

## Summary of Benefits

### PayPal – Employee Assistance

*This Summary of Benefits is a brief overview of your plan's benefits only. The benefits listed are for the PayPal members in Omaha, Nebraska.*

*Members do not have a co-pay when accessing their Employee Assistance benefit. All services are available to employees and their family members. See the PayPal Health and Welfare Benefits Plan Summary Plan Description for eligibility information.*

*Each employee, their spouse or significant other and children 26 or younger are eligible for the six free sessions per problem, per year.*

**24-hour availability:** *Professional counselors are available 24 hours a day to set an appointment at Arbor or inquire about a referral to a variety of professional services; including legal, financial, child care or medical.*

**Free Phone Consultations:** *Arbor can help you immediately with your concerns. This service is especially helpful when a crisis occurs.*

**Free Assessments and Short-Term Counseling:** *You are invited to complete a free face-to-face assessment. Arbor Families' counselors are able to help you address any personal issue. These assessments can be scheduled at your convenience within 48 hours if necessary.*

**Six Free Sessions for all Employees:** *Each employee, their spouse or significant other and dependent children living in household are eligible for the six free sessions per problem, per year.*

**Counseling to address:** Assessments, referrals, and solution-focused coaching or consulting in the areas of: Stress Management, Behavior Management, Drugs/Alcohol, Anxiety, Depression, Work Issues, Wellness Issues, Relationships, Kids/Teens, Crisis Intervention, Family Problems, Individual Concerns, Parenting, Grief

**Coaching:** Employees are able to access coaching for a variety of skill development areas including, but not limited to communication, leadership, negotiation, time management, change management, etc.

**Professional Referrals:** Arbor will give referrals for professional assistance in the following areas:

**Legal Referrals, ChildCare or ElderCare Referrals, Wellness or Healthcare Referrals, Living Transition Issues, Referrals for College-age dependents**

**Orientations for all Employees**  
**Supervisor Training on How to Refer**  
**Unlimited Management Consultations**  
**Unlimited Employee Seminars**

**Quarterly Newsletter:** A newsletter will be made available via email and paper format for posting on the company intranet.

**Quarterly Utilization Report**

**On-Site Services Available:** Arbor can attend to employees either in groups or individually on-site when the need arises. This on-site work does not count against their six free sessions.

**Presence/Booth at all Health Fairs or Benefits Fair**

**Critical Incident Stress Debriefing:** Arbor can address employees on site or at our office when critical incidents happen. This can either be in group or individual format and will include follow-up sessions.

**Mandatory Substance Abuse Evaluations:** When employees test positive, Arbor can evaluate and make recommendation for treatment. We will then follow up with an employee for one year after returning to work.

**On-Site Education Including:**

- Posters
- Employee Cards
- Program Brochures