

Cleveland Clinic is committed to the wellbeing of its caregivers and understands how personal and work stresses can impact our quality of life and ability to provide skillful and compassionate care. The Caring for Caregivers Programs help you take care of yourself and maintain your ability to provide a world class patient experience. The programs offer expert, confidential and free support through the:

- Professional Staff Assistance Program
- Licensed Professionals Health Program
- Employee Assistance Program
- Wellbeing Resource and Referral Service

Together, these programs demonstrate the importance Cleveland Clinic places on caring for our caregivers.

To learn more, seek assistance confidentially, schedule an appointment or speak to a counselor immediately, call **216.445.6970** or **1.800.989.8820**.



Caring for Caregivers

Staff and Employee Assistance Programs

Professional Staff Assistance Program (PSAP)

PSAP offers physicians and other professional staff a spectrum of resources aimed at supporting wellness, prevention and personal/professional development. Services also extend to evaluation and treatment for issues that may lead to impairment.

- Prevention education
- Consultation, coaching, counseling, and health services
- Referrals to resources within Cleveland Clinic and the community

Licensed Professionals Health Program (LPHP)

LPHP is a restorative service created to help nurses and other licensed health professionals overcome impairment:

Substance abuse, chemical dependency or other physical or mental illness.

LPHP promotes patient safety and employee health by offering:

- Consultation to those concerned about a licensed health professional's functioning and practice
- Assistance to professionals in obtaining appropriate evaluation and treatment
- On-going monitoring of the professional's progress in recovery
- Facilitation and coordination of return-to-work and re-entry to practice
- Support and advocacy for licensed health professionals
- Educational programs

Employee Assistance Program (EAP)

Employee Assistance Programs contribute to a healthier and productive work environment by helping employees reach their full potential both

EAP assists in a crisis, and in helping employees manage a wide range of issues that include, but are not limited to, stress, emotional problems, work problems, alcohol and other substance use, family and marital problems, parenting, loss and bereavement, and financial pressures. Services include:

- Confidential assessment
- Short-term counseling
- Information and referral services
- Crisis response services/Critical incident stress debriefing
- Supervisor and management consultation
- Education and outreach

Wellbeing Resource and Referral Service

The Wellbeing Resource and Referral Service provides you and your family with free, confidential 24/7 assistance online or toll-free over the phone. You have access to a comprehensive collection of resources: family dependent care and legal specialists, articles, tips, provider databases, resources, self-assessments, skill-builders, and more.

Website

Visit our intranet site at: <http://portals.ccf.org/caregivers>. Click on the Wellbeing button—you will be automatically linked to the site. Use this address to access wellbeing resources from your home computer: <http://www.powerflexweb.com/1629/login.html>. ID: clevelandclinic Password: caregiver

Legal Assist Specialist: 1.866.707.5385

- Access to qualified legal advice and counsel, either by phone or in-person
- Free consultation session with an attorney specializing in your issue
- Discount on hourly attorney fees (Some restrictions apply)

Family Dependent Care Specialist: 1.800.445.1641

- Childcare/Eldercare consultation and referral
- Adoption information
- Educational information and more...

