



An Overview of Your GuidanceResources® Program

No matter what's going on in your life, GuidanceResources® is here to help.

Personal problems, planning for life events or simply managing daily life can affect your work, health and family. GuidanceResources is a company-sponsored service that is available to you and your dependents, at no cost, to provide confidential support, resources and information to get through life's challenges. This flyer explains how GuidanceResources can help you.

Confidential Counseling on Personal Issues

Your Employee Assistance Program (EAP) is a confidential assistance program to help address the personal issues you and your dependents are facing. This service, staffed by experienced clinicians, allows unlimited telephonic support from a counselor who can provide immediate help with issues of concern and help connect you with support groups and resources in your community for ongoing help. Call any time with personal concerns, including:

- Depression
- Stress and anxiety
- Marital and family conflicts
- Alcohol and drug abuse
- Job pressures
- Grief and loss

Legal Information, Resources and Consultation

When a legal issue arises, our attorneys are available to provide confidential support with practical, understandable information and assistance. If you require representation, you can also be referred to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter. Call any time with legal issues including:

- Divorce and family law
- Bankruptcy
- Debt obligations
- Criminal actions
- Landlord and tenant issues
- Civil lawsuits
- Real estate transactions
- Contracts

Financial Information, Resources and Tools

Financial issues can arise at any time, from dealing with debt to saving for college. Our financial professionals are here to discuss your concerns and provide you with the tools and information you need to address your finances, including:

- Saving for college
- Tax questions
- Getting out of debt
- Estate planning
- Retirement planning

Online Information, Tools and Services

GuidanceResources® Online is your one stop for expert information to assist you with the issues that matter to you, from personal or family concerns to legal and financial concerns. Create your own account by going to www.guidanceresources.com.

Each time you return to the site, you will find personalized, relevant information based on your individual life needs. You can:

- Review in-depth HelpSheetsSM on topics you select
- Get answers to specific questions
- Search for services and referrals
- Use helpful planning tools

**WE ARE AVAILABLE 24 HOURS A DAY,
7 DAYS A WEEK.**

Call: 800.311.4327

TDD: 800.697.0353

Online: guidanceresources.com

Your company Web ID: GEN311

Commonly Asked Questions About Your EAP

Employee Assistance Program (EAP)

Your company provides an Employee Assistance Program (EAP) to their employees who may be affected by personal problems. The EAP is a strictly confidential employee benefit which provides assessment and short-term counseling to employees, their spouses and their dependents. An employee or their family member can access the program by calling the ComPsych® GuidanceResources® toll-free number: **800.311.4327**. In order for everyone to better understand the EAP services, here is information and answers to frequently asked questions.

What happens when I call the EAP?

An Intake Specialist (a Master's level counselor) will collect some general information about you and will talk with you about your needs. This specialist will then refer you to a provider in your area that best fits your personal needs.

How many complimentary sessions will I get with a ComPsych counselor?

You will receive **3 (Three)** counseling sessions at no charge. If it is determined that the problem cannot be resolved in short-term counseling through 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. Children experience many pressures today as well. The EAP is a confidential employee benefit for employees and their families.

Is the EAP really confidential?

By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

What type of legal assistance is available?

When a legal issue arises, our attorneys are available to provide confidential support. If you require representation, you can also be referred to a qualified attorney in your area. Call any time with legal issues including:

- › Divorce and family law
- › Debt obligations
- › Landlord and tenant issues
- › Real estate transactions
- › Bankruptcy
- › Criminal actions
- › Civil lawsuits
- › Contracts

Can the EAP assist with my financial concerns?

Our financial professionals are here to discuss your concerns and provide you with the tools and information you need to address your finances, including:

- › Getting out of debt
- › Retirement planning
- › Credit card or loan problems
- › Saving for college
- › Tax questions
- › Estate planning

Call: **800.311.4327**

TDD: **800.697.0353**

Online: **guidanceresources.com**

Your company Web ID: **GEN311**