

For Employees: What is the Employee Assistance Program?



The Employee Assistance Program is provided by ComPsych® GuidanceResources® and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to you and your household family members.

Why is your employer providing access to an EAP?

Because your employer cares about you and your dependents. The EAP can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

Are the services confidential?

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.

Why might my family or I use the services?

There are many reasons to use these services. You may wish to contact the EAP if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

What happens when I call?

When you call, you will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultantSM will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does the EAP provide?

3 face-to-face or virtual sessions per person, per issue, per year

The EAP provides free short-term counseling with counselors in your area who can help you with your emotional concerns.

If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in the EAP and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

Can my children use the EAP?

Yes. The EAP is a confidential benefit for employees and their household family members.

COMPSYCH®
GuidanceResources® Worldwide

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24/7 Live Assistance:
Call: (855) 239.0743
TRS: Dial 711



Online: [guidanceresources.com](https://www.guidanceresources.com)
App: GuidanceNowSM
Web ID: Guardian



Dear Employee:

We are pleased to announce ComPsych® GuidanceResources® as the new provider of our Employee Assistance Program services. The GuidanceResources® program provides confidential counseling, expert guidance and valuable resources to help you and your household members handle any of life's challenges, big or small. These services are provided at no charge and include:

Confidential Emotional Support

3 face-to-face or virtual sessions per person, per issue, per year

Life can be stressful. Your EAP provides short-term counseling services for you and your dependents to help you handle concerns constructively, before they become serious issues. Call anytime about topics such as marital, relationship and family problems; stress, anxiety and depression; grief and loss, job pressures and substance misuse disorders.

Work and Lifestyle Support

Too much to do, and too little time to get it all done? Work-life specialists can do the research for you and provide qualified referrals and customized resources for topics such as child and elder care, moving, pet care, college planning, home repair, buying a car, planning an event, selling a house and more.

Legal Guidance

With your GuidanceResources® program, you have an attorney "on call" whenever you have questions. They can help with legal concerns such as divorce, custody, adoption, real estate, debt and bankruptcy, landlord or tenant issues, civil and criminal actions and more. If you require representation, you can be referred to a qualified attorney for a complimentary 30-minute consultation and a 25 percent reduction in customary legal fees.

Financial Information

Everyone has financial questions. Get answers about budgeting, debt management, tax issues and other money concerns from on-staff accountants, financial professionals and other specialists, simply by calling the toll-free number.

Digital Support

Go to GuidanceResources® Online to connect to counseling, work and lifestyle support and other services, such as child care and legal services search tools. Tap into an array of articles podcasts,

videos and slideshows on thousands of topics or improve your skills with On-Demand trainings, self-assessments and more.

Online Will Preparation

Drafting a will and a living will can be a complicated and expensive process. With EstateGuidance® from your GuidanceResources® benefit, we eliminate the hassle and high costs with a complimentary, simple and secure online tool. Log on to GuidanceResources® Online to get started.

Wellness Support

Flexible 3-5 coaching session model

Your well-being is precious. We can help you maintain it. Take advantage of online self-guided programs or work one-on-one with a well-being coach to make improvements. Programs include tobacco and nicotine cessation, weight management, sleep improvement, self-motivation, back care, diabetes prevention and more.

Assistance is available 24 hours a day, 7 days a week.

To access GuidanceResources® services:

- Call your toll-free number. You'll speak with a highly trained, caring professional who can listen to your concerns and guide you to the appropriate services.
- Visit GuidanceResources® Online at www.guidanceresources.com and enter your company ID.

Remember, assistance from the GuidanceResources® program is strictly confidential. To view the ComPsych® HIPAA privacy notice, please go to www.guidanceresources.com/privacy.

We hope you will take some time to explore all the benefits the GuidanceResources® program has to offer.

