



Program Overview

RRD



Support for everyday issues. Every day.



What is SupportLinc?

A mental health benefit offered by RRD, separate from your medical insurance.

- Emotional wellbeing resources
 - In-the-moment support by phone or live chat
 - Face-to-face or virtual (video) counseling sessions
 - Text therapy
 - Self-guided resources
- Work-life balance support
 - Expert consultations





Who is eligible for SupportLinc?



The
Employee



Spouse and
dependents



Household
members



Emotional wellbeing resources to keep you at your best

SupportLinc offers expert guidance to help address and resolve everyday issues. Access support whenever, wherever is most convenient for you.



Phone

In-the-moment support from a licensed clinician 24/7/365



Email

Send in your questions or connect with a counselor



Ask the expert

Request information or resources based on a topic or concern



Live chat

Chat live with a licensed counselor through the mobile app



Text

Text support to 51230



Real-time scheduling

Schedule care directly with a counselor or coach



Coaching

Boost your emotional fitness, learn healthy habits and establish new routines



Textcoach®

Personalized coaching on desktop or mobile



Animo

Digital behavioral health to improve your emotional fitness



Digital group support

Attend an anonymous group support session



In-the-moment support

From a licensed clinician

- For guidance to cope with and resolve a variety of issues including:
 - Depression, anxiety or stress
 - Grief and loss
 - Relationship problems
 - Family or parenting issues
 - Substance use





Short-term counseling

In-person or virtual (video)

5 sessions, per issue, per year, per household member

- Comprehensive assessment by a clinical professional
- Identification of your primary concern
- Recommended next steps
- Referrals to conveniently-located, local providers with available appointments or other appropriate resources





Coaching

Get assistance from a Coach

- Boost your wellbeing and emotional fitness
- Learn healthy habits, establish new routines, improve mental health and stay focused
- Explore topics like meditation, mindfulness and sleep fitness



Work-life benefits



Legal consultation

- Free in-person or telephonic consultation



Financial consultation

- Guidance and consultation from financial planners and budget specialists



ID theft consultation

- Free consultation and tailored recovery action plan



Dependent care resources

Child care referrals

- Daycare centers
- Home child care
- Nannies
- Recreational programs

Elder care referrals

- Adult daycare
- Assisted living
- Home health care
- 'Meals on Wheels'
- Retirement communities



Convenience and concierge resources

Expert referrals for everyday needs

- Home improvement
- Entertainment services
- Pet care
- Auto repair
- Wellness
- Travel
- Plumbers and handymen
- Volunteer opportunities

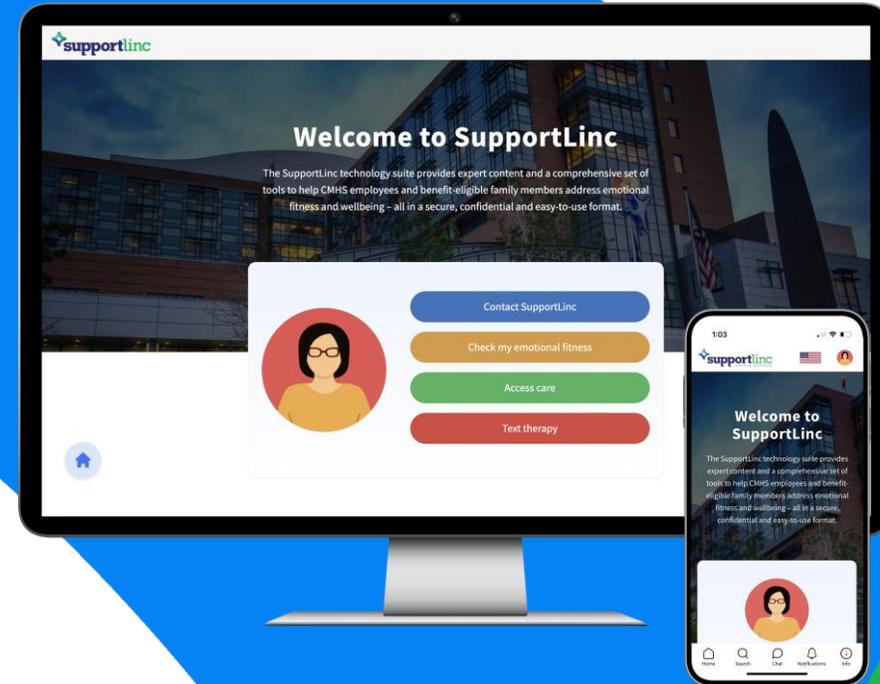




SupportLinc

Via web or mobile

Get help navigating life's challenges with confidential support from a licensed counselor as well as expert content – all from the convenience of your desktop, phone or tablet.



