

# 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 program (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 the gap between our EAP and offerings engineered to manage 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 Program

Educational institutions are experiencing increased demand for mental health, substance abuse and crisis support services. 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 full-scale support after a significant crisis. Fill in gaps by providing community-wide support and specialized services like a dedicated call center and family assistance center. With Black Swan Solutions, you can activate a robust response for incidents of any size.

### Culture1st®

#### Culture Optimization Services

Workplace culture impacts talent acquisition, morale, retention, wellbeing and organizational success. However, culture is often left to develop on its own, rather than being intentionally cultivated. Empathia's Culture1st services address the behavioral landscape of a workplace and offer a culture optimization plan, communication strategy and deployment tactics.

## Clinical & Coaching Program Expansions

When you care for the entire employee, they benefit, and so does your organization. Remote workforces, unique employee 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.



### Global Services

Empathia offers global EAP & Crisis Management Services, including an international network of credentialed providers, country-specific resources and web experiences, and an array of culturally-sensitive approaches to meet the needs of organizations worldwide.

### 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

## 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.

### **Increased Session Models**

Empathia offers flexible session models ranging from 3-10 sessions per issue, per year.

### **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.

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

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

### **Senior Care Management**

In-home assessments by professional care managers, post-assessment specialist support and a customized care plan.

### **Enhanced Career Coaching**

This program includes telephonic career coaching sessions with options available for assistance, with resume and letter writing, posting to job boards and professional organizations, career planning and more.

### **Appointment Scheduling Assistance**

LifeMatters counselors pre-screen for provider availability and ask that a provider hold an appointment in order to assure the client is scheduled as quickly as possible.

## 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.

## 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.

### Work/Life Kits

Empathia's Work/Life kits contain products, resources and information to help members manage life's milestones (e.g., becoming a parent, sending a child to college, caring for an elderly loved one, etc.).

### Discount Center

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

### Homework Help & Tutoring Program

This program provides subject-specific tutoring, educational tools and essay review available 24/7 through secure online sessions with live chat and whiteboards.

## 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.

### Workgroup Assessments

Custom workgroup assessments to help clarify team goals and values, identify strengths and challenges and offer ideas for maximizing individual and group performance.

### 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.



[Click to Learn More About Our Leadership Coaching Programs](#)

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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. Contact your account manager to learn more about our program offerings, expansions and enhancements.

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