



# Employee Assistance Program

## A Guide to Your Benefits

### CLINIC LOCATIONS

#### Caledonia

Caledonia Clinic

#### Cutlerville/Pine Rest Campus

Campus Clinic  
ECT and TMS Clinic  
Psychological Consultation Center  
Retreat Center Clinic

#### Grand Haven/Muskegon

North Shore Clinic

#### Grand Rapids

Christian Counseling Center  
Northeast Clinic

#### Grandville

Southwest Clinic

#### Hastings

Hastings Office

#### Holland

Holland Clinic

#### Kalamazoo

Kalamazoo Clinic

#### Lake Odessa

Lake Odessa Office

#### Portage

Portage Clinic

#### Traverse City

Traverse City Clinic

#### Walker

Northwest Clinic

#### Zeeland

Zeeland Clinic

#### Iowa

Des Moines Clinic  
Pella Clinic

## Counseling & Therapy

### What issues can be addressed?

Common issues include:

- Marital, family or relationship issues
- Alcohol/substance use
- Emotional problems (depression, anxiety, etc.)
- Legal and financial difficulties
- Work-related problems

### What is the cost to me?

Up to **one (1)** face-to-face visit per issue is provided at no cost for each individual in your household. Often these visits are all you need.

If you are referred for other services, there may be a cost. Some services may be fully, partially or not covered by your health insurance. Pine Rest's staff will work with you to find the most affordable method to cover the cost of additional services.

### What if I have another issue?

You are not limited to the number of times you can call with a new issue. You are limited to one session for any one issue.

### Will my employer be notified?

All contacts are confidential. Reports made by the EAP to your employer do not contain any names or specific details.

### How do I contact the EAP?

You can call 24-hours-a-day, 7 days-a-week to speak to a counselor. To schedule an appointment at any Pine Rest clinic, call Monday - Thursday 8 a.m. - 6 p.m. or Friday 8 a.m. - 5 p.m. Appointment hours vary by clinic. Evenings may be available. When calling, please remember to identify yourself as an EAP member.

**Counseling & Therapy**  
800.442.0809 or 616.455.6210

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### Legal Consultation

Worrying about a legal matter can be highly stressful and distracting, making it hard to concentrate on your work or cope with life issues. Whether you need a legal opinion about a family or domestic relationship, require help solving a landlord-tenant dispute, require assistance with a real estate matter or have a business issue, speaking with an attorney can be helpful. Your EAP has negotiated a free consultation and discounted hourly rates for EAP members at the West Michigan law firm of Rhoades McKee.



#### Free consultation

Rhoades McKee attorneys provide up to 30 minutes of free consultation by telephone. The purpose of the initial consultation is to help you understand some of the issues related to the legal matter. The attorney will explain your options and the costs associated with each and may also provide general advice. Contact Thomas L. Saxe, a Rhoades McKee lawyer, to begin the process. Response time will usually be the same day and certainly within one business day.

#### Discounted rates

If you retain or use a Rhoades McKee attorney beyond the free consultation, you will receive a 20% discount off the attorney's normal hourly rate.

**Legal Consultation - Thomas L. Saxe**  
Call: 616.233.5219  
Email: [tlsaxe@rhoadesmckee.com](mailto:tlsaxe@rhoadesmckee.com)  
Web: [www.rhoadesmckee.com](http://www.rhoadesmckee.com)

### Elder Care Consultation

Many are faced with the daunting challenge of caring for an elderly loved one. Your EAP provides telephonic access to an elder care specialist at Pine Rest, who works directly with you to make a careful assessment of the individual's care needs. The specialist will provide education and contact information for available local care and service options, guiding you throughout the selection process.

#### Consultation for elder care resources includes:

- Education on options for senior housing, care and resources.
- Careful assessment of the current situation, prioritization of needs and supportive problem solving.
- Expertise and knowledge of local care communities including nursing homes, assisted living facilities, adult foster care and senior communities.
- Personal knowledge of services provided locally, to include but not limited to, in-home care, meals on wheels, case management services, adult day programs, in-home recreational therapy and transportation options.
- Links to support groups or other senior care organizations.

**Elder Care Consultation**  
In Michigan: 616.281.6363 x2450  
In Iowa: 641.628.9599 or 800.274.9278

### Online Library

Through the Personal Advantage service, a cloud-based library, you have free access to thousands of health and wellness, financial, tax and legal articles, videos, forms, calculators and assessments. The health and wellness section alone contains over 2,000 Harvard Medical School reviewed articles, 700 videos and dozens of health assessments.

#### How to get your password

Your company will provide a company-specific password you will need to log in. The site may prompt you to set up an individual account if you want to save your results from calculators, quizzes or assessments.

Record your password here:

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**Personal Advantage Online Library**  
[pinerest.personaladvantage.com](http://pinerest.personaladvantage.com)

