

# Complete

This comprehensive service provides employees with several access options: telephone, online instant messaging, and online assisted search. Care Consultants are on-hand any time, any day to answer questions and provide referrals for child care, adoption, education, elder care, wellness, and everyday life issues.



This is a consultation, research and referral service with a focus on results. It provides confidential support, available 24 hours a day, 7 days a week, for issues throughout the life cycle—from dependent care for all ages and abilities, to finding a pet-sitter, or locating a fitness center nearby.

When employees call the toll-free number, they are assisted by qualified Care Consultants who respond to requests thoroughly and promptly. Care Consultants assist employees in identifying resources to meet their needs. They then contact the service providers to complete the match. Employees have confirmed referrals in their hands within 12 business hours—the fastest turnaround time in the industry.

### Service Area Examples Include:

#### Child Care

- Child care centers and family day care
- Nanny and au pair agencies
- Before- and after-school care
- Summer camps
- Parenting tips

#### Adoption

- International adoption
- Adoption attorneys

#### Education

- Public and private K-12 schools
- Colleges and universities
- Tips for succeeding in school, both socially and academically

#### Elder Care

- Senior housing
- Home care and adult day care
- Information and resources for people with Alzheimer's and dementia
- Caregiver support resources

#### Daily Living

- Pet-sitting
- Relocation
- Consumer purchases

#### Wellness

- Diet and nutrition counseling
- Smoking cessation

The resource and referral service provides convenience and peace-of-mind, as employers can trust that assistance is always available when and where employees need it. And employees and their families can rest assured that their requests and issues are handled by qualified Consultants who receive on-going training to provide the best service available.

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At the Complete level, client organizations can customize the Work-Life Website, including basic page layout custom header, font and color options, and logo inclusion. Each month, the Website's main pages are refreshed with feature articles that follow a topical theme. New articles and resource links are added every day.

### Website Content Areas Include:

#### Parenting

- Adoption
- Child Care
- Developmental Stages
- Kids' Well-Being
- Education

#### Aging

- Adults with Disabilities
- Aging Well
- Planning for the Future
- U.S. Systems of Elder Care
- Housing Options
- Home Care
- Health
- Caregivers
- Grief and Loss

#### Balancing

- Personal Growth
- Communication
- Families
- Relationships
- Grief and Loss
- Mental Health
- Addiction/Recovery

#### Thriving

- Health Tools
- Live Healthy
- Healthy Eating
- Medical Care
- Infant/Toddler Health
- Children's Health
- Adolescent Health
- Women's Health

- Men's Health
- Senior's Health
- Health Challenges

#### Working

- Accomplished Employee
- Effective Manager
- Career Development
- Transitions
- Training
- Workplace Diversity
- Workplace Productivity
- Workplace Safety

#### Living

- Consumer Tips
- Home Improvement
- Home Buying/Selling
- Moving
- Financial
- Legal
- Legal Ready Docs
- Errands Online
- Safety
- Pets
- Travel and Leisure
- Fraud and Theft

#### International

- Immigration to the U.S.
- International Immigration
- Relocating Abroad
- Living Abroad
- Working Abroad
- Families Abroad
- Repatriation

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## Website Features Include:

### Resource Library

- Resource Library: more than 4,000 articles updated continually
- Annotated “Best of Web” resource links
- Assisted Search (with Consultation)
- Live Connect (with Consultation): instant message access to a Care Consultant
- My Benefits: special section posting employee benefit information
- Helpful legal forms (ReadyDocs)
- Online legal encyclopedia (available only with Advantage Legal Assist)
- MedlinePlus: content from U.S. National Library of Medicine and the National Institute of Medicine
- Fully navigable Spanish Website of 600 content items

### Searchable Provider Databases

- Child care
- Elder care
- Summer camps
- Adoption agencies
- Education: public and private schools (K-12), colleges, and universities
- Pets: sitters, adoptable pets
- Volunteer opportunities
- Attorneys
- Medical providers

### Centers

- Learning Center: interactive self-assessments, personal plans, audio, and articles
- Relocation Center: comprehensive information on U.S. communities
- Savings Center: online discounts of up to 25% on hundreds of name-brands

### Tools

- SkillBuilders: interactive e-learning sessions on workplace and interpersonal topics
- Health Tools: interactive health assessments and educational resources
- WebMD: online physician directory and health information resource
- Audio Tips: downloadable audio clips
- Helpful financial calculators

## Complete Service Features Include:

- Experienced account management and sales support
- Utilization reporting: quarterly and available by client group
- Implementation support materials: employee orientation presentation, posters, etc.
- Annual Service Promotion Kit: CD with customizable posters, brochures, and product sheets
- On-going tools to market and promote the service throughout your workplace
- *LifeLines*: quarterly end-user newsletter, available in Spanish as *Salvavidas*
- *Your Options* client newsletter with industry-relevant news and information
- Support materials available in Spanish

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## **Webinars**

The Complete level provides access to monthly Webinars—online seminars that cover a variety of topics. The Webinars are conducted by work-life experts at the National Training Center, and are also available for download and podcasting.

## **Monthly Website Promotional Support**

Clients at the Complete level receive support materials that promote utilization of the service. Customizable promotions related to each of the monthly themes are provided as Microsoft Word files that can be branded for individual organizations and distributed to end-users. The promotion contains relevant monthly topical information that end-users can find on the Work-Life Website. In addition, these promotions are a tool to announce the Webinar for the month and encourage participation.

**(800) 969-6162**