



Available to Wells Employees not covered by a Collective Bargaining Agreement.

For Wells Employees covered by a Collective Bargaining Agreement, please see your Union for EAP Services

Welcome to Your Employee Assistance Program (EAP)

Your health and wellbeing are important to Wells. That's why we provide medical insurance to cover your health-related needs-and an Employee Assistance Program from VITAL Worklife to help with almost everything else. Your EAP benefit includes a comprehensive array of counseling and web services that can be accessed 24/7. We hope you will take full advantage of them.

All of the EAP services are completely confidential and can be utilized by you and any member of your family, including spouse or significant other, children (regardless of age or location), and even extended family members, if their personal concern is impacting you or your work. As your employer, we will not know who uses the services, when, or for what reasons.

Counseling & Coaching Services

Helping You Face Work and Life Challenges

VITAL Worklife offers free counseling and coaching services provided by master's- and doctorate-level licensed professionals. They encourage face-to-face sessions, but also conduct counseling sessions by phone. They'll do whatever is most comfortable and convenient for you.

They can help with a wide variety of issues, including but not limited to:

- Marital and relationship problems
- Depression, stress and anxiety reduction
- Drug and alcohol abuse
- Parenting and child concerns
- Anger
- Grief and loss
- Interpersonal conflict-at work or home
- Legal and financial problems

Getting help is as easy as picking up the phone. Just call 800-383-1908. When you call, one of their trained staff will take basic information from you, including your name and employer, and then will connect you with an EAP Consultant, who will talk with you and assess your needs.

Once that assessment is complete, you'll be offered an appointment for a meeting with appropriate counseling staff at a time and place convenient for you. You decide whether you prefer face-to-face or telephone sessions.

If it turns out that you need help beyond the services they provide, their counselors will work with you to find appropriate resources in your community and who are part of your health plan's network, where necessary.

Comprehensive Web Resources

Online Tools for Healthy and Productive Living

Daily life can be complex in all its facets. That's why VITAL Worklife provides a robust website where you can go 24 hours a day, 7 days a week for help with everything from child and eldercare concerns, to finding good pet care or a good contractor, to dealing with health and relationship issues, achieving emotional well-being and more.

When you log onto VITALWorklife.com, you'll find:

- Articles & "Best of Web" Resources: More than 5,000 articles and researched, reliable information and resources on a wide variety of topics.
- eLearning & Audio Files: Online eLearning courses that can be completed in 15-20 minutes offering visual presentation, brief online quizzes, and printable certificate of completion as well as audio clips available 24/7 so you can learn at your own pace and convenience.
- Monthly Seminars: Monthly and On Demand courses on a wide variety of topics.
- Calculators: Convenient tools for determining everything from how much house or car you can afford to how much you'll need for retirement.
- Checklists & Glossaries: You can assess yourself and family members on a range of issues using the provided checklists and glossaries.

Accessing Your Online EAP Benefit

All you need to do to get started is follow these easy steps:

1. Go to VITALWorklife.com
2. Click on "Member Login"
3. Enter Username: WELLS Password: member

That's all there is to it. From there, you can learn more about all aspects of your EAP benefit, and access your online work and life and legal information benefits, as well.

Questions? Call 800-383-1908 for immediate assistance.

VITAL Worklife Is There to Help You Improve Your Life

If you, or a family member is facing a challenge, we encourage you to call before the problem gets too large. Free, confidential services are available from VITAL Worklife, around the clock. Please don't hesitate to call 1-800-383-1908 with any questions or concerns you may have.

Sincerely,

The Wells HR Team