

## Specialized Onsite Support Services

### Aetna Resources For Living<sup>SM</sup>

We provide consultation, coordination and delivery of support for your organization when faced with a distressing workplace event. Our consultants will assess the type of onsite service most appropriate for the situation and for your organization's work environment. We'll coordinate a prompt, customized response to help your organization minimize the damage and return employees to previous levels of productivity.



Just one call sets our specialized team in motion. Our consultants will coordinate all services with your manager or Human Resources representative and the appropriate specialty onsite provider. We'll also develop the communication to all parties for the onsite intervention and follow up with the referring manager to assess further needs. Finally, a quality assurance survey is emailed to the company representative for further assessment.

#### Services include:

- **Unlimited telephonic management consultation** — During the initial call, our consultants provide caring and focused attention on the needs of the manager or Human Resources representative. We can help relieve their anxiety and provide coaching, solutions and communication pieces for the crisis.
- **CISM services** — Critical Incident Stress Management (CISM) includes onsite services provided for unexpected events such as natural disasters, workplace accidents, an employee death in the workplace or violence in the workplace. If needed, we'll coordinate a certified credential provider to come onsite to do immediate "psychological first aid" with groups of employees.

- **Grief groups** — Grief groups are provided onsite and facilitated by a specialty provider. This can help employees deal with situations such as the loss of a co-worker or family member, employee suicide or homicide and other traumatic events.
- **RIF services** — We can provide support for organizations forced to eliminate jobs or close branches or departments. The Reduction-In-Force (RIF) onsite services include group support, onsite counseling — or a combination of both. Other services include pre-RIF consultation, training services and post-RIF support.
- **Onsite counseling services** — For situations when an onsite counselor is needed or requested, we can schedule a counselor to be onsite in a confidential location.

We're here to support your organization and employees — 24 hours a day, 365 days a year. Give us a call and see what we can do for you today.

**Aetna Resources For Living<sup>SM</sup> is the brand name used for products and services offered through the Aetna group of subsidiary companies. The EAP is administered by Aetna Behavioral Health, LLC, Aetna Health of California, Inc. and Health and Human Resources Center, Inc.**

This material is for informational purposes only. All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected child, spousal or elder abuse, or abuse to people with disabilities). Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not.

Information is believed to be accurate as of the production date; however, it is subject to change.

For more information about Aetna plans, refer to [www.aetna.com](http://www.aetna.com).