWAYS CONFIDENTIAL