



Office of Human Resources California State University San Marcos 333 S. Twin Oaks Valley Road San Marcos, CA 92096-0001
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Dear Employee:

We are pleased to announce a new employee assistance and work/life program called LifeMatters. We have contracted with Empathia Pacific, Inc. to provide this **free, confidential** service to you and anyone living in your household.

Effective July 1, 2017, you and your household members may call 1-800-367-7474, 24 hours a day, every day of the year to receive LifeMatters services. A LifeMatters representative is available at all times to provide assistance for a wide range of issues, including:

- Depression
- Family or job concerns
- Legal matters & financial questions
- Alcohol or drug abuse questions or problems
- Emotional or stress related issues
- General health & wellness
- Adult & elder care needs
- Parenting and child care concerns
- International & domestic adoption
- Summer programs & camps
- After-school programs
- Children with special learning needs
- Finding a college/financial aid
- Caregiver stress & burnout
- Pet care
- Other personal concerns

The program's counseling services are available at no cost to you and your household members. Professional counselors are available both on the telephone and on an in-person basis in your local area. You can receive up to five (5) counseling sessions, per issue. If additional counseling or services are recommended, the counselor will assist you with accessing providers covered by your insurance plan, or at a low cost if you do not have insurance.

Additional access to LifeMatters is available through their website. Visit mylifematters.com and sign in using our campus code (**cougars**) to obtain educational information, useful links, help locating child and elder care providers and self-assessment tests.

Privacy is strictly protected within legal limits. Information about your contact with LifeMatters will not be released without your prior consent except in cases of imminent threat of harm, or when abuse of a child or vulnerable adult may be occurring.

You may not need assistance now, but if you or a household member needs help in the future, LifeMatters is always there. If you have any questions about this service, call LifeMatters at 1-800-367-7474, or contact the Office of Human Resources at (760) 750-4418.

Sincerely,
Office of Human Resources