



EAP – ASSISTANCE PROGRAM

When you have a long list of stressors – and a longer list of to-dos



No matter how you're feeling, you put on a good face for others. But when you're going through something tough, you don't have to deal with it alone. Your Employee Assistance Program (EAP) is available to help with all of life's concerns – big and small.

When life is throwing a lot at you, connect with someone who can help.

Experienced consultants are available 24/7 for support, guidance and resources to help you navigate:

- Relationship problems
- Stress, anxiety and depression
- Workplace conflicts and changes
- Eldercare support
- Parenting and family issues
- Legal and financial concerns

**You,
supported**



Scan the QR code or visit
liveandworkwell.com.

To find the right support for you, register with your HealthSafe ID or enter your company access code: Rosen

**24/7
availability**

| Confidential

**| No cost
to you**

More information about what's available to you

Counseling

EAP provides up to 8 sessions with an experienced provider for each issue or problem at no cost to you, and the benefit renews each year. All conversations are confidential and are not shared with your employer.

To access this benefit, call or sign in to **liveandworkwell.com** and request your activation code.

Financial coaching from experts

Receive 30–60 minutes of telephonic consultations per issue, per year with an experienced, credentialed financial coach to address a wide array of concerns including budget management, college funding, debt reduction, estate planning, retirement planning, bankruptcy and more.

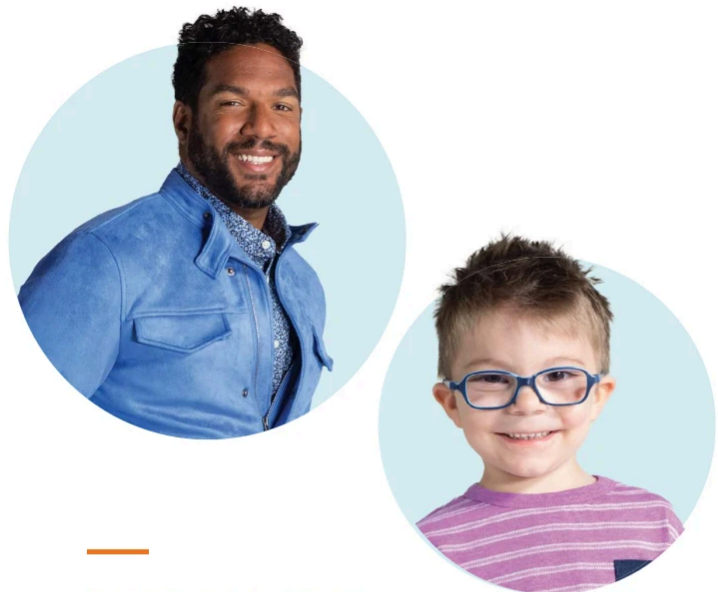
Legal counseling and mediation services

EAP provides a no-cost 30-minute telephonic or in-person attorney consultation to assist with legal issues such as document preparation, deeds, IRS matters, living wills, power of attorney, separation and divorce, trusts, and more. Receive a 25% discount on continuing services.

Digital support tools

Visit **liveandworkwell.com** for 24/7 confidential access to professional care, self-help programs and resources specific to your needs. Get clear information about your benefits and what's available to you.

You can also download the Optum Assist mobile app from the App Store or Google Play. Log in with your company access code: Rosen



1-866-248-4094

Or sign in to
liveandworkwell.com.

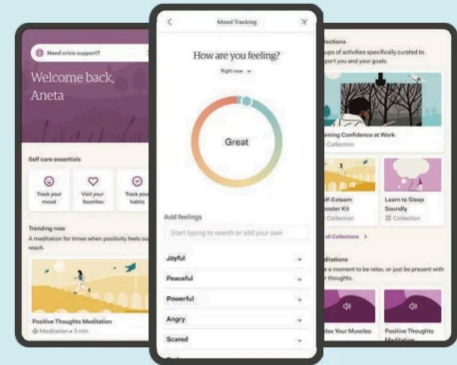
Register with your HealthSafe ID or enter your company access code: Rosen

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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Say hello to Self Care from AbleTo

On-demand help for reducing worry, stress and improving mood.



