



Village of Newburgh Heights

Submitted by:

**Ayme McCain
Director of Prevention and Community Engagement
Recovery Resources**

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Program Services

The following is a menu of services included in your Assist NOW Employee Assistance Program contract.

Employee Support

All services are available for the employee and their household members, and either are available online, by phone or at sites convenient for the employee and/or household member.

Short-Term Counseling

- 24/7/365 telephonic access to a trained counselor for crisis response.
- Up to four counseling sessions per concern for employees and their household members.
- Referrals to long-term counseling services that are convenient and affordable.

Work-Life Consultation, Resource and Referral

- Referrals for work-life resources, including but not limited to the following:
 - Adoption
 - Childcare
 - Older adult services
 - Wellness services
 - Daily living
 - Education: K-12, higher education, continuing education
- Participants will receive a list of up to five (5) confirmed referrals

Employee Orientations

- Employee orientations to educate employees on the services available to them through Assist NOW.

Legal and Financial ASSIST

- Access to the Legal ASSIST Program which includes telephonic consultation and referrals to local counsel if further assistance is needed. Referrals include a free half-hour consultation, and in most incidences, a discount to their rate for further counsel.
- Access to the Financial ASSIST Program, which includes support from a Financial Consultant and when more specialized assistance is needed, access to qualified Financial Counselor.

Work-Life Coaching

- Up to four sessions of Work-Life Coaching, in which participants meet with a Coach to develop goals, an action plan and following up on progress and a plan for overcoming obstacles. Our coaches can assist with the following topics, and others by request.
 - Physical activity
 - Positive relationships with food and body image
 - Stress management



- Time management
- Career and professional development
- Personal development

Online Resource Portal

Your employees, managers and their household members have access from work or home to Assist NOW's Online Resource Portal, that cover the areas of parenting, adoption, childcare, grief/loss, personal development, relationships, mental health, addiction, health and wellness, skills for managers, workplace diversity, safety and productivity, training and development, legal, financial, home management and international travel and relocation. There are thousands of resources on the site, which includes the following:

- Articles and audio files
- Provider Locators
 - The provider locator is an easy tool to search for providers in the areas of adoption, childcare, higher education, older adult services, pet services and certified financial planners.
- Message Boards

Newsletters

- The Performance Edge is a monthly newsletter to provide employees tips and resources for health, wellness and everyday life and highlights services for employees through AssistNOW.
- Life Lines is a quarterly informational newsletter you will receive on work-life issues that you can provide to your employees.

Manager Services

Manager Orientations

- Manager orientations to educate managers on the services available to them through AssistNOW.

Management Consultation

- Unlimited Management Consultation by phone for all of your organizational, team, and employee management concerns.
- Mandatory referral program to assist managers to address employee performance concerns.

Company Services

Training and Education

- One hour of training is available in your contract, and additional hours are available on a fee-for-service basis.



- AssistNOW has a library of over 30 trainings on the topics of personal/professional development, health and wellness and workplace compliance. We are able to customize trainings to meet the specific needs of your employees or managers.

Account Management

- Unlimited access to your Account Manager.
- Annual program planning meetings with your Account Manager to assess the needs of your employees, managers and company and implement customized programs to meet these needs.
- Periodic contact from your Account Manager to further plan and evaluate your employee assistance program.

Crisis Response

- 2 hours of Crisis Management, in which a counselor will be onsite to address the emotional concerns of your employees in response to the crisis.

Terms and Agreement

Nondisclosure

Assist NOW and the Village of Newburgh Heights pledge not to reveal to any other parties any proprietary information about party's officers, employees, management, operations or services, or any other confidential information whatsoever, unless specifically released to do so in writing by an authorized officer of the other organization.

Use of Services

Assist NOW and the Village of Newburgh Heights understand and agree that any and all consultation, advice and/or support that is requested and/or provided during the term of this agreement is not meant to be and must not be used as a substitute for advice from professionals including but not limited to: attorneys, human resource specialists, physicians, accountants, insurance/risk management specialists. Assist NOW recommends that the Village of Newburgh Heights should always consult with appropriate professionals as the need arises.

General Terms

Notice of contract change shall require sixty (60) days' notice by Assist NOW and will occur only at the end of this Contract Agreement. Notice of cancellation will require sixty (60) days' notice by the Village of Newburgh Heights and will occur only at the end of this Contract Agreement. If notice is not given prior to end of contract, contract will enter a month to month status with a 20% increase in the annual rate per employee until a new contract is agreed upon by Assist NOW and the Village of Newburgh Heights.

Terms of Contract

This contract shall run from **1/1/2022** through **12/31/2022**. Service will begin **1/1/2022**.



Fees and Fee Schedule

Rate: annual rate of **\$27** per employee and includes all the benefits listed

Current number of employees: **60**

Number shall remain fixed for the contract year. An annual update is requested at the start of each contract year. AssistNOW requests notification of change in number of employees when the change is 10% of the number reported at the start of the contract year.

Billing Schedule (check your preference):

- One-time payment for a total of **\$1,620**
- Billed Quarterly on First Day of the Quarter (January, April, July, and October)
First quarterly bill will be \$405 and \$405 for subsequent quarters

Agreed to:
Assist NOW, The EAP Division of Recovery Resources
4269 Pearl Road, Cleveland, OH 44109

Ayme McCain **Pam Gill** **Date**

Agreed By:
Village of Newburgh Heights
4000 Washington Park Blvd, Newburgh Hts., OH 44105

Company Representative Name Printed **Date**

Company Representative Signature **Date**