

*You. Your family. Your job.*

**Confidential, free help** for personal, family and work problems.

Our Employee Assistance Program has one purpose – to work closely with you to correct situations before they interfere with your home or work life. We do this with high quality clinical and personal care. **JBG Clinical Care** is described on this page; **JBG Personal Care** on the reverse side.

### *What types of problems are covered by JBG Clinical Care?*

Confidential assessment and brief counseling for:

- Marital Relationship
- Parent/Child Conflicts
- Grief and Loss
- Anxiety
- Stress
- Depression
- Substance Abuse
- Workplace Issues
- Gambling
- Other Concerns

### *How do I contact JBG Clinical Care and what should I expect?*

Call **Jorgensen Brooks Group** at **520-575-8623** [toll free, **888-520-5400**].

Local, in-person clinical appointments can be made Monday through Friday, 8:00am through 4:30pm. Virtual / Video, telephone and Internet Chat clinical appointments with licensed therapists are also offered. **Crisis services are available 24 hours/7 days.**

### *How many counseling sessions are available?*

You and your family members can have up-to-**eight [8]** free sessions per problem, per person, per year. Counseling for a specific problem [regardless of the number of sessions provided] requires a one-year break before sessions can again be provided for that problem. Sessions for marital / relationship and family / child situations are authorized for the group involved; separate sessions may be authorized for individuals upon clinical review. Adult children living in the household may receive services until the age of 26.

### *What if I need services beyond JBG Clinical Care?*

**JBG Clinical Care** can guide you to available options, including self-help groups; behavioral health professionals; treatment programs; or other resource based on your condition, financial needs and / or insurance coverage. Always, **JBG Clinical Care** will first refer you to network providers in your medical plan. Once referred, you will be responsible for the cost of these services.



Your employer is not told who  
uses **JBG Clinical Care** or  
**JBG Personal Care**.

**Call – 24 hours/7 days**  
**Tucson: 520-575-8623**  
**Toll Free: 888-520-5400**

You and your family have *free, unlimited use of JBG Personal Care*; the services are *available 24 hours/7 days by telephone, internet chat, or website*.

Call - 24 hours / 7 days  
Tucson: 520-575-8623  
Toll Free: 888-520-5400

#### JBG Personal Care Website

- ⇒ [www.jorgensenbrooks.com](http://www.jorgensenbrooks.com)
- ⇒ Home page; Click JBG Personal Care
- ⇒ Find and click on "Click here to access your JBG Personal Care" ; in the new window, type your Company Login: "Flowing Wells USD"

#### Live Chat

- ⇒ Follow instructions to JBG Personal Care
- ⇒ Home page, upper left
- ⇒ Click on LIVE CONNECT
- ⇒ Complete brief inquiry form to connect to Chat Now.

#### Mobile App - EAP / Assist

- ⇒ Download from Google Play [android] or App Store [IOS]
- ⇒ Register on the app
- ⇒ Enter Employer number "Flowing Wells USD" and standard password "JBG" [not case sensitive]

# JBG Personal Care

**JBG Personal Care** is another important benefit of your Employee Assistance Program. With this free, confidential service, professional consultants help you solve non-clinical problems for which you may not have experience or resources. Without the support of **JBG Personal Care**, life's pressures can become over-whelming

Examples of key [not all] **JBG Personal Care** services are:

- **Legal:** Will preparation, landlord disputes, separation and divorce, estate issues; services can include 30 minute free consultation, in-person or by telephone with a local attorney, and a 25% discount on attorney fees. Employee disputes with employers are not covered.
- **Financial:** Budgeting, managing credit card debt, other matters. Financial planning is a regulated service and not included.
- **ID theft recovery:** Assistance with prompt notification of creditors and other financial providers; guidance on managing a return to control of your identity.
- **Child and Elder care:** Appropriate providers are nearby specialty resources for infants, children and older citizens
- **Education:** Resources for all types - primary and private, non-profit and profit, trade and higher education.
- **Housing:** Resources for all types – temporary and permanent, self-paying or subsidized.
- **Savings Center:** Discounts on thousands of personal, home and business goods without a membership fee.
- **Medical advice:** Website information provided through the **Mayo Clinic**