Get access to self-care techniques, coping tools, meditations and more – anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short optional assessment. Self Care is here to help you feel better – and it's available at no additional cost to you as part of your Employee Assistance Program.

Ready to get started?

- Visit **LiveandWorkWell.com**, register your HealthSafe ID or browse as a guest with your company access code **Rosen**.
- Look for Self Care from AbleTo on your homepage to begin.

Features and benefits



Daily mood tracking.

Answer daily questions to record your current mood, identify patterns and self-assess your progress.



Meditation tools.

Explore classic methods of relaxation – like deep breathing and positive visualization – in the moment when you need them.



Collections.

Build life skills with curated content, tools and resources for the stuff that matters most to you – from work life balance and sleep, and much more.



Personalized roadmap.

Track your progress, set goals and make strides through weekly check-ins – Self Care helps you create a roadmap to support your self-guided journey to better mental health.

Available 24/7.

Confidential.

No extra cost.

Self Care by AbleTo should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained within Self Care is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. Self Care is available to members ages 13+ at no additional cost. Participation in the program is voluntary and subject to the Self Care terms of use.

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WORK/LIFE BENEFITS

The Family Outreach Center is dedicated to supporting the needs of our family of associates. Your dedicated Family Outreach Center professionals can guide in your time of need and provide assistance with a variety of services such as:

- ✓ **REFERRALS TO SOCIAL SERVICES**
Assessments, information, and referrals to community agencies that meet the needs of our associates and their family members.
- ✓ **FINANCIAL AID FOR DAYCARE**
Rosen Hotels has a partnership with the Early Learning Coalition to match the childcare assistance available for eligible families. Even if you do not qualify for the childcare benefit, we are here to assist with finding a childcare option that works for your family.
- ✓ **EDUCATIONAL ASSISTANCE PROGRAMS**
Tuition reimbursement and scholarship programs for full-time associates and dependents.
- ✓ **CITIZENSHIP COURSE**
A review course for associates interested in becoming U.S. citizens.
- ✓ **FOOD ASSISTANCE**
Associates can receive emergency assistance with basic necessities for breakfast, lunch, and dinner.
- ✓ **IMMIGRATION ASSISTANCE**
Employment authorization card renewal and citizenship applications.



- ✓ **TAXES**
Tax preparation during tax season, when available.
- ✓ **TRANSLATIONS**
Translation of documents and onsite translation during specialist medical appointments (Arrangements must be made with the Outreach Center before scheduling the medical appointment)



**Rosen Hotels & Resorts
Family Outreach Center**

(407) 578-2100
outreach@rosenhoteles.com

FINANCIAL WELLNESS

EmployeeConnectSM offers professional, confidential services to help you and your loved ones improve your quality of life.

- Unlimited financial guidance by phone on household budgeting and short-and long-term planning
- Online interactive tools including financial calculators, budgeting worksheets and more

Online: www.guidanceresources.com

Username: LFGSupport

Password: LFGSupport1

Phone: 888-628-4824

Optum EAP – Two **free** 30-minute calls per financial topic with a financial counselor annually. Call 866-248-4094.

Empower Learning Center – Boost your financial IQ and feel inspired about your financial future with learning modules, tools, calculators and articles about the financial topics that interest you.

- Saving
- Investing
- Retirement
- Protecting
- Life Events
- Spending

https://www.empower.com/learning_center/#/

PERSONAL AND FAMILY MATTERS

EmployeeConnectSM – access the following information and referral resources anytime – online or by phone:

- Elder Care
- Child Care
- Pet Care
- Car buying
- College planning
- Housing
- Parenting
- Estate planning

Phone: 888-628-4824

Online: www.guidanceresources.com

Username: LFGSupport

Password: LFGSupport1

LEGAL ASSISTANCE

Optum EAP - Get a free 30-minute phone consultation with a lawyer and receive a 25% discount if you retain a lawyer. 866-248-4094

EmployeeConnectSM – Receive a free 30-minute consultation per legal issue with a lawyer and receive 25% off subsequent meetings.

