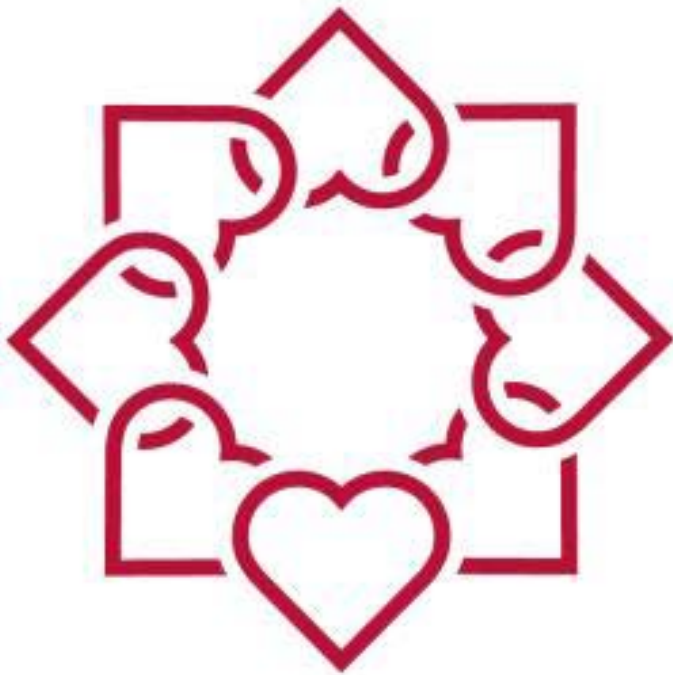


Alamogordo Public Schools

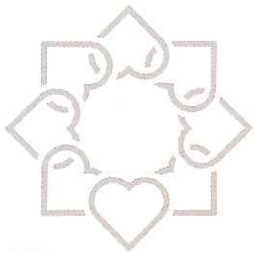
Employee Assistance Plan



The Solutions Group

866-254-3555

(This service is free of charge to all employees)



Personalized solutions for life's challenges.

- marital conflict
- drug/alcohol abuse
- family challenges
- anxiety
- workplace issues
- grief and loss
- conflict resolution
- gambling
- depression
- relationship issues
- child/elder care
- other concerns



Short-term counseling, assessment and referral for employees and their family members.

1240 Pennsylvania NE, Suite C, Albuquerque, NM 87110

PHONE / 505.254.3555 TOLL FREE / 866.254.3555

FAX / 505.254.3535 WEB / solutionsbiz.com

A division of Presbyterian Healthcare Services



Employee Assistance Program

What is my EAP Benefit?

The Employee Assistance Program (EAP) is a free and confidential counseling service designed to assist employees with personal problems that might adversely affect their job performance, health and well-being. All of our counselors are licensed professionals with extensive experience in the field of short-term counseling.

Our goal is to help you problem-solve within the number of sessions allowed by your EAP benefit. If the issues require additional services, our counselors will help you access your mental health benefits, community resources, self-help groups or other services quickly and efficiently.

Who can use the EAP?

Employees and their immediate family members living in the same household can utilize EAP benefits.

What does it cost?

Your employer has pre-paid for this benefit, so it is free to employees and their immediate family members.

Are services confidential?

All EAP services are confidential. Your written permission is required to authorize the release of your personal information.

To access your EAP please call 254-3555 or 1-866-254-3555 to schedule an appointment.

Counselors are also available by phone after hours.



Employee Assistance Program FAQs



The
Solutions
Group

Making Great Companies
Better Places to Work

From time to time, employees at all types of organizations face complex challenges that cause stress. Whether you are dealing with issues that are personal or work-related, The Solutions Group's Employee Assistance Program can help.

What is my Employee Assistance Program (EAP) Benefit?

Your employer has purchased The Solutions Group EAP to support you and your family by offering free, confidential counseling services. Our licensed, professional counselors are available to help you address personal problems that might adversely affect your job performance, health and well-being.

What types of issues can you help with?

- Alcohol and Drug Addiction
- Conflict Resolution
- Dependent Care/Elder Care
- Depression and Anxiety
- Gambling Addiction
- Grief and Loss
- Marital and other relationship issues
- Parenting and family challenges
- Stress
- Workplace Issues

How many sessions do I have with a counselor?

The number of counseling sessions depends on your employer. No matter how many sessions you have, our goal is to help you problem-solve within the number of sessions allowed by your EAP benefit. If your situation requires additional services, our counselors will quickly and efficiently help you access your mental health benefits, community resources, self-help groups or other resources.

What if my issue requires longer-term counseling?

