



## First Responder Assistance Program

Your insurance coverage through Provident includes access to 24/7 confidential life assistance services for you and your family members, designed to help you deal with the unique challenges and stressors that first responders face, as well as resources for your everyday legal, financial and child care issues.

For all you do for your community, let Provident help bring you peace of mind when you need it most.

### 24/7 Access to Address Personal Concerns

This program helps you address issues related to stress, relationships and other concerns that you and your family may face. Masters'-degreed counselors are on hand to listen, provide guidance and offer appropriate referrals for:

- Stress/tension
- Depression and anxiety
- Substance abuse
- Grief and loss
- Family and other relationships
- Parenting

You can access these services anytime online, by phone and even by text and e-mail.

As needed, counselors can provide referrals related to insurance benefits and community resources.

### Stress Management Coaching and Webinars

Learn to better manage on-the-job stress with up to five telephone coaching sessions provided by counselors who work with you to identify stress triggers, learn coping techniques and develop an ongoing stress management plan. We also offer quarterly stress management webinars for additional coping guidance.

### Life Assistance Services and Referrals

We offer consultation, resources and referrals for the everyday concerns that can cause distractions and loss of focus when you need it most, including:

**Family** – Child care, elder care, adoption research and referrals

**Legal** – Access to attorneys are for 30-minute phone or in-person legal consultation

**Financial** – Referrals to consultants to assist with debt management, credit problems, retirement planning or college funding

### Online Information, Tools and Services

Our interactive website provides you with information on issues that matter to you – from family life to legal and financial. You also have access to:

- Online wills and legal forms
- Interactive behavioral health assessment and tools
- Child and elder care locators
- Calculators and tools to help with financial decisions
- Identity theft prevention and recovery information

## Don't Suffer in Silence

Call today  
**855.207.1747**

Or visit:  
[workhealthlife.com/us](http://workhealthlife.com/us)

Organization:  
NORTH CAROLINA  
ASSOCIATION OF  
COUNTY COMMISSIONERS  
JOINT RISK MANAGEMENT AG

*The First Responder Assistance Program  
is not insurance and is provided  
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