Download the mobile app today!

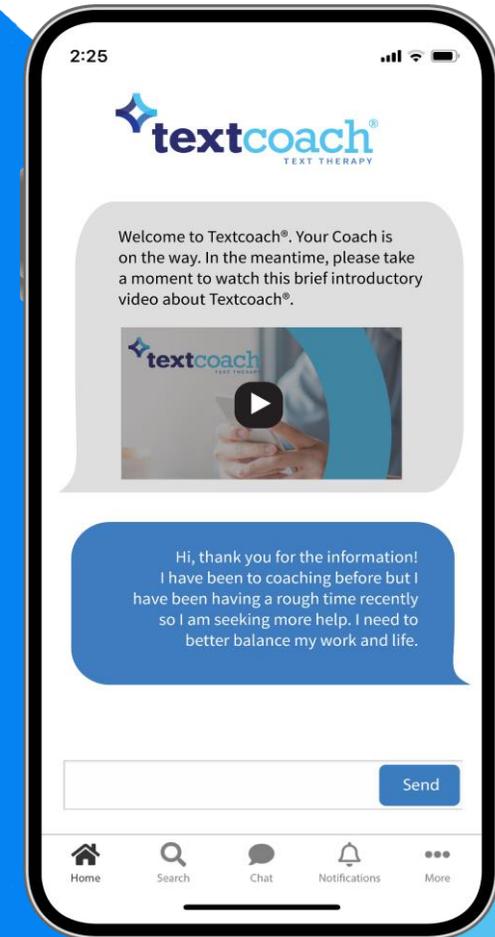


supportlinc.com
group code: rrd

Textcoach®

Coaching that puts happiness
at your fingertips

Whether you want to start small
or make a big life change, a little
bit of support can go a long way.
Textcoach® allows you to connect
with an emotional wellbeing
"Coach" on your own terms –
no appointments or wait times!





Supporting teenagers

Mental health resources

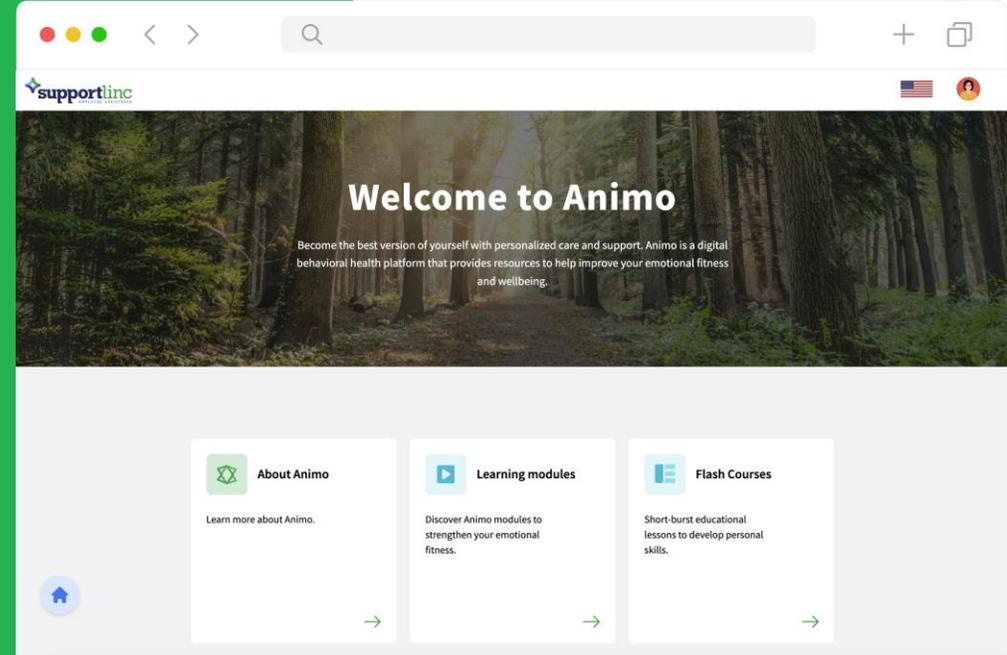
- Schedule no-cost, short-term counseling sessions on their behalf via your web portal or mobile app
- Access family counseling sessions
- Share on-demand videos, articles and tip sheets on topics like starting school, depression and resiliency
- Connect them with a licensed counselor through Textcoach®



Animo

Discover your inner strength

Strengthen mental health and overall wellbeing using Animo's self-guided content, practical resources and daily inspiration to foster meaningful and lasting behavior change.