If assistance is needed for an issue requiring longer-term counseling outside the scope of the EAP, we will provide you with a referral to your medical plan or to local community resources.

What does it cost?

Your employer has pre-paid for this benefit, so it is free to you and your immediate family members. No insurance or co-payment is required.

Can my family members use the EAP?

Yes. Any member of your household – your spouse, children, parents or members of your immediate family living with you – has access to the EAP.

Who are the EAP Counselors?

All our counselors are licensed, certified behavioral health professionals with masters level education and training. They are experts in helping people resolve issues that can affect their personal

health and well-being as well as that of their family members. For more information about our counselors, please visit www.solutionsbiz.com.

Are these services confidential?

All EAP services are completely confidential. Your written permission is required to authorize the release of your personal information. The only exceptions are if your situation poses the risk of danger to yourself, to others, a child or elder, or involves a court order.

Is this benefit available to me after I leave the company?

You and your family members may access the EAP for six months following termination. If initial access takes place during this six-month period, you and/or your family member will have one year from the date of your first visit to complete all sessions.

What if my experience with The Solutions Group is unsatisfactory?

We pride ourselves on paying close attention to the needs of both employees and their employers. If you have an unsatisfactory experience with our organization, please contact us directly at 505.254.3555. We will immediately investigate and rectify the situation.

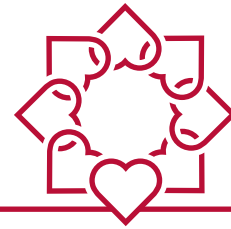
How do I access the EAP?

Call 505.254.3555 OR 1.866.254.3555 to schedule an appointment or video visit.

Video Visits offer a confidential, secure and effective way to receive counseling services through your computer or smartphone.

Office hours are 8:00 a.m. – 5:00 p.m. Monday through Friday, with evening appointments available until 7:00 p.m. on Tuesdays. Saturday appointments are available upon request. Emergency access is available 24/7/365. We have offices in Albuquerque, Santa Fe and at various locations throughout the state.

Visit www.solutionsbiz.com for more information.



When meeting with an EAP counselor in person is not convenient or possible, telemental health counseling provides an effective alternative for patients to receive counseling via smartphone, tablet or computer.

All employees and their family members who are eligible for services through The Solutions Group Employee Assistance Program may take advantage of telemental health counseling sessions.

FREQUENTLY ASKED QUESTIONS

Q: How do I schedule a telemental health counseling session with an EAP counselor?

A: Simply call 505-254-3555 or 866-254-3555 to schedule a visit. The EAP will complete a telephone intake to determine whether your device and broadband is capable of a successful video session. Instructions for connecting will be emailed, and you may receive technical assistance just prior to the scheduled appointment.

Q: How much does it cost?

A: There is no co-pay for the telemental health counseling service.

Q: Is it secure and private? Will my confidentiality be maintained?

A: Yes. The Solutions Group uses a video counseling platform that is secure and dedicated to our organization. The EAP maintains client confidentiality in the same manner as counseling that is conducted in person.

Q: Will the EAP maintain a record of my telemental health counseling session?

A: The actual video session is not recorded. The EAP does maintain a written record of intake information, progress notes and referral recommendations. These written records are maintained independently from the video service, just as records are maintained for in-person counseling.

Q: I'm not familiar with technology. How difficult will it be for me to access the service?

A: The Solutions Group has helped clients with a broad range of technology skill levels complete a successful video session. Plan on setting aside about 15 minutes prior to the first appointment to follow emailed instructions and/or receive telephone assistance on the day of your first appointment.

Q: Who provides the counseling? How can I be sure they have the proper credentials to work with me?

A: The Solutions Group has an employed counseling staff as well as credentialed affiliates, all of whom are independently licensed mental health providers. We assess each client's needs during the telephone intake and match individual clients with a counselor who is experienced in addressing the client's stated concerns.

For more information, contact us today!

Main: 505-254-3555

Toll Free: 866-254-3555

Fax: 505-254-3535

thesolutionsgroup@phs.org

www.solutionsbiz.com



Video Counseling

YOUR EAP OFFERS VIDEO COUNSELING

The Solutions Group understands that employees don't always have time to leave work or take time away from family commitments to attend counseling. In rural areas, employees may want greater privacy or a broader selection of counselors outside of their community.

Call toll-free at (866) 254-3555 to request Video Counseling

The EAP will complete a telephone intake and determine whether your device and broadband is capable of a successful video session. Instructions for connecting will be emailed, and you may receive technical assistance, if needed, just prior to the scheduled appointment.

