



Please mention, “I have an EAP with... (name of your organization)”

**800.442.0809**

\*Press 1 to access your EAP benefits

## Your EAP Benefits Include:

- 3 sessions of free, confidential counseling per episode of care
- Psychiatric Urgent Care Center services for ages 18+
- 24/7 hotline for crisis calls
- Free 30-minute legal consultation
- Free 30-minute financial consultation
- Free elder care consultation
- Personal Advantage online library access
- All benefits are available to the employee and EVERY member of their household.



Scan the QR Code above to  
call the EAP benefit line.

## Additional Contact Info

Email: [eap@pinerest.org](mailto:eap@pinerest.org)

Web: [pinerest.org/eap](http://pinerest.org/eap)

Personal Advantage: [pinerest.org/PAL](http://pinerest.org/PAL)

### Confidential Counseling Services

Free, confidential counseling can be accessed via Teletherapy or In-Person sessions. Any concerns can be addressed in counseling. Common issues include:

- Marital, family or relationship issues
- Depression, anxiety or other mood disorders
- Chronic stress
- Substance use disorder
- Work-related issues
- Grief and loss

#### What if a different problem arises after my free sessions are used?

You are limited to 3 counseling sessions per episode of care. If a new concern requires counseling support, you will receive 3 more counseling sessions for the new episode of care.

#### Will my employer be notified?

All EAP services are 100% confidential.

#### What if I need immediate support?

- You may access the 24-hour HOTLINE by calling 800.442.0809 (press 1).
- Same-day services are available daily for individuals age 18 years and older at the PSYCHIATRIC URGENT CARE CENTER via telehealth and in person. Call 800.442.0809 (press 1) or visit [pinerest.org/urgent](http://pinerest.org/urgent) for hours, location and latest service information.

### Online Library

Through the Personal Advantage cloud-based library, you have unlimited access to thousands of resources related to health and wellness, financial and legal issues, and more. This library includes articles, videos, webinars, forms, calculators, locators, assessments, and trainings. Log on today with the unique Username that has been assigned to your organization.

**Personal Advantage**  
[pinerest.org/PAL](http://pinerest.org/PAL)

**User Name:**

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### Elder Care Consultation

Employees and members of their household can access an elder care specialist from Pine Rest for a free consultation. Your consultation will include:

- Careful assessment of the elder's current care needs, prioritization of services, and supportive problem solving.
- Education and options for senior housing, care, and resources.
- Suggestions for support groups and other senior care organizations.

### Legal Consultation

Employees and members of their household can access an attorney from respected Michigan law firm, Rhoades McKee. Your consultation will include:

- 30-minute free telephonic consultation.
- 20% discount on subsequent legal services.
- Legal matter examples include family/custody/divorce issues, landlord-tenant disputes, real estate concerns, estate planning, guardianship questions, etc.

**For prompt response, please email attorney Thomas L. Saxe at [tlsaxe@rhoadesmckee.com](mailto:tlsaxe@rhoadesmckee.com) and identify yourself as a Pine Rest EAP member.**

### Financial Consultation

Employees and members of their household can access Dan Groenveld, CPA, of VanderLugt, Mulder, DeVries, and Elders (VMDE). Your consultation will include:

- 30-minute free telephonic consultation
- 20% discount on subsequent financial services for the first year
- Financial matter examples include budgeting, taxes, wealth management, retirement, etc.

**For prompt response, please email Dan Groenveld at [dan@vmde.com](mailto:dan@vmde.com) and identify yourself as a Pine Rest EAP member.**

## Additional Contact Info

**Email:** [eap@pinerest.org](mailto:eap@pinerest.org)  
**Web:** [pinerest.org/eap](http://pinerest.org/eap)  
**Personal Advantage:** [pinerest.org/PAL](http://pinerest.org/PAL)

## Unsure Of Where To Refer Someone For Support?

Please follow the below guidelines to determine when to engage EAP/CAP/SAP services and when other resources should be accessed.

**Counseling  
Session**  
800.442.0809

### Use EAP/CAP/SAP benefits to schedule a Counseling Appointment

- Symptoms are mild to moderate and daily activities are manageable.
- Waiting for scheduled appointment seems reasonable.
- The individual is willing to seek assistance.

**Hotline**  
800.442.0809

### Use EAP/CAP/SAP 24/7 Hotline

- Issue needs to be addressed within the next 2 to 3 hours.
- Individual is not suicidal, intoxicated, or engaging in self-harm behaviors.
- The individual is willing to seek assistance.

**Same Day  
Counseling**  
616.455.9200

### Use EAP/CAP/SAP benefits for a one-time, Same-Day Counseling Session

- Symptoms are moderate and daily activities are manageable.
- Same day counseling is needed to manage until scheduled appointment.
- Individual is willing to seek assistance and be seen in person.

**Urgent  
Care**  
616.455.9200

### Visit Pine Rest Psychiatric Urgent Care Center\*

- Moderate to severe symptoms that need to be assessed and addressed.
- Daily activities are a struggle and without treatment, symptoms are likely to worsen.
- The individual is willing to seek assistance and be seen in person if required.

**Inpatient  
Admission**  
616.455.9200

### Call Pine Rest Hospital Admissions\*

- Imminent risk to self or others as a result of mental health symptoms.
- Self-harm thoughts or actions.
- Thought disturbance resulting in risky thoughts and/or behaviors combined with an inability to keep self safe.
- The individual is willing to seek assistance.

**Emergency  
911**

### Visit a Hospital Emergency Room or call 911\*

- Experiencing extreme agitation and resistant to treatment.
- Experiencing severe psychiatric symptoms (may be related to an acute medical issue)
- Self-harm has occurred and requires medical treatment to stabilize.
- Individual is intoxicated or impaired from substance use.

*\*Psychiatric Urgent Care, Inpatient Admissions, and Hospital services are NOT covered by EAP/CAP/SAP benefits.*