



INDIANA HARBOR BELT RAILROAD COMPANY  
2721 – 161ST STREET, HAMMOND, IN 46323-1099

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December 21, 2022

Dear IHB Employees:

The Indiana Harbor Belt Railroad (IHB) is excited to announce that it has partnered with a new Employee Assistance Program (EAP) for IHB employees and their families beginning January 1, 2023. The EAP is a confidential employer-employee program that provides aid and support to IHB employees and their immediate family members facing personal or work-related problems.

The IHB's new EAP provider will be **Total Care EAP**.  
**Toll Free Number: 1-800-252-4555 or 1-800-225-2527**  
**Website: [www.theEAP.com](http://www.theEAP.com)**



Total Care EAP offers a broad array of tools and services to help with problems that might affect employees' personal or work life. Just a few examples of these include:

*Marriage & Family ▪ Stress ▪ Legal Problems ▪ Debt ▪ Childcare ▪ Elder Care ▪ Grief  
Pet Problems ▪ Education Planning ▪ Scholarships ▪ Depression ▪ Taxes ▪ Wills ▪  
Smoking Cessation ▪ Wellness ▪ Adoption ▪ Substance Abuse ▪ Mental Health ▪ Divorce*

In addition, Total Care EAP offers hundreds of personal and professional development opportunities, from training to one-on-one telephonic coaching in the following areas:

Certified Financial Coaching ▪ Balancing Life at Work & Home ▪ Resilience ▪ Effective Communication ▪  
Home Purchasing ▪ Student Debt ▪ Yoga & Relaxation for Beginners ▪  
Workplace Conflict ▪ Retirement ▪ Succeeding as a Supervisor

Total Care EAP also provides a comprehensive wellness coaching benefit designed to help employees tackle issues that are most detrimental to their overall health and well-being. The program includes assistance with: losing weight, improving nutrition and fitness, and reducing stress.

To access the new EAP, simply call the numbers listed above beginning on January 1, 2023 to speak with a counselor or coach who will work with you to address the issues. Employees can also visit the EAP online at [www.theEAP.com](http://www.theEAP.com) for thousands of problem-solving resources and self-help tools.

Total Care EAP is a free benefit and your confidentiality is assured. Total Care EAP will not release any information to the IHB without your written consent. If you have personal difficulties of any kind, we encourage you to take advantage of this no-cost, confidential benefit. If you have any questions, please reach out to our HR team.

Sincerely,  
Melanie Lindner