The following are some common questions and answers about video counseling.

Q: Is it secure and private? Will my confidentiality be maintained?

A: Yes. The Solutions Group uses a video counseling platform that is secure and dedicated to our organization. The EAP maintains client confidentiality in the same manner as counseling that is conducted in person.

Q: Will the EAP maintain a record of my video counseling?

A: The actual video session is not recorded. The EAP does maintain a written record of intake information, progress notes and referral recommendations. These written records are maintained independently from the video service, just as records are normally maintained for in-person counseling.

Q: I'm not familiar with technology? How difficult will it be for me to access the service?

A: The Solutions Group has assisted clients of varied technology skill-level to complete a successful video session. Plan on setting aside about 15 minutes prior to the first appointment to follow emailed instructions and/or receive telephone assistance on the day of the first appointment.

Q: Who will be providing the counseling? How can I ensure they have the proper credentials to work with me?

A: The Solutions Group has an employed staff and credentialed affiliates, who are independently licensed mental health providers. We assess each client's needs during the telephone intake and match the client with a counselor who is experienced in addressing the client's stated concerns.

Give video counseling a try! We are ready to serve your needs!



Employee Assistance Program



New Web Based Platform for Reducing Stress



The
Solutions
Group

StressStop.com
Stress Management Training That Works

StressStop is an online suite of stress management and resilience-building resources, which includes:

- Stress Profile
- Training Videos
- Relaxation Music
- Meditation
- Podcasts
- Yoga
- A Journaling Feature and much more

My Stress Tools helps you understand the root causes of your stress and gives you the help you need to dramatically reduce your stress and build your resilience.

STRESSSTOP WEBSITE:

<https://mystresstools.com/registration/tsg>

Simply log on to get started.

EAP TOLL-FREE NUMBER:
866-254-3555

**WHATEVER YOU NEED,
WE ARE HERE TO HELP.**

Your Employee Assistance Program is available to help you, 24/7.


Staying Healthy and Calm During Stressful Times



Learning how to remain calm in times of stress will not only have immediate soothing effects; it can also, over time, help you lead a healthier, happier life.

FOCUS ON WHAT IS IN YOUR CONTROL. Follow [everyday preventive actions](#)  to keep you and your family healthy. Keep informed, but avoid excessive exposure to mass media and social media.

MAINTAIN CONSISTENCY AMIDST CHANGE. If you are working an adjusted schedule or teleworking, continue to maintain a regular sleep cycle. Adapt your exercise routine at home if you're not attending your regular fitness class or going to the gym.

REMAIN IN THE PRESENT. If you find yourself worrying about something that hasn't happened - and may never happen - tune into the sights, sounds, tastes and other sensory experiences in your immediate moment. Log into [MyStressTools](#)  your free online resilience-building resource, which includes Relaxation Music, Guided Meditations and mindfulness tools.

STAY CONNECTED. Talk to family and trusted friends about what you are feeling. While heeding social distancing warnings, be careful not to completely isolate.

GET SUPPORT. If you or any family member is feeling particularly anxious or could benefit from an objective ear, reach out to your EAP for added professional assistance.

Call anytime 24/7 at 866-254-3555 to talk or schedule a video visit.

If you've been seeing an EAP counselor and are restricting your travel and social interactions, consider transitioning to video or telephonic sessions.

Call your affiliate provider directly or call 866-254-3555.

For more information, visit www.solutionsbiz.com





BURNOUT

What is Burnout? *It is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands.*

What can you do to help?

- **Evaluate your options.** Discuss specific concerns with your supervisor. Maybe you can work together to change expectations or reach compromises or solutions. Try to set goals for what must get done and what can wait.
- **Seek support.** Whether you reach out to co-workers, friends or loved ones, support and collaboration might help you cope. Make an appointment with your **Employee Assistance Program** by calling 505-254-3555.
- **Try a relaxing activity.** Explore programs that can help with stress such as yoga, meditation or tai chi.
- **Get some exercise.** Regular physical activity can help you to better deal with stress. It can also take your mind off work.
- **Get some sleep.** Sleep restores well-being and helps protect your health.
- **Mindfulness.** Mindfulness is the act of focusing on your breath flow and being intensely aware of what you're sensing and feeling at every moment, without interpretation or judgment. In a job setting, this practice involves facing situations with openness and patience, and without judgment.



The
Solutions
Group

Call 505.254.3555 to schedule an EAP appointment or video visit.

Video Visits offer a confidential, secure and effective way to receive counseling services through your computer or smartphone. Call 24/7/365 for support.

Tell your friend and coworker to call EAP.