

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

Portage
Portage Clinic

Traverse City
Traverse City Clinic

Walker
Northwest Clinic

Zeeland
Zeeland Clinic

Iowa
Des Moines Clinic
Pella Clinic

Confidential Counseling

Free, confidential counseling is available through the Employee Assistance Program (EAP) in two ways: 1) at an outpatient clinic location listed on the left, or 2) via an online telehealth session.

What issues can be addressed?
Any issue may 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?
In any given year, up to **three (3)** visits per issue are provided at no cost for you and all within your household. Often these visits are all you need.

What if another issue arises?
You are not limited to the number of times you can call with a new issue. You are limited to three sessions for any one issue.

Will my employer be notified?
All contacts and visits are confidential. Reports made by the EAP to your employer do not contain any names or specific details.

How do I make an appointment?
Call one of the phone numbers below and identify yourself as an EAP member. Let the staff know if you prefer your appointment to take place at a clinic or online.

MAKE AN APPOINTMENT: 800.442.0809 or 616.455.6210
Hours are Monday-Thursday, 8 a.m.-6 p.m. and Friday 8 a.m.-5 p.m.

What if I have questions or concerns that just can't wait?
If you are in a crisis situation, you or your household members can call our dedicated 800 number to access assistance 24-hours-a-day, 7-days-a-week. A counselor (psychologist or clinical social worker) will be engaged within one hour of your call.

EAP HOTLINE: 800.442.0809
Answered 24 hours-a-day, 7 days-a-week

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Legal Consultation

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.

rhoades mckee attorneys

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, and identify yourself as an EAP member to begin the process. Response time will usually be the same day and certainly within one business day.

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
Web: www.rhoadesmckee.com

Financial Consultation

Through your EAP you can access an expert to discuss budgeting decisions, taxes, wealth management, etc. Simply by identifying your employer as a Pine Rest EAP customer you can receive a free 30-minute telephonic consultation plus a 20% discount off professional services for one year. Because your time is valuable, Dan Groenveld, CPA and his team at VMDE will respond to your call within one business day.

VanderLugt Mulder DeVries Elders
Certified Public Accountants
www.vmde.com

Financial Consultation – Dan Groenveld, CPA
Call: 616.949.9030 ext. 37
Email: dan@vmde.com
Web: VMDE.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. When calling, identify yourself as an EAP member.

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.
- 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.

Personal Advantage Online Library
pinerest.personaladvantage.com

FastcoEAP

PINE REST Christian Mental Health Services

pinerest.org/eap

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