

Be Well Program

The Be Well Program, formerly known as the Employee Assistance Program (EAP), provided through Harris, Rothenberg International (HRI), Inc., is a confidential counseling service designed to help you and your family members resolve issues that affect your personal life or interfere with your job performance. You can call Be Well 24/7 for help with issues such as sleeping difficulties, anxiety or depression, substance or alcohol abuse, emotional and physical abuse, family and relationship issues, workplace conflict, adopting healthy behaviors, financial concerns, and others.

When you or a family member (spouses/domestic partners*, and dependents) calls Be Well, you will speak with a licensed counselor who will talk with you about your concerns and, if warranted, refer you to an appropriate counselor near your work or home. You can schedule up to three counseling sessions per issue with an HRI licensed counselor, per year, at no cost to you. If you require additional counseling, you will be referred to a counselor near your home or work. The cost for subsequent counseling may be covered by the Citi Medical Plan. Contact your specific plan to confirm coverage details.

All Be Well services are confidential, as required by law. That is, no information will be shared without the written consent of the individual seeking assistance, unless the counselor is legally bound to take action.

The Be Well is a core benefit available to all benefits-eligible employees and their family members. You do not have to enroll or make any contributions to use this benefit.

Employees and their family members can also access HRI's website, which includes many additional resources to help with physical and mental wellness.

*Spouse/domestic partner includes legal spouse (same or opposite sex), domestic partner and civil union partner.

Contact the Be Well Program as follows:

Telephone: **1-800-952-1245**

TTY: **711, then 1-800-952-1245**

Website: **www.harrisrothenberg.net**

Username: resources

Password: for_you

Geriatric Assistance Program

When an older relative's physical or mental health changes or her or his ability to handle routine activities is impaired, the stress on you and your family can be significant, and few people have the expertise to determine which concerns require immediate care. The situation can be even more difficult for those who live at a distance from older relatives.

The Geriatric Assistance Program can provide the following:

- > Professional consultation with a highly experienced counselor who can answer common caregiving questions;
- > Assistance with care planning, including a full assessment of the adult's health and living situation;
- > A review of the quality of care in different facilities; and
- > Implementation and coordination of caregiving services to meet the needs of the older adult and family members.

Call the Geriatric Assistance Program through Citi's Be Well or Work/Life Program:

Be Well Program
1-800-952-1245
TTY: **711, then 1-800-952-1245**

Work/Life Program
1-866-449-9933, option #2 for the Work/Life Program