

# EMPATHIA

Good for People. Good for Business.

## Expanded Employee Assistance Program Offerings, Tailored for Your Organization



Every industry and organization faces challenges that are unique to its members. That's why Empathia approaches every organization with a one-size-fits-one approach. Our core LifeMatters® employee assistance programs (EAP) addresses a wide range of needs, but there are times when a targeted solution may be required.

# Targeted Services to Expand the Scope of Your EAP

Empathia offers products and programs that both align with and complement our LifeMatters® EAP. Our expanded EAP services are grouped into convenient categories that serve the needs of various types of organizations or programmatic efforts. Let us help develop a tailored approach that is unique to your organization and your employees.

*Explore Our  
Interactive PDF!*



## Core Empathia Product Expansions

At Empathia, our services intertwine, closing gaps in traditional EAP services with offerings engineered to management other major business needs. Enhance your LifeMatters EAP by adding one of our other core product offerings, all of which are designed to integrate seamlessly with one another.



### StudentLife®

#### Student Support Programs

Educational institutions are experiencing increased demand for mental health, substance abuse and crisis support. StudentLife offers a customizable spectrum of services for students, backed by decades of experience providing behavioral health and crisis management services through our other core offerings.

*\*Known as LifeMatters Student Assistance in California*



#### Crisis Management Services

Layer Black Swan Solutions on to the critical incident response services included in your EAP to provide scalable support after a significant crisis. Strengthen your organization's response by providing community-wide support and specialized services like a dedicated call center and family assistance center. With Black Swan Solutions, you can activate robust resources for incidents of any size.

## Clinical & Coaching Program Expansions

When you care for the entire employee, they benefit, and so does your organization. Remote workforces, unique life scenarios, or ongoing issues may call for specialized attention. These program enhancements are available to further expand Empathia's already robust clinical and coaching programs.



### **Grief, Coping & Resiliency Program**

This program offers support sessions and grief support and coping resources, including specialized materials and web-based resources, to build resiliency.

### **Computerized Cognitive Behavioral Therapy (cCBT)**

This program offers web-based cCBT modules on depression, stress, anxiety and worry, social anxiety, insomnia and substance use.



1 in 5 adults in the U.S. are affected by a mental health illness each year and the impact these issues have on employees' lives and wellbeing is cause for concern for many employers. Clinically validated studies have shown cCBT to be as effective as face-to-face therapy.

### **Wellbeing Programs**

Empathia's custom wellbeing programs include group assessments, training sessions, podcasts, webinars, print/digital resources and on-site or virtual consultations supported by a digital platform dedicated to improving employee health and wellness by helping identify and reduce health risk behaviors.

## Clinical & Coaching Program Expansions Continued

### Critical Incident Response

This program offers support to build coping skills while stressing the importance of understanding the perspective and needs of the workplace and supporting individuals in nurturing hope.



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### On-site Counseling

A full range of convenient and confidential on-site counseling options are available, including scheduled weekly hours for one-on-one counseling and consultation, crisis support/intervention and training.

### Text-based Grief Support

A messaging-based subscription that offers tips, resources and reminders to create personalized grief support after a loss.

### Peer-to-Peer Support

This program offers an accessible virtual community where members discuss mental health and offer support, monitored by licensed and registered practitioners.

### Family & Survivor Assistance Services

Be prepared to tackle individual needs after a crisis with compassionate care, including behavioral health, counseling and coordination services for victims and families.

## Healthcare Organization Specialty Services

We understand that there's no immunization for stress or crisis. Healthcare settings have unique demands due to the high-stakes nature of the work. Physicians and support staff need to meet their own wellbeing needs before they are able to meet the needs of patients. Empathia offers specialized services and programs to support healthcare organizations and their employees.



### Healthcare Worker Wellbeing

This program addresses burnout and compassion fatigue through training in self-care competencies associated with enhanced resilience, mindfulness and wellbeing.

### Physician Wellbeing Programs

These programs offer confidential support to physicians who may be struggling with mental health challenges including compassion fatigue, depression and addiction.



The epidemic of burnout among physicians (almost 55% report symptoms), nurses (over 37%) and other medical professionals is fueling alarming increases in suicides.

### Physician Resource Network

This intensive support program provides 24/7 crisis intervention and urgent mental health care, a network of psychologists for face-to-face counseling, consultation and case management for distressed physicians.

### Physician Coaching

Mindset coaching that helps physicians navigate intense emotions, unlearn destructive behaviors and practice self-care.

## Work/Life Programs

In today's connected world, the boundary between employees' work and personal lives is blurred. Remote workforces and nontraditional families or households may need extra assistance over what is already provided by our LifeMatters work/life resources. Help employees navigate the challenges of everyday life through Empathia's robust, expanded work/life offerings.



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### Backup Care

This service provides personalized assistance in arranging planned and emergency care needs for children, adults, pets and self-recovery.

### Concierge Services

Empathia's concierge services provide assistance with tackling tasks like errand running, delivery services, automobile maintenance, event and travel planning, pet assistance, in-home services, etc.

### Discount Center

Empathia's discount center is an online platform featuring nationwide discounts on brand-name products and services.

### Home Healthcare Services

Professional home care services that offer compassionate support to seniors, ranging from light assistance to 24-hour care.

## Training & Organizational Support Programs

Supporting employees is about more than helping them manage and cope with life stressors. Empower your employees and help them thrive in your organization through targeted training and coaching programs that enable them to become the best versions of themselves. These program expansions provide organizations with additional in-depth support, training and resources.



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### Orientation & Training Sessions

Highly interactive skill-based training in the form of program orientation, topical seminars, lunch and learn workshops, webinars, etc.

### Executive Leadership Training

From pre-assessment to post-work, this in-depth program is customized to your organization to help your leaders stay on target.

### Leader Coaching

Designed to identify attributes and behaviors that an organization values in its successful leaders and develop these capacities through skill-based coaching and training.

### Stand-up Information Hotline

Working hand-in-hand with your organization, this service offers an easy and accessible hotline to handle heavy phone traffic and provide much-needed answers in times of need.



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## LifeMatters

Employee Assistance  
Programs

## StudentLife

Student Support  
Programs

## Black Swan Solutions

Crisis Management  
Services

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Expand the scope of your employee assistance program with hand-selected services that suit the needs of your organization. Call us to learn more about our program offerings, expansions and enhancements.

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