LegalShield Membership includes direct access to a dedicated law firm as well as legal consultation on unlimited personal or business issues. An identity theft protection plan is also available. Learn more in the LegalShield section.

MENTAL HEALTH BENEFITS

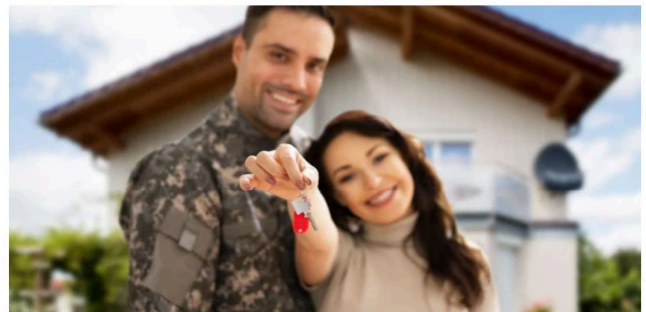
AbleTo - free self-help app to help you on your mental health and wellness journey. Learn more about the AbleTo app on page

Optum EAP - Receive confidential, personal support for everyday concerns to serious matters 24 hours a day, 7 days a week. You and your family members are eligible for unlimited telephonic counseling support and eight free in-person, virtual or text counseling sessions for personal issues including, but not limited to:

- Depression, Stress, Anxiety
- Addictions
- Coping with grief
- Family/Relationships/Marital concerns

Call Optum EAP to get started 866-248-4094.

An additional **5 free** counseling sessions are available with EmployeeConnectSM. 866-628-4824. Maximize your visits by choosing an Optum EAP provider who is listed with Employee ConnectSM.



EDUCATIONAL ASSISTANCE

Educational assistance programs are coordinated by the Rosen Hotels & Resorts Family Outreach Center. Please refer to the Associate Handbook in Self-Service for full program requirements or call the Family Outreach Center at 407-578-2100.

TUITION REIMBURSEMENT

Associates

Full-time associates who are on the active payroll for a period of at least six consecutive months are eligible. Classes must be related to the business of RH&R and taken at accredited educational institutions including technical or vocational schools. Students may be reimbursed at the end of each course and reimbursements will be limited to \$2,500 per calendar year. A minimum 2.0 grade point average is required.

Dependents

The intention of this program is to help qualified dependents obtain a college degree in the subject or field of their choice. This program is separate from the scholarship program outlined below and cannot be used in conjunction with that program. The parent must be a full-time associate on the active payroll for at least 6 consecutive months and the student must be a bona fide dependent who has been accepted to an accredited educational institution. Reimbursement assistance will be for \$4,000 maximum payable at \$1,000 per year for four years. Paid as coursework is completed. A minimum cumulative grade point average of 2.0 or better is required.

SCHOLARSHIP PROGRAMS

Associate Scholarship

The purpose of this scholarship program is to act as a safety net fund for tuition, and books for associates who qualify under the parameters of the program. The application for the scholarship program will include financial aid, and other scholarship opportunities. Full-time associates are eligible to apply for the Rosen Associate Scholarship immediately upon hire.

The program will assist with the process of attaining financial aid through the PELL grant program, or other appropriate programs, as well as scholarships for which the student is eligible. The program will fund the unmet financial need for tuition and books. Attendance to a Florida public university, community college or technical school is required. The program covers undergraduate courses only. Classes must enhance particular skills which directly relate to the associate's current job or desired career direction within RH&R.

Dependent Scholarship

The purpose of this scholarship program is to act as a safety net fund for tuition, and books for dependents who qualify under the parameters of the program. The application for the scholarship program will include financial aid, and other scholarship opportunities. Dependents are eligible after associates meet three full years of continuous full-time employment.

An eligible associate's unmarried children from the date of high school graduation to the limiting age of 23 years will be initially eligible. Spouses are not eligible. The program will assist with the process of attaining financial aid through the PELL grant program, or other appropriate programs, as well as scholarships for which the student is eligible. The program will fund the unmet financial need for tuition and books. Attendance to a Florida public university, community college or technical school is required. The program covers undergraduate courses only.