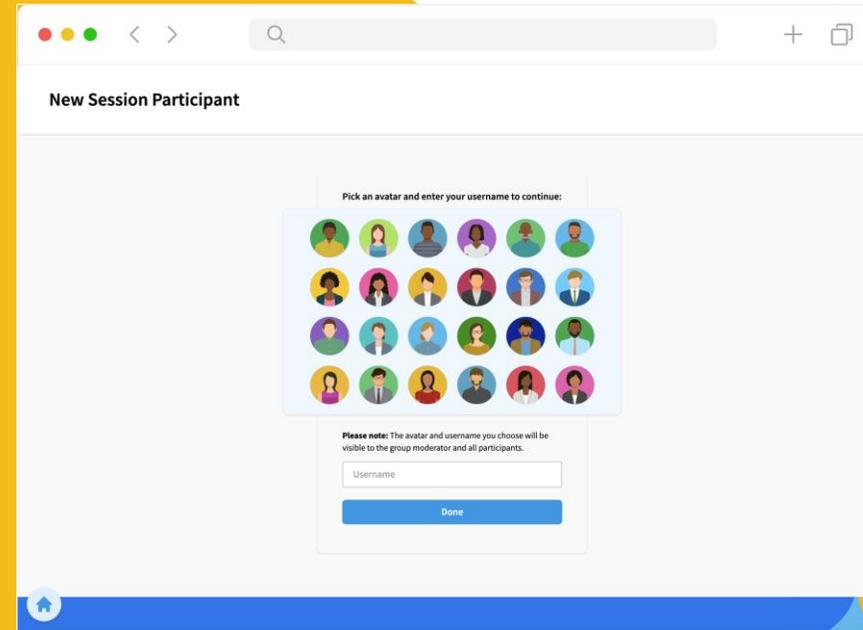


Digital Group Support

Live, moderated sessions

Provides confidential group sessions on a wide variety of topics via the desktop or mobile platform. Topics include:

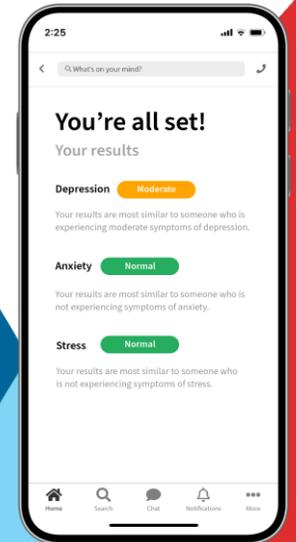
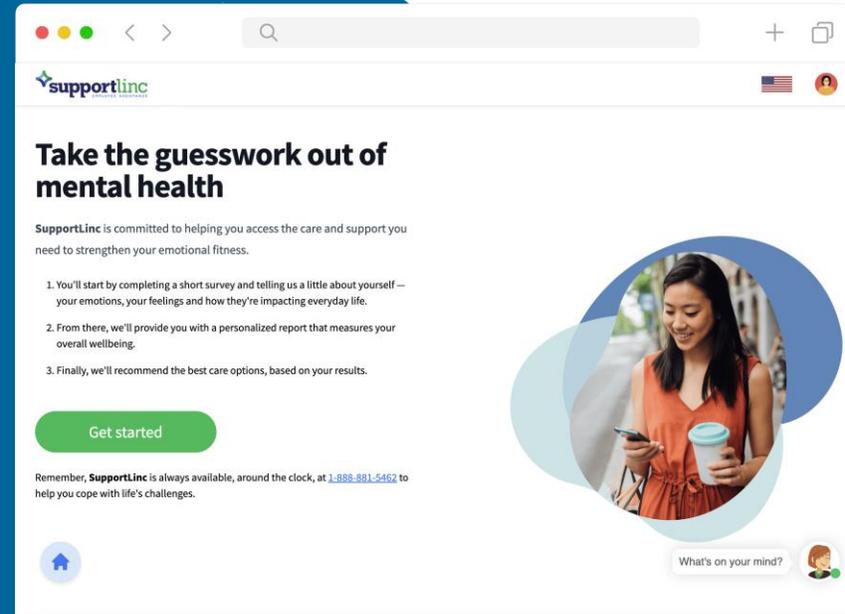
- Avoiding addiction
- Caregiver support
- Coping with stress
- Grief
- Mindfulness
- Preventing burnout
- Self care
- Sleep fitness



