

Focus 5-step method

## support for all stages of life

### One participant's real story

“The on-site Concierge program is a life saver.

Having someone take care of making arrangements definitely reduced my stress for the work day.

Thank you so much for providing such a valuable service as a benefit for employees.”

*Lori, West Carrollton, OH*

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800 293 0056 or email  
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for more information.

How can *Focus* help reduce stress for your employees to keep them happy, healthy and productive?

Thanks to the on-site Concierge program offered by “Lori’s” employer, she was able to remove distractions and be productive at work before leaving on vacation.

<p><b>Step 1 Promotion</b></p>	<p>In an effort to improve retention and be recognized as an employer of choice, a large hospital network began offering integrated Life Stage Support with on-site Concierge. The program was promoted internally through articles in the company magazine and quarterly meetings with the CEO.</p>
<p><b>Step 2 In-take</b></p>	<p>Lori, an administrative employee and single mom, was working the last day before her vacation to attend a wedding with her elderly father. She had a hectic schedule and didn't have time to make all the last-minute arrangements. On her way to work, she called the on-site Concierge to discuss her needs.</p>
<p><b>Step 3 Consultation</b></p>	<p>Lori needed help with several things: a map and directions to the airport including the easiest access for her dad. She also needed a wedding gift and a travel stroller for her son.</p>
<p><b>Step 4 Research</b></p>	<p>The on-site Concierge contacted a work-life Consultant and they took care of Lori's needs in a matter of hours.</p>
<p><b>Step 5 Referral</b></p>	<p>A wedding gift was chosen by a personal shopper, wrapped and shipped to its destination. Directions were delivered to Lori at her office, and a free umbrella stroller was waiting for Lori at the airport.</p>