

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 all our employees and their household family members.

Why provide an EAP?

Because we care about our employees and their 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?

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.



24/7 Live Assistance:
Call: 877.595.5284
TRS: Dial 711



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



Your Life. Your Work. Your Best.

Your GuidanceResources® Program

Sometimes life can feel overwhelming. It doesn't have to. Your ComPsych® GuidanceResources® program provides confidential counseling, expert guidance and valuable resources to help you handle any of life's challenges, big or small.

Services:

Confidential Emotional Support

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

Work and Lifestyle Support

- Child, elder and pet care
- Moving and relocation
- Shelter and government assistance

Legal Guidance

- Divorce, adoption and family law
- Wills, trusts and estate planning
- Free consultation and discounted local representation

Financial Resources

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Digital Support

- Connect to counseling, work-life support or other services
- Tap into an array of articles, podcasts, videos, slideshows
- Improve your skills with On-Demand trainings

Online Will Preparation

- Quickly and easily complete a will on your computer with EstateGuidance®
- Specify guardians, trustees and property division
- Provide funeral and burial instructions

What happens when I call for counseling support?

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 will receive counseling through the EAP up to 5 sessions per issue, per person, per calendar year. 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?

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.

Life is challenging. We can help. Confidential 24/7 support.



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Critical Incident Stress Management: What is it?

When a critical or traumatic incident happens at work, leadership may decide to schedule Critical Incident Stress Management, or CISM, debriefings for all employees.

Critical incidents, such as an act of violence or the sudden death of a colleague, can overwhelm people and affect their sense of security. This, in turn, may cause feelings of discomfort, powerlessness and helplessness. CISM debriefings can help you and your colleagues learn to cope with and overcome those feelings.

What are CISM services?

Critical Incident Stress Management is a series of one-on-one or group meetings organized for employees affected by a recent traumatic event. These debriefings are educational in nature and conducted by a counsellor trained in CISM response.

The aim is to reduce the probability that you or your colleagues will experience long-term emotional or psychological consequences as a result of the incident. The debriefings also offer support, help you normalize commonly experienced reactions and provide information about ways to cope with and manage the physical, behavioral or psychological reactions related to the traumatic event.

Individual Session or Group Debriefing: Individual sessions may last up to 45 minutes, while the group session may last up to two hours. If an in-person group session is scheduled, the group will generally have no more than 12 participants to allow everyone the opportunity to participate.

In addition to in-person individual or group sessions, CISM services may be conducted in remote settings:

Telephonic Group Debriefing: Employees impacted by the event will be provided with a conference telephone number to join other participants.

Video Group Debriefing: Much like telephonic debriefings, the video links allow those in remote locations to participate. Your organization will provide instructions on logging on to the video link.

Keep in mind that CISM debriefings are just a part of the services offered by your Employee Assistance Program. If you feel you need someone to talk to, before, during or after CISM participation, call your toll-free number to talk to a counselor at any time, 24 hours a day, seven days a week.



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Critical Incident Stress Management



What is a critical incident?

A critical or traumatic incident is an event that is sudden, random and unexpected and is outside of the usual range of daily experiences. As such, it may overwhelm one's ability to cope and affect one's sense of security. This, in turn, may cause a feeling of discomfort, powerlessness and helplessness. A critical incident may involve a natural disaster (flood, earthquake, fire) sudden death, fatal accident, any act of violence (destruction of property, robbery, physical assault, bomb threats) or any other event that may have a powerful impact on the workplace.

What are CISM services?

Critical Incident Stress Management is a group meeting organized for employees affected by the critical or traumatic event. This debriefing is educational in nature. The main purpose is to reduce the probability that employees experience long-term emotional and/or psychological consequences. The debriefing also offers support, normalizes commonly experienced reactions and provides skills to cope and manage the physical, behavioral or psychological reactions related to the traumatic event. The debriefing is not designed to interrupt responses to trauma; it is designed to normalize trauma responses.

Debriefings can be conducted as group or individual sessions. The individual session may last up to 45 minutes, while the group session may last up to two hours. If a group session is scheduled, the group should have no more than 12 participants, as smaller groups allow for increased participation. If the event affects a large number of employees, additional meetings may be scheduled. The CISM services are typically scheduled within 24 to 72 hours after the event, when reactions have emerged.

How do I arrange for CISM services?

Call your GuidanceResources® program to access services. The toll-free number is available 24 hours a day, 7 days a week. A CISM Coordinator will assist you and determine the best course of action to take during the crisis. They will assess the needs of those involved and help you determine a plan of action. When appropriate, a trained professional (counselor) will visit the worksite to provide debriefing services for the staff.

How much do CISM services cost?

All phone consultations with CISM Coordinators are provided at no cost. Additional charges