



City of Palo Alto FIRST RESPONDERS

Your all-in-one mental health,
employee wellbeing solution at no cost
to you or your family.

HELP WHEN YOU NEED IT*

Confidential Counseling*

In-person, Telephone, Video, Text, Chat

First Responder specialty panel counselors help with:

- . Stress, depression, anxiety
- . Major life changes
- . Communication issues
- . Anger, grief, and loss
- . Relationships
- . Substance abuse
- . Emotional wellbeing
- . Job stress, work conflicts



Parent Coaching

Experienced parent coaches can help you understand the issues, guide you in making decisions and provide you with the tools to help you create healthier, more fulfilling relationships with your children.

In-the-Moment Support

In distress or just want to talk? Maybe you're worried about kids, anxious about work, or had a fight with a family member. A Concern counselor is here to listen and help you plan a positive next step.

Work-Life Resources

Receive expert guidance for life's expected and unexpected events, helping you find a happier balance at home and less distraction at work. Help with **financial*** issues, **legal*** concerns, **adult care*** resources, **parenting and childcare*** referrals.

Guided Mindfulness

Full suite of live and on-demand mindfulness solutions designed for daily use. Discover resources to help you build and sustain healthy habits. Access through your digital dashboard.

GETTING STARTED IS EASY

Just call **800-344-4222** 24/7 or visit **employees.concernhealth.com*** and log in with your company code **PaloAlto**. Then click on "Get Services" to create your confidential digital dashboard. Check out **this video*** for a brief introduction to Concern.

YOUR BENEFITS

Your Concern benefit is available to all Fire Department and Police Department employees your spouse or domestic partner and dependent children up to age 26 living outside the household.

- **Counseling.** Up to **10** visits per person, per issue, per 12-month period.
- **Parent Coaching.** Three free telephonic sessions per year with an experienced certified coach.
- **Financial.** Free one to two 30-minute phone consultations with a financial specialist.
- **Legal.** Free 30-minute consultations with a qualified attorney. 25% discount off normal hourly rates if you retain their services.

**Open links for more detail*