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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