



Employee Assistance Program

OVERVIEW



HELPING YOU ON THE FRONT LINE

KGA, your Employee Assistance Program, provides 24/7 confidential support for you as a first responder. Our experienced counselors can help you manage today's stress, in the moment, so you can return to your shift restored.

All assistance is confidential and available virtually through phone, video and text/message platforms, when and where you need it.

Through KGA, you and the adult members of your household can access:

- Grief and trauma counseling in response to adverse incidents in the line of work
- Counseling for anxiety, depression, stress, substance misuse, and the strain on family and personal relationships of being a first responder
- In the moment counseling when you have a free moment and just need to vent
- Support for your adult household members because we know your job does not just impact you – it can impact your family as well. Consultations for legal* and financial concerns
- Resources for caregivers supporting children and elder/adult family members

Who would assist me?

KGA licensed counselors and work-life specialists are highly skilled professionals with deep experience. Beginning with your initial contact, the same KGA staff member will work with you to ensure continuity and quality.

What happens to information about me?

All contact with KGA is kept confidential. No information, including your name, can be released to your employer or anyone else without your consent. The only exceptions are those required by law, such as when someone is determined to be a threat to themselves or others.

Contact KGA at:

800-648-9557

My.KGALifeServices.com

login with your company code

info@kgreer.com



For easy access, download our app, KGA Mobile.

* Disclaimer - No legal service, including advice and consultations, will be provided for: 1) employment-related matters, including employee or statutory benefits; 2) matters involving the employer, KGA Inc. and affiliates; 3) appeals and class actions; 4) frivolous or unethical matters; 5) matters for which an attorney-client relationship exists prior to the participant becoming eligible for benefits.

If a participant wishes to retain legal representation, KGA will refer participant to an attorney who may provide services at a 25 percent discount. This is not a guarantee of the least expensive attorney. Should the participant retain an attorney through a KGA referral, he/she is doing so outside the EAP services provided through the employer and participant is responsible for all fees and costs associated with legal services.