

**How EFR works:**

- **Access is easy and there's no cost to you.** Whether the issue is large or small, simply go online or call the toll-free phone number on this brochure any time, day or night.
- **Staffed by professionals.** EFR professionals are highly-trained and qualified. The information you receive is accurate, up-to-date and relevant to your particular circumstances.
- **Your call is private.** Your personal information is kept confidential in accordance with federal and state laws.
- **EFR is available 24 hours a day, 7 days a week.** Whether your concern is big or small, don't hesitate to call.

**Here are some important details about EFR:**

- There's no cost to you and it's totally confidential.
- Employees, dependents and others living in your household are eligible to use the program.
- To access services, call 1-877-275-6226 or visit [carelonwellbeing.com/ynhhs](http://carelonwellbeing.com/ynhhs).

Choose how you want support –  
video, phone, text or in person.

Visit the Yale New Haven Health intranet and click THRIVE under T in the department listings dropdown menu. From there, choose My Wellbeing from the Topics dropdown menu.



Contact [employee wellbeing@ynhh.org](mailto:employee wellbeing@ynhh.org) with questions.

## Employee and Family Resources Program

Offering confidential counseling and work/life support services for YNHHS employees and family members.



Call EFR toll free: 1-877-275-6226 (24/7)

To access the Carelon website, go to:  
[carelonwellbeing.com/ynhhs](http://carelonwellbeing.com/ynhhs)



*This brochure is for informational purposes only for Yale New Haven Health employees and their dependents and household members. Carelon services do not replace medical care. In an emergency, seek help immediately.*

# Employee and Family Resources (EFR) Program

The Employee and Family Resources (EFR) program is YNHHS' employee assistance and work/life program designed to help all employees, their families and other household members thrive. EFR is provided by a national employee assistance platform called Carelon. EFR's new, enhanced website makes it easy to access support the way you prefer, including video, phone, text or in person.

## How can EFR help you?

Call EFR for guidance and support managing work and life, including:

- Strengthening relationships
- Coping with stress, anxiety or depression
- Achieving personal goals
- Finding care for an aging relative or child
- Sorting through legal matters
- Guidance for alcohol, drug, gambling and related concerns
- Resolving conflicts
- Working through grief or loss
- Planning for a strong financial future
- Improving communication skills
- Planning for life events such as a marriage or birth of a child
- Parenting questions or concerns

## Benefits of EFR include:

**Confidential Counseling** – video, phone, text or in person.

- No copay, up to six (6) free sessions per issue
- Experienced, licensed counselors in many convenient locations
- Easy access and fast service, appointments available within days

**Work/Life Services** – resources and referrals for everything for your home and family.

- Child care, parenting, family and education support
- Elder care and caregiver support
- Travel, recreation, entertainment resources
- Find home repair, pet care, moving, consumer services

## Legal and Financial Assistance

- Free initial consultation with attorneys and financial specialists
- 25% discount off attorney's fees if retained after initial consult
- Identity theft assistance

**Online Resources** – new, enhanced website, [carelonwellbeing.com/ynhhs](http://carelonwellbeing.com/ynhhs).

- Articles, videos, calculators, quizzes, webinars and self-search locators to help improve your health and manage life events. English and Spanish versions available.
- Locate EFR counselors and schedule phone and video sessions online.

## EFR Emotional Wellbeing Services:

- Webinars on stress, resilience, self-care and mindfulness
- Stress and Relaxation Breaks at staff meetings
- Mindfulness and meditations
  - Phone meditations
  - Classes and instruction
  - eM Life App – live and on-demand meditations and classes
- Peer Support Teams
- Employee Wellness Check-ins

Visit THRIVE on the YNHHS intranet for more information.

**The Employee and Family Resources program upholds strict confidentiality standards. No one will know you have accessed the program for any services unless you specifically grant permission or express a concern that presents the program with a legal obligation to release information.**

## Employee and Family Resources Program

Yale  
NewHaven  
Health

Call any time, day or night!  
Available 24/7

**1-877-275-6226**

Access online resources:  
[carelonwellbeing.com/ynhhs](http://carelonwellbeing.com/ynhhs)