Mental Health Navigator

Take the guesswork out of your mental health

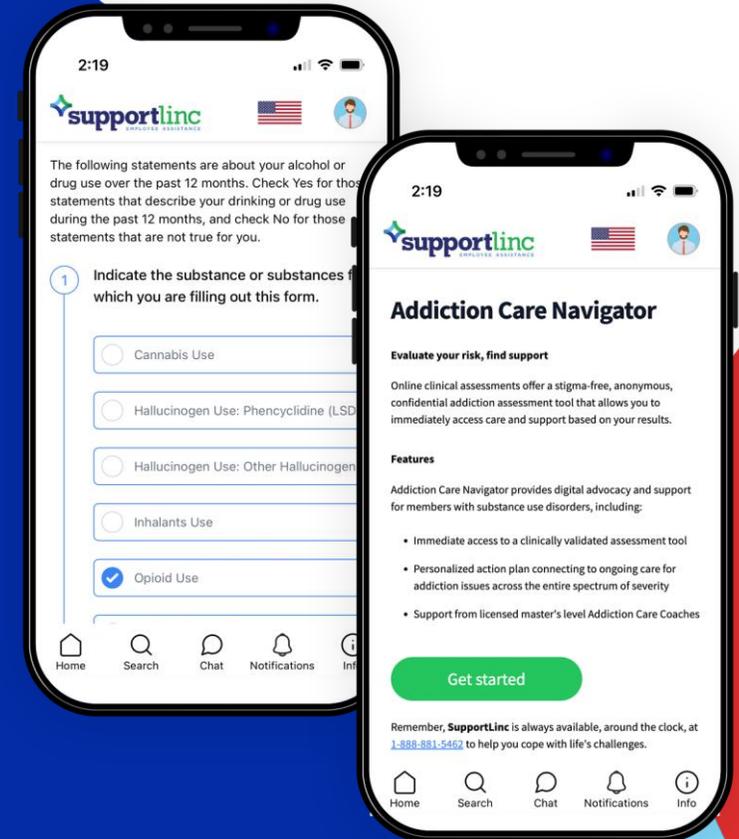
When life gets hectic, your emotional wellbeing can sometimes fall to the bottom of your to-do list. The Mental Health Navigator survey and personalized report make starting your journey easy and fast.



Addiction Care Navigator

Evaluate your risk, find support

The Addiction Care Navigator online assessment offers a stigma-free, anonymous and confidential way to assess substance use risk and immediately connect you with care and support.





Manager Consultation

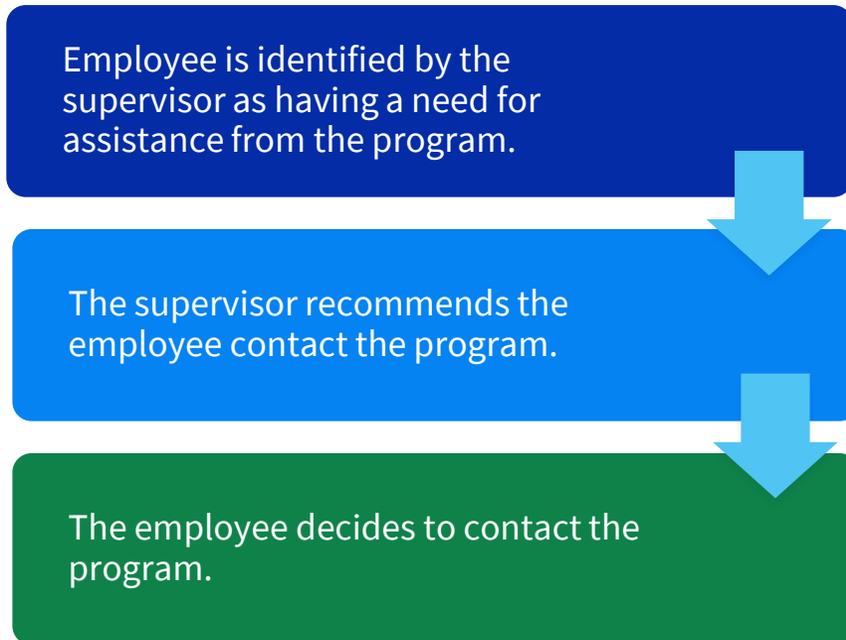
SupportLinc provides HR, managers and supervisors with expert consultation related to a variety of workplace issues, including:

