



**Employee & Student Assistance Program
Western University of Health Sciences
2021 Student Orientation**

Who we are

- Optum is part of UnitedHealth Group, a Fortune 5 company, and a sister company to UnitedHealthcare
- The largest health services company in the U.S., providing health management, behavioral and EAP, banking, data management and direct patient care to millions of subscribers and Fortune 500 companies
- Providing Employee / Student Assistance at Western U, both on-site, and off-site

We're here to help...

- Personal, emotional or psychological issues
- Family or relationship problems
- Stress
- Anxiety
- Substance use/abuse
 - ✓ For yourself
 - ✓ For someone you care about
- WorkLife needs

We will never share personal records with Western U or anyone else without your permission.

All services are confidential in accordance with federal and state laws.

Integrated WorkLife Services

We refer members to pre-screened and verified convenience resources and referrals

Adult/Elder Services



- Financial planning
- Retirement planning
- Legal services
- Housing assistance
- Support services
- Respite care
- Insurance information
- Medicare/Medicaid support
- Transportation
- Long-distance caregiving
- Aids to daily living

WorkLife



**Saving time:
One call handles it all**

Child/Parenting Services



- Childcare
- Parenting support
- Child development experts
- Special needs support
- Help for teens
- Pregnancy services
- Childbirth/Nursing professionals
- Camps
- Family activities
- Adoption support
- Grand parenting assistance
- Help for non-traditional families
- Communication training
- Pet services
- Domestic Relocation

Chronic Condition Support Services



- Aids to daily living
- Medical suppliers
- Food/nutrition assistance
- Self care tools
- Travel assistance
- Social services
- Home healthcare
- Mail order pharmacies
- Medical alert systems
- Special housing
- Help with work issues
- Assistive technology

Convenience Services



- Household needs
- Personal issues
- Recreational activities
- Shopping
- Entertainment
- Dining
- Nightlife options
- Education
- Health and wellness

Life Learning



- School issues
- Special education resources
- College selection
- Financial aid assistance
- Alternative education programs
- Community education programs
- Career consulting
- Adult education classes
- Enrichment classes
- Lectures
- Music, dance, art, and craft classes
- Online learning

Services off campus

- EAP Specialists are available 24/7
 - ✓ Telephonic support 800-234-5465
 - ✓ Crises
 - ✓ Telephonic counseling or coaching
 - ✓ Face-to-face counseling by calling 800-234-5465, or direct appointment scheduling with Souttenders at 1-855-952-1907
 - ✓ Up to 6 visits per problem with a counselor off campus at no cost
 - ✓ WorkLife services

Services off campus

- Online support at www.liveandworkwell.com, Access code westernu
 - ✓ Self-help Personal Empowerment Programs
 - ✓ Online tools
 - ✓ Help centers, articles, videos
- All off campus EAP services are also free and completely confidential

Services on campus

- Anna Couch, PhD, MFT, on-site counselor
 - ✓ On-site hours:
 - ❖ Tuesday: 12-6:30pm
 - ❖ Wednesday: 12-6pm
 - ❖ Thursday: 12-6:30pm
 - ✓ Campus email: acouch@westernu.edu
 - ✓ Campus phone: 909-469-8496
 - ✓ Direct phone: 626-391-8508
 - ✓ Located on 4th floor of Library, Room 402

Services on campus

- Short-term counseling
- Crisis support and critical incident debriefings
- Seminars and trainings
- Coordinating long-term care and off-campus mental health services
- Supports students working with the LEAD office