



# Student Assistance Program

## A Guide to Your Benefits

Please identify yourself as a Pine Rest SAP member when calling for any service so you are not mistakenly charged.

### CLINIC LOCATIONS

Caledonia

Cutlerville/Pine Rest Campus

Grand Haven/Muskegon

Grand Rapids

Grandville

Hastings

Holland

Kalamazoo

Portage

St. Joseph

Traverse City

Walker

Zeeland

## Confidential Counseling

Free, confidential counseling is available through the Student Assistance Program (SAP) in two ways: 1) at an outpatient clinic location listed on the left, or 2) via an online teletherapy session.

### What issues can be addressed?

Any issue may be addressed. Common issues include:

- Peer conflict/pressure
- Self-esteem issues
- Trauma processing
- Family, relationship or marital issues
- Emotional problems (depression, anxiety, etc.)
- Grief and loss counseling
- Work-related problems
- Alcohol/substance abuse

### What is the cost to me?

In any given year, up to **three (3)** sessions per episode of care are provided at no cost for you and all within your household. Often these sessions are all you need.

### What if a different problem arises after my covered sessions are used up?

You are not limited to the number of times you can call with a new episode of care. You are limited to three sessions for any one episode of care.

### Will my school be notified?

All contacts and sessions are confidential. Reports made by the SAP to your school do not contain any names or specific details.

### How do I make an appointment?

Call one of the phone numbers below and identify yourself as a Pine Rest SAP member. Let the staff know if you prefer your appointment to take place at a clinic or online.

**MAKE AN APPOINTMENT: 800.442.0809 or 616.455.6210**  
Hours are Monday-Friday, 8 a.m.-9 p.m.

### What if I have questions or concerns that just can't wait?

If you are in a crisis situation, you or your household members can call our dedicated 800 number to access assistance 24-hours-a-day, 7-days-a-week. A counselor (psychologist or clinical social worker) will be engaged within one hour of your call.

**SAP HOTLINE: 800.442.0809**  
Answered 24 hours-a-day, 7 days-a-week



[pinerest.org/sap](http://pinerest.org/sap)

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### Legal Consultation

Whether you need a legal opinion about a family or domestic relationship, require help solving a landlord-tenant dispute, require assistance with a real estate matter or have a business issue, speaking with an attorney can be helpful. Your SAP has negotiated a free consultation and discounted hourly rates for Pine Rest SAP members at the Michigan law firm of Rhoades McKee.



rhoades  
mckee  
attorneys

Members and those in their households can access one free 30 minute consultation with an attorney from respected law firm Rhoades McKee. If you retain or use a Rhoades McKee attorney beyond the free consultation, you will also receive a 20% discount from standard rates on subsequent services, including estate planning services at reduced flat fees. The purpose of the initial consultation is to help you understand some of the issues related to the legal matter. The attorney will explain your options and the costs associated with each and may also provide general advice.

We encourage you to contact Rhoades McKee lawyer via email whenever you have a legal question and identify yourself as a Pine Rest SAP member to begin the process. Response time will usually be the same day and certainly within one business day.

**Legal Consultation - Thomas L. Saxe**  
Email: [tsaxe@rhoadesmckee.com](mailto:tsaxe@rhoadesmckee.com)  
Web: [www.rhoadesmckee.com](http://www.rhoadesmckee.com)

### Financial Consultation

Pine Rest SAP has negotiated a free consultation and discounted rates for Pine Rest SAP members with Dan Groenveld, CPA of VanderLugt, Mulder, DeVries and Elders (VMDE). VMDE is a CPA firm helping families and individuals with Personal Tax Preparation, Small Business Services and Medical Practice Management Issues. Through your SAP, you can contact Dan to discuss budgeting decisions, taxes, wealth management, etc. Simply by identifying yourself as a Pine Rest SAP member, you can receive the following services with Dan Groenveld, CPA.

- 30-minute free telephonic consultation
- 20% new client discount off professional services for the first year of services with Dan Groenveld, CPA

**Financial Consultation - Dan Groenveld, CPA**  
Call: 616.949.9030 ext. 37  
Email: [dan@vmde.com](mailto:dan@vmde.com)

### Elder Care Consultation

Many are faced with the daunting challenge of caring for an elderly loved one. Your SAP provides telephonic access to an elder care specialist at Pine Rest, who works directly with you to make a careful assessment of the individual's care needs. The specialist will provide education and contact information for available local care and service options, guiding you throughout the selection process. When calling, identify yourself as a Pine Rest SAP member.

#### Consultation for elder care resources includes:

- Education on options for senior housing, care and resources.
- Careful assessment of the current situation, prioritization of needs and supportive problem solving.
- Links to support groups or other senior care organizations.

**Elder Care Consultation**  
616.281.6363 x2450

### Online Library

Through the Personal Advantage service, a cloud-based library, you have free access to thousands of health and wellness, financial, tax and legal articles, videos, forms, calculators and assessments. The health and wellness section alone contains over 2,000 Harvard Medical School reviewed articles, 700 videos and dozens of health assessments.

#### How to log in

Below is the URL and organization-specific, case-sensitive password you will need to log in. The site may prompt you to set up an individual account if you want to save your results from calculators, quizzes or assessments.

**Personal Advantage Online Library**  
URL: [pinerest.personaladvantage.com](http://pinerest.personaladvantage.com)  
Password: KENOWAHILLS

1MFTFWJTJULITPSHNFQUMIFMUIGPS  
NPSFJOGPSNUJPO



[pinerest.org/SAP](http://pinerest.org/SAP)