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Estimado empleado:

Nos complace anunciar a ComPsych® GuidanceResources® como el nuevo proveedor de nuestros servicios del Programa de Asistencia al Empleado. El programa GuidanceResources® brinda asesoramiento confidencial, orientación de expertos y valiosos recursos para ayudarlo a usted y a los miembros de su hogar a gestionar cualquier desafío de la vida, grande o pequeño. Estos servicios se proporcionan sin cargo e incluyen:

Apoyo emocional confidencial

3 sesiones cara a cara o virtuales por persona, por asunto, al año

La vida puede ser estresante. Su EAP brinda servicios de asesoramiento a corto plazo para usted y sus dependientes a fin de ayudarlo a gestionar las inquietudes de manera constructiva, antes de que se conviertan en problemas graves. Llame en cualquier momento por temas asociados a problemas maritales, de relación y familiares; estrés, ansiedad y depresión; duelo y pérdida, presiones laborales y trastornos por abuso de sustancias.

Apoyo laboral y de estilo de vida

¿Demasiado que hacer y muy poco tiempo para hacerlo todo? Los expertos en vida laboral pueden realizar la investigación por usted y proporcionar referencias calificadas y recursos personalizados para temas como el cuidado de niños y ancianos, mudanzas, cuidado de mascotas, planificación universitaria, reparaciones del hogar, compra de un automóvil, planificación de un evento, venta de una casa y más.

Asesoramiento legal

Con su programa GuidanceResources®, usted dispone de un abogado "de guardia" siempre que tenga preguntas. Pueden ayudar con problemas legales como divorcio, custodia, adopción, bienes raíces, deudas y bancarrotas, problemas de propietarios o inquilinos, acciones civiles y penales y más. Si necesita representación, puede ser referido a un abogado calificado para una consulta gratuita de 30 minutos y una reducción del 25 por ciento en los honorarios legales habituales.

Información financiera

Todo el mundo tiene preguntas sobre finanzas. Obtenga respuestas sobre elaboración de presupuestos, gestión de deudas, cuestiones fiscales y otras inquietudes financieras de cuentas del personal, planificadores financieros y otros expertos, simplemente llamando al número gratuito.

Apoyo digital

Ingresa en GuidanceResources® Online para conectarse a asesoramiento, apoyo laboral y de estilo de vida y otros servicios, como cuidado infantil y herramientas de búsqueda de servicios legales. Aproveche una variedad de artículos, podcasts, videos y

presentaciones de diapositivas sobre miles de temas o mejore sus habilidades con capacitaciones a pedido, autoevaluaciones y más.

Preparación de testamento en línea

Redactar un testamento y un testamento en vida puede ser un proceso complicado y costoso. Con EstateGuidance® como parte de sus beneficios de GuidanceResources®, eliminamos las molestias y los altos costos con una herramienta en línea simple, segura y asequible. Inicie sesión en GuidanceResources® Online para comenzar.

Apoyo al bienestar

Modelo flexible de 3-5 sesiones de coaching

Su bienestar es valioso. Podemos ayudarlo a mantenerlo. Comience verificando su estado actual con una evaluación de salud en línea. Si su evaluación indica la necesidad de un cambio, puede aprovechar los programas autoguiados en línea o trabajar individualmente con un asesor de bienestar para realizar mejoras. Los programas incluyen el abandono del tabaco y la nicotina, el control de peso, la mejora del sueño, la automotivación, la creación de una rutina de ejercicios, la mejora de la dieta y más.

La asistencia está disponible las 24 horas del día, los 7 días de la semana.

Para acceder a los servicios de GuidanceResources®:

- Llame a su número gratuito. Hablará con un profesional atento y altamente capacitado que puede escuchar sus inquietudes y guiarlo hacia los servicios apropiados.
- Visite GuidanceResources® Online en www.guidanceresources.com e ingrese el ID de su empresa.

Recuerde, la asistencia del programa GuidanceResources® es estrictamente confidencial. Para ver el aviso de privacidad HIPAA de ComPsych®, visite www.guidanceresources.com/privacy.

Esperamos que se tome un tiempo para explorar todos los beneficios que ofrece el programa GuidanceResources®.

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