



## Work/Life Program Services

The characteristics of the traditional family have evolved such that dual earner and single parent families have become the norm. Often, employees find they have no other options but to take time to resolve personal life issues during the course of their workday. At times such as these, when employees struggle to strike a balance between the demands of professional, personal, and family responsibilities, their productivity, efficiency, and even their quality of life may decline.

Work/Life services help organizations improve employee efficiency and productivity because these services provide resources and information that help employees save time.

Federal Occupational Health (FOH) has developed its Work/Life Program, *WorkLife4You*, specifically to provide support to federal employees so that they may better manage their personal and family responsibilities, as well as resolve occasional personal challenges without sacrificing workplace efficiency.

FOH is a non-appropriated agency that provides occupational health and wellness services exclusively to federal employees. FOH was created by Congress in 1946 by an amendment to the Public Health Service Act (42 U.S.C.), and is a service unit within the Department of Health and Human Services (HHS), Program Support Center. Our **mission** is to improve the health, safety, and productivity of the federal workforce.

Increasingly, federal organizations are offering Work/Life services because they understand that these services provide an unparalleled solution to the complex needs of today's employees. In fact, Work/Life services are no longer viewed as merely a benefit option. Clearly, they have become a business imperative that supports employees, enhances productivity, and serves as a retention incentive.

Whether they are new parents, part-time students, or caretakers for elderly relatives, in order to be successful, today's busy employees need more flexibility from employers than ever before. FOH's *WorkLife4You* Program offers a diverse range of options to help employees balance personal and workplace responsibilities, at every stage of life.

- More than 44 million families provide some kind of unpaid, informal elder care and 64% of caregivers in these families are employed full- or part-time. *National Alliance for Caregiving, 2004.*
- 6 out of 10 employed caregivers have made some kind of work-related adjustment as a result of their responsibilities. *MetLife Caregiving Costs Study, 2006*
- Caregivers lose between 5 and 12 days from work due to the stress of their responsibilities. *Employed Caregivers. U.S. Department of Health and Human Services fact sheet. 2003.*
- One in five working parents are part of the "sandwich generation" – both raising children and caring for elderly relatives. *National Study of the Changing Workforce, 2002.*
- 46% of employees either feel overworked and overwhelmed by the quantity of their work, or lack the time to step back and reflect on their work. *Families and Work Institute, 2002.*

FOH's Work/Life Program offers confidential information, referrals to qualified resources, and consultation services. The Program provides information about a variety of topics including: adoption, becoming a parent, newborn and child care, college and technical schools, relocation, career development, financial planning, legal assistance, convenience services, retirement planning, elder care, and services for adults with disabilities and illnesses.

The FOH *WorkLife4You* Program features:

### **WorkLife4You Services**

Employees simply call a national toll-free telephone number and are immediately connected with professional Work/Life Consultants who have expertise in child development, education, gerontology, and other areas. Consultants will answer questions, provide information, and identify appropriate local resources for callers based on their unique needs. The diverse services provided include locating, pre-screening, and confirming openings in day care and elder care centers.

### **Educational Resources**

Employees who call the *WorkLife4You* Program receive customized educational and referral materials including information tips, evaluation checklists, and a list of suggested resources that are relevant to the employee's needs. Employees who visit the *WorkLife4You* website can download and print educational and resource materials. Employees receive customized educational materials and referral information within three to five days of a request.

### **WorkLife4You.Com Web-Based Services**

Work/Life services are also available online via our private website, [WorkLife4You.com](http://WorkLife4You.com). The website provides up-to-date educational resources, including the latest news, on a variety of subjects. By logging onto the website, employees can conduct their own search for resources, service providers, or programs such as nursery or special needs schools, adoption agencies, adult day care centers or skilled nursing facilities. Access to [WorkLife4You.com](http://WorkLife4You.com) is free and available at all times, day or night.

### **Integration of Services**

FOH's Work/Life and Employee Assistance Programs (EAP) have been designed so that services may be integrated and accessed through a single toll-free telephone number. Professionally trained staff answer the telephone and offer callers the full range of EAP and Work/Life services.

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## **FOH, the Occupational Health Provider of Choice for the Federal Government**

**T**he mission of FOH is to improve the health, safety, and productivity of the federal workforce. Created by Congress in 1946, FOH is a non-appropriated service agency within the Department of Health and Human Services (HHS), Program Support Center.

Federal agencies throughout the U.S. and overseas can access FOH services. FOH provides worksite health services, Wellness/Fitness, Employee Assistance Programs (EAP), Work/Life, Environmental Health and Safety, Organizational and Professional Development, and Training and Education.

Make Federal Occupational Health your partner in building a healthier, more productive work force. For more information, please visit us at [www.foh.dhhs.gov](http://www.foh.dhhs.gov) or call us today at **1-800-457-9808**.

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