



Case study

Mental health support for caregivers

Situation

A member's aging mother was preparing to move in with her. The process was extremely stressful, but once they were both under the same roof, relief set in.

Unfortunately, new complications quickly arose and the mother became ill. The member was in desperate need of mental health support to help care for her ailing mother—and for herself.

A co-worker reminded the member that the Employee Assistance Program (EAP) offered through her employer would be an aid in her mental health needs, as well as in advocating for her mother.

Outcome



During a time of extreme stress and anxiety, the EAP professional was able to take some of the burden off the member's shoulders by helping her work on a plan for the path ahead.



The member received encouragement that helped her to remain strong, and better able to cope as her mother's condition continued to decline.



The tools and resources provided by the EAP professional helped the member navigate the complexity of her mother's hospitalization, and eventual passing.



The member recommends the EAP program for the support it gives people to help work through crisis situations.

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