

**Employee Assistance Program Provided by:  
Life Systems Solutions, PLLC**

**Customer Service Number:** (704) 500-9899

**Office Address:** 132 Joe V Knox Ave, Suite 102  
 Mooresville, NC 28117

MGSD has contracted with Life Systems Solutions, PLLC to provide employees and their immediate family members with an Employee Assistance Program at no cost.

MGSD recognizes that personal and family problems can impact your life both at home and at work. With more working couples and single parents, personal matters are harder than ever to manage and it's hard to know where to turn.

When you face these challenges in life, it is nice to know there's a place to call. To assist you and your family in getting the help you need, MGSD has established the Employee Assistance Program (EAP) which is a confidential, free support service designed especially to help you with the issues that affect your life the most.

When you call the EAP number (704) 500-9899, we will help you schedule an appointment for you or your immediate family member for a face-to-face session. The EAP will help you clarify your problem, identify options, offer support and professional guidance, and help you develop an action plan.

## **What types of issues can my EAP assist me with?**

You and your immediate family members can make an appointment to see the EAP counselor who is ready to meet, listen and talk with you. You need not be alone in coping with issues such as:

- Relationship problems at home
- Work related stress or conflict
- Drug or alcohol problems
- Grief and loss
- An aging parent or troubled teen
- Financial stress
- Anxiety, fear or depression
- Care giving
- Parenting issues

## **What will it cost?**

All EAP services are paid for by MGSD. You do not pay for any call or visits to EAP. If you need help beyond the six sessions offered, you may be referred to a community resource or to a provider covered by your medical benefits. Your EAP counselor will take into consideration your insurance benefits and other financial means when making your referral.

## **What about confidentiality?**

It is your decision to take advantage of this service, although sometimes your supervisor may ask you to call. Either way, all EAP records and services are treated with the utmost confidentiality. MGSD has selected Life Systems Solutions because it is independent and located off site from the work environment.

No one will know you have used the service unless you inform them or if you are referred by your supervisor.

## **What is the best way to prepare for an appointment?**

Begin by thinking about your reason for asking for help. Your EAP counselor will be interested in knowing about you as a person, your family situation, your support system and any special interests you may have. Your appointment will be with a master's level - state licensed counselor with years of experience in helping people solve problems. Your counselor will help you:

- Identify the problem
- Sort through your feelings
- Look at all the options
- Make a plan for action
- Move toward a workable solution

Ask your Human Resources or Manager to provide you with more information on this valuable service. You may also call the EAP direct at (704) 500-9899.