

Aurora Employee Assistance Program

Work-life Services

A Healthy Balance in a Complex World

In today's fast-paced, demanding world, balancing home and job responsibilities can be overwhelming. Your Employee Assistance Program offers comprehensive Work-Life Services that can make life a little easier for you and your family. These services are designed not just to solve problems, but to help you handle life changes and challenges more effectively, without taking valuable time and energy away from your job.

Child Care Consultation, Information and Referral

Choosing a child care provider is one of the most important decisions you will ever make. Our trained child care specialists will listen to your needs, research options that match your requirements, and verify qualifications and availability before providing you with a list of referrals from which to choose. Work-Life Services also offer information packets on parenting topics such as first-time parents, summer care, back-to-school and college planning.



Elder Care Consultation, Information and Referral

Caring for a family member in declining health can be overwhelming .. and so can finding support services you can trust. Our knowledgeable elder care specialists will guide you through the vast array of elder care resources and help you



find those that are right for you and your loved one. Your EAP can also provide education and support to help you adapt to changing family relationships and cope with the emotional demands of caregiving.

Legal Consultation

Dealing with legal issues can be confusing, stressful and time-consuming. When you call your EAP for legal assistance, you will be referred to a top-rated attorney in your area for a free 30-minute office or telephone consultation. This session provides many people with the answers and advice they need to resolve their situation. If further legal services are required, attorney services are offered at a 25% reduced fee. Legal matters may include civil/consumer issues; personal/family issues, including divorce or custody; business legal services; personal injury; and real estate, taxes or estate planning law.

Mediation Services

Many people find they can save time and money by choosing mediation as a first step in resolving legal issues. The Aurora EAP provides up to 30 minutes of free telephone or face-to-face consultation with a professional mediator on topics such as divorce and child custody, contractual and consumer disputes, real estate, landlord/tenant matters and car accidents/insurance disputes. Mediation specialists are trained to address the emotional causes as well as the legal aspects of disputes. More than 80% of legal cases are settled in mediation.

Adoption Information Service

For families considering adoption, our Adoption Information Service is an invaluable resource. Our specialists can guide you through the adoption process, explaining choices and costs, and provide referrals to adoption agencies, attorneys, community resources and support groups.

Financial Consultation

Anyone, at any income level, can experience financial or debt problems. Many Americans are ill-prepared to manage money responsibly and resist the lure of easy credit, and find themselves burdened with unmanageable debt. Perhaps you're not in financial trouble, but need expert advice on the basics of budgeting, retirement planning or obtaining a mortgage. Your EAP will provide up to 60 minutes of free telephone consultation with financial professionals who can offer you sound, objective advice on a wide range of financial issues.



Legal and Financial Resource Center

EAP Work-Life Services offer unlimited access to website resources on legal and financial issues, including forms, financial tools, and a complete library of in-depth articles and information from experts in the field. Go to the Aurora EAP website www.Aurora.org/eap and click on "Work-Life Services" to access the Resource Center.

Help begins with a phone call. Simply call the Aurora Employee Assistance Program at 1 (800) 236-3231 and talk to one of our intake professionals. They will connect you with a specialist who can provide prompt, personalized assistance. We'll help you resolve your concern and restore a healthy balance to your life – at work and at home.