

# 7Cups FAQ

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## What is 7 Cups all about?

- Loneliness and social isolation are rising and are expected to rise even more rapidly with the COVID-19 crisis. The 7 Cups online platform connects people to a caring, emotionally supportive listener to alleviate loneliness and social isolation and prevent depression and anxiety.
  - Access to 7 Cups is through the Employee Assistance Program (EAP) website from the home page.
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## When can my employees access 7 Cups?

7 Cups is available at no cost from October 1, 2020 – December 31, 2020 to provide additional support during these challenging times.

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## How can I announce this benefit to my employees?

An email promoting 7 Cups for members will be provided to you to send to your employees. 7 Cups will be placed on the EAP homepage for all members to access.

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## What is the member experience?

- Members can register anonymously with their e-mail address and a 7 Cups registration code that will be posted on your member website.
  - Users can select the features and topics of interest most applicable to them.
  - There may be a short wait to connect to a listener.
  - Users can communicate with listeners and peers through live messaging on the platform.
  - They can also access specialized group support chats.
  - Members can rate the listener at the end of their chat.
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## What issues can 7 Cups help with?

You can find support and friendship in chat rooms and forums for 44 different issues like: anxiety, depression, managing emotions, breakups, loneliness, relationship stress, bullying, family stress, getting unstuck, student life, work stress and more.

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## What is the minimum age to use the service?

Members ages 13 and older can access 7 Cups. Listeners offer 1-on-1 peer messaging support and live group support chat rooms on various topics.

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## Is there an app?

Yes, 7 Cups offers a mobile app.

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## Is this confidential?

Yes.

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## What happens when 7 Cups ends on 12/31/30?

Once the RFL program ends, members can access the public services via [7cups.com](https://7cups.com). They can continue using their same user name and password. However, many services and features available through the RFL program will be discontinued.

## What are the differences between the RFL and public versions?

Services	RFL access	Public access
Caring Listeners	VIP listeners (those with the highest ratings and most extensive experience)	Any available listeners
Community Forums and Chat Groups	Restricted to community forums and chat groups moderated by 7 Cups staff	Any community forums and chat groups
Growth Paths	Full access to all growth paths	Access to one growth path (Fee to access others)
Therapy	Contact RFL to access benefit sessions	Connect to online therapy through 7 Cups for a fee (not covered by RFL)

## Who are 7 Cups listeners?

Over 340,000 trained volunteers who provide an empathetic listening experience and 1 on 1 support.

## What are their qualifications?

### All listeners:

- Complete comprehensive training to learn active listening skills and must receive a perfect score on the accompanying quiz
- Pass a background check
- Take an oath to maintain confidentiality and refer users to appropriate services if necessary
- Do not give medical or psychological advice

### Quality control includes:

- User reviews to ensure listeners are friendly, considerate and competent
- Ongoing oversight and monitoring

## What should members do if they're in crisis?

- Every 1 on 1 chat displays access to resources and hotline information at the top of the window. The goal is to give listeners easy access to crisis or referral information should the listeners need to provide it to the member.
- If a member indicates that they are a danger to themselves, a listener is required to share crisis referral information and professionally end the chat, giving room for the member to seek the necessary support.

## The EAP is administered by Resources For Living, LLC.

All EAP calls are confidential, except as required by law. 7 Cups services are provided and managed by 7 Cups, an independent third party. Resources For Living does not oversee or control the services provided by or recommended by 7 Cups and does not assume any liability for their services.