

American Airlines International Member Assistance Program (MAP)



Member Assistance Program

To access services:

Call the number on the phone grid based on your country.

To access online resources:

my.aa.com/map

or resourcesforliving.com

Username: **AmericanINT**

Access Code: **AmericanINT**

What'sApp #1 984 920 6875

(WeChat is used in China)



Scan the QR code to see the Phone Grid that has the MAP phone numbers listed by country.

Emotional well-being support



You can access up to **6 counseling sessions per issue** each year. You can also call us 24 hours a day for in-the-moment emotional well-being support.

Counseling sessions are available face to face, via televideo or chat therapy. Services are free and confidential. We're always here to help with a wide range of issues including:

- Anxiety
- Relationship support
- Depression
- Stress management
- Work/life balance
- Family issues
- Grief and loss
- Self-esteem and personal development
- Substance misuse and more

Here for the whole family

American Airlines MAP is an employer sponsored program, available at no cost to you and all members of your household. Children living away from home are covered up to age 26.

Services are confidential and available 24 hours a day, 7 days a week.

Life Coaching



Up to **6 phone sessions** with a wellness coach. Coaches partner with participants in a creative process for navigating life transitions and maximizing personal and professional potential. Areas of focus can include:

- Improving relationships
- Performance improvement
- Time management skills
- Life transitions
- Personal development
- Career development
- Managing stress
- Work-life balance

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Daily life assistance



Competing day-to-day needs can make it tough to know where to start. Call us for personalized guidance. We'll help you find resources for:

Family and relationships

- Childcare
- After school activities
- Parenting
- Juggling work
- Elder care and family life
- Education

Daily living

- Legal
- Financial
- Health and wellness
- Home improvement
- Travel and relocation
- Pets

Life events

- Adoption
- Marriage and cohabitation
- Retirement
- Pregnancy and new baby
- Grief and loss
- Separation and divorce

Online resources



Your member website offers a full range of tools and resources to help with emotional well-being, work/life balance and more. You'll find:

- Articles and self-assessments
- Video resources
- Live and recorded webinars
- Stress resources
- LiveCONNECT instant messaging
- News for you

Balancy app — instantly connects you with professionals for instant support and help finding resources for you and your family. The app features calls, instant messaging (IM), short message service (SMS), videos and articles.

Download the app from your device's app store and register using the Member Application passcode for your region that is listed on the Phone Grid that can be found by clicking "Contacting Your Member Support Programme" on the home page of the site.

Assurance of confidentiality



- Confidentiality is the foundation of the service
- No identifying information is provided to your employer
- Unless you choose to disclose, no one at your company will know you have called
- All counselors, staff, and service providers sign confidentiality agreements
- You can choose to remain anonymous; however, the name of your company is required in order to check your benefits. Additionally, there are some referrals that we cannot provide if you don't share your name, for example counseling or a legal consult.



Scan the QR code to access MAP resources and support on the American Airlines International MAP website.



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