- Employee personal problems that interfere with work performance, attendance or attitude
- Concern for employee safety
- Drugs and alcohol in the workplace
- Return-to-work strategies for employees returning from a leave of absence
- Organizational change
- Promoting the availability of EAP services
- Training and education
- Critical incident response services

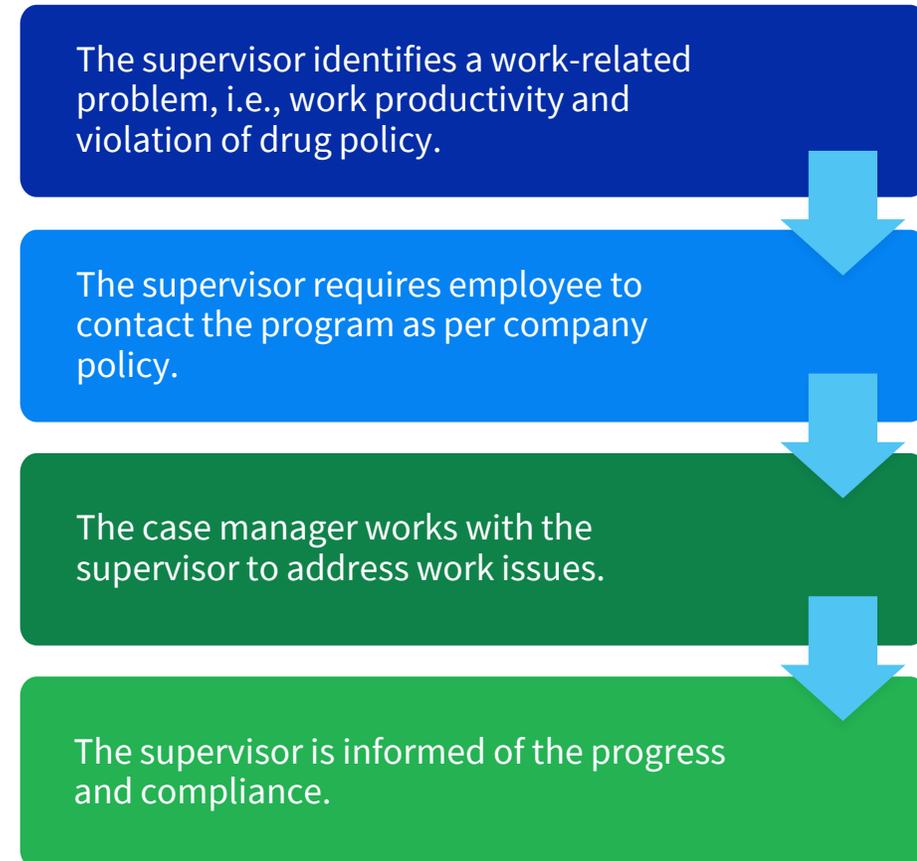


Referrals to SupportLinc

Informal (soft) referral



Formal referral





Critical Incident Response (CIR)

Reduce the impact of traumatic events

- Death, accident, workplace violence, natural disaster, RIF, robbery
- Around-the-clock access
- Expert consultation/assessment of need
- Individualized response plan created for each event
- Educational materials
- Individual support
- Onsite facilitation of group process
- Local team of CI response professionals
- Post-event reporting, recommendations and referrals





Training

- Professional organizational development modules delivered by subject matter experts
 - Nationwide team of training professionals
- Comprehensive training catalog
 - Reducing risk and liability
 - Management training
 - Supervisor and employee development
 - Personal growth
 - SupportLinc (benefit) training





Connect with us

1-888-881-LINC (5462)

supportlinc.com

group code: rrd

wellbeing.place



@supportlinc