



# LifeCare®

*Caring today for a better tomorrow®*

<p>Child Care &amp; Parenting</p> 		<p>Adult Care &amp; Aging</p> 	
	<ul style="list-style-type: none"><li>✓ <b>Improve productivity</b></li><li>✓ <b>Reduce absenteeism</b></li><li>✓ <b>Enhance recruitment and retention</b></li><li>✓ <b>Raise employer of choice status</b></li></ul>	<p>Legal/ Financial</p> 	
<p>Health/ Wellness</p> 	<p>Daily Life</p>		<p>Education</p>

Work/Life Services

## Core services

Our Work/Life Services help you reduce your organization's most pervasive absenteeism and productivity drains. Our highly trained specialists provide personalized referrals and educational materials to your employees 24/7/365 via our award-winning call center and web site. And our coaching approach to delivering services means that we deliver a more personalized interaction than our competitors.



### Child care & parenting

- Adoption and pre-natal resources
- Child care, nanny, and au pair resources
- Special needs advocacy
- Before- and after-school child care referrals
- Guidance on every stage of parenting and child development

### Health & wellness

- Fitness, nutrition and general health guidance
- Health-oriented content and seminars
- 3-D medical animations
- Vitality assessment
- A to Z condition lookup

### Financial & legal matters

- Free 30-minute consultations with financial counselors and local attorneys
- Budgeting, debt management and bankruptcy prevention resources
- Credit report review
- ID theft and recovery resources

### Adult care & aging

- Caregiver counseling, education and support
- Geriatric care management referrals
- Healthy aging guidance
- Medicare/Medicaid information
- General retirement guidance
- Transportation resources
- Home safety

### Education

- Locating programs and schools, pre-K through post-graduate
- Financial aid, scholarship locator and student loan program expertise
- Special needs resources
- Tutoring referrals

### Daily life

- Convenience services
- Automotive and home services
- Pet care
- Travel
- Ticket locator
- Wedding, party, and event planning assistance



### Experience

Our account managers have an average of 11 years' experience and are supported by a team of dedicated professionals—all devoted to providing you with superior service.



### Excellence

LifeCare is the *only* company in the work/life industry to earn recognition as a Certified Center of Excellence by the Center for Customer-Driven Quality™ at Purdue University



### Quality

96% of LifeCare members rated our services as "good," "very good," or "excellent."



### Online Discount Center

- Hundreds of pre-negotiated deals on brand-name products and services
- Stringent vendor selection and quality control processes
- Zero administrative hassle for your HR staff
- Increase utilization and awareness of your other work/life programs

### Care Connection social network

- Customized online environment enabling employees to organize help from family and friends
- Interactive calendar, guest book, photo gallery, etc.
- Perfect for adult and child care scheduling, new parents, hardship assistance, etc.

### LifeCare Advantages

- 24/7/365 access via our award-winning call center and website
- Dedicated account management team
- Credentialed specialists who are experts in their core disciplines
- Extensive reporting capabilities
- Customized introductory campaign and ongoing promotional materials

### Relocation assistance

- Personalized relocation packets containing neighborhood specifics, school district information, houses of worship, crime statistics, weather, etc.
- Referrals to moving services
- Referrals to local resources (child and adult care, pet care, etc.)
- Checklists, tips and other educational materials

### Seminars

- Over 100 timely topics, with more added frequently and the capability to customize for you
- Onsite seminars
- On-demand web-based seminars
- Interactive webinars
- Panel facilitation and keynote speakers

### LifeCare's Worldwide Reach

LifeCare also offers our validated, best practice domestic work/life model for worldwide delivery. Our global support services will impact health and productivity, organizational culture, and employee loyalty, similar to what LifeCare customers have experienced in the U.S. See back page for more details.



### Award-Winning Materials

Our educational materials and promotional campaigns have won multiple industry awards, leading to superior utilization of your programs.



### Customization

Our modular services allow you to design the program that meets your unique needs.



### Results

On average, LifeCare saves employees 9 hours per case—resulting in significant productivity gains for you!

## Service enhancements

Address today's most urgent work/life trends and provide your employees a greater level of support and guidance.

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### Integrated Employee Assistance Program (EAP)

- 24/7 telephonic crisis response
- Licensed EAP counselors
- Critical Incident Stress Debriefing
- Substance abuse expertise
- Confidential, face-to-face assessment and counseling sessions
- Referral tracking and follow-up
- Management training and support

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### Global Work/Life Support Services

- A validated, best practice domestic work/life model for worldwide delivery
- Locally delivered, globally consistent solutions
- Eight strategically positioned in-region call centers; 6,500 worldwide providers for face to face services
- 24/7 access to crisis intervention, legal, financial, and family support
- Global account management for program implementation, multi-lingual promotion and reporting
- Robust website in eight languages (English, Spanish, German, Portuguese, French, Italian, Mandarin, Japanese).

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### Backup Care Connection®

- High-quality care for children and elders when regular arrangements aren't available
- Accommodates last-minute and planned needs
- In-home and center-based solutions
- National coverage
- Largest network in industry
- 24/7 care
- Easy access via phone and web
- Equitable solution for all employees

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### Successful Aging®

- Professional Care Management Program (*in-home assessments, post-hospital assessments, facility review and placement, ongoing care monitoring and coordination, health coaching, etc.*)
- Plan Ahead Legal Benefit
- Life Coaching
- Customized "Redefining Retirement" Symposiums
- Successful Aging Web Site

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### Mothers at Work® Premium

- 24/7 unlimited access to LifeCare's on-staff lactation consultants
- Discounted breast pumps
- Free breast pump subsidy administration
- Mothers at Work Toolkit (specialized products and information)
- Web-based articles, checklists, tips, tools
- On-site prenatal/breastfeeding classes and/or lactation consultations

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### Homework Connection<sup>SM</sup>

- Unlimited online access to live professional tutors
- All core subjects covered, grades 5 through 12
- Always one-to-one, expert tutors
- Live chats, secure file sharing technology
- Whiteboard technology
- Gives working parents greater peace of mind, reduces stress

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### LifeCare Kits

- Prenatal, child care, adult care, college, fall prevention, health & wellness
- Created through extensive research and development, including partnerships with leading organizations such as Yale University

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### Customized Discount Center

- Offers all the benefits of our standard Discount Center (see inside)
- Customized branding and modules tailored to your organization
- Offer your own company-exclusive discounts