

# Work-Life Referral Assistance Topics

## ADOPTION

- adoption agencies
- legal assistance
- transitions for stepfamilies
- infertility clinics

## CHILD CARE

- back-up care
- infant and toddler options
- child care centers
- summer care

## PARENTING

- discipline techniques
- talking with your teen
- developmental milestones
- special needs children

## EDUCATION

- K-12
- colleges and universities
- financing
- GED/vocational

## ELDER CARE

- finding services and care for older adults
- housing options
- caregiving issues
- aging

## OLDER RELATIVES

- legal tools
- coping with disability
- caregiver support
- family care planning

## SUCCESSFUL AGING

- home safety
- staying active
- adjusting to retirement
- volunteering and travel

## COMMUNITY RESOURCES

- housing
- programs for children and adults
- government agencies
- support groups

## EVERYDAY ISSUES

- consumer education
- home repair and services
- moving and relocating
- recreation

## HOW IT WORKS

Call ValueOptions® at 877-397-1032. Ask to speak to a HRI work/life specialist. Assessment is confidential (Monday through Friday from 8:30 a.m. to 8 p.m. Central time). The specialist will:

- provide customized information during the call and other easily available information.
- send a personalized packet within 72 hours. The specialist can also call to relay your referral information by phone, or he or she will fax information.
- remain assigned as your HRI point of contact for any follow-up questions or additional research.

When you talk to a work/life specialist, he or she will not only address your need, but will be aware of any opportunity to offer other services beyond what you called for. A case example in this packet shows:

- Intake of the request for elder care assistance.
- Referral to EAP to help the employee caregiver with the added stress.
- Information that addressed the employee's need for elder care included:
  - Referral information to 3 Home Health Care providers and an information paper on the types of care and what they mean.
  - Referral information to Meals on Wheels.
  - Referral to Senior Transportation services.
  - Referral to a "Safe Return" Emergency Response System.
  - Referral to the local chapter of the Alzheimer's Association.

All this information includes the agency address, phone number, hours of operation, point of contact, cost and a description of services.

Also included in the packet:

- information on "Adapting a Home for a Person with Alzheimer's disease"
- community services
- information paper on "Striking a Balance Between Work and Caregiving"
- "Questions to Ask a Home Care Agency"
- estate planning tips
- numerous informational brochures on caregiver stress, best ways to communicate with someone with dementia, etc.

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