

# Employee Assistance Program

For support  
1-800-553-7798  
wellspringeap.org

USERNAME:  
City of Bellevue

A service provided by



CONFIDENTIAL  
PROFESSIONAL  
CONVENIENT  
AVAILABLE 24/7

A benefit paid for by

City of Bellevue



Your EAP is a confidential & professional resource—available 24/7—paid for by your company, and available without cost to you and your eligible dependents. Benefits include:

#### **COUNSELING ASSESSMENTS**

Up to 6 in-person meetings with a counselor

#### **LEGAL SERVICES**

Free initial 30-minute phone consultation; ongoing consultations with a lawyer at 25% off attorney's regular fees; unlimited access to do-it-yourself legal documents online.

#### **FINANCIAL SERVICES**

Free initial 30-minute phone consultation, and access to financial calculators and resource documents.

#### **ID THEFT VICTIM RESOURCES**

Free initial 60-minute phone consultation, ID theft response kit, and prevention information. Employer or benefit provider breaches are not covered.

#### **DAILY LIVING INFORMATION SERVICES**

Unlimited phone or live chat consultations/requests for finding consumer services and resources.

#### **CHILDCARE & PARENTING RESOURCES**

Unlimited phone or live chat consultations.

#### **OLDER ADULT & ELDERCARE RESOURCES**

Unlimited phone or live chat consultations

#### **WEBSITE ACCESS**

Unlimited access to online resources including:

- Live Chat with a resource consultant (for Childcare, Eldercare & Daily Living)
- Online referral request
- Skill builders/online trainings
- Well-being & productivity content
- Monthly live & on-demand webinars
- Search tools

#### **SUBSCRIPTIONS**

Monthly emails featuring the webinar of the month, spotlight on an EAP benefit, and a feature article on well-being or productivity, with direct links to the website.

#### **WELLSPRING STRESS CENTER™**

Unlimited access to an online stress management and prevention center, including instant relief tools and long-term solutions.

#### **IN-THE-MOMENT SUPPORT**

24/7 access to a professional, masters-level therapist who will help you manage your distress, create a plan of action, & provide resources (which may include referrals for further services).

**COUNSELING ASSESSMENTS & PERSONAL CONSULTATIONS** Get help for concerns related to addiction, anxiety & depression, family, relationships, communication, divorce, domestic violence, eating disorders, gambling, grief & loss, stress management, work concerns, motivation and more. Connect with Wellspring EAP to be referred to a counselor.

**LEGAL SERVICES** Consult with an attorney about issues related to financial matters, criminal charges, estate planning, civil disputes, taxes, immigration & naturalization, guardianship & custody, name changes, child support, property boundary disputes, adoption and more.

**FINANCIAL SERVICES** Consult with a financial counselor about matters related to credit counseling, tax planning, college funding, charitable giving, business services, debt and budgeting assistance, retirement planning, estate conservation, IRA funding, pensions, 401Ks and more.

**ID THEFT VICTIM RESOURCES** Get assistance with emergency response, restoring identity and good credit, steps to dispute fraudulent debts, how to communicate with creditors & collection agencies, financial counsel, and more.

**DAILY LIVING INFORMATION RESOURCES** Connect with a Daily Living consultant to get help with information, listings or resources related to home maintenance & repair, travel & relocation, recreation, pet care, dining & entertainment, event planning, volunteering, family activities and more.

**CHILDCARE & PARENTING RESOURCES** Connect with a childcare/parenting consultant about finding resources related to infant through school-age care, back-up care, summer camps, education & tutoring, special needs, parenting resources, lactation support, adoption support and more.

**OLDER ADULT & ELDERCARE RESOURCES** Connect with an older adult/eldercare consultant about resources & information needs related to senior services, housing options, caregiving support, geriatric specialists, transportation services, activities, and more.

**WEBSITE ACCESS** Services, information and resources at your fingertips 24 hours every day. Learn about your benefits, find access points to all services, chat live with a childcare, eldercare or daily living specialist, send an online referral request, and explore well-being and productivity content presented in a variety of media formats.

**SUBSCRIPTIONS** Complimentary and optional subscription to a monthly email that delivers access to monthly live webinars, information about benefit components and a well-being or productivity related article. The subscription includes The Source™ quarterly newsletter and EAP Response™ - which contains helpful information whenever a high-impact traumatic or catastrophic event happens in the community or around the world.

**WELLSPRING STRESS CENTER™** Access instant relief tools, take a stress assessment and find out your Stress Number®, identify your stress triggers and learn ways to manage, build resilience with a stress management platform called the Oxygen Plan™.

**IN-THE-MOMENT SUPPORT** Our phones are answered by a professional team of masters-level clinicians, who can help you manage your distress, create a plan of action, and provide resources (which may include referrals for further services).  
**If you are in a life-threatening emergency, call 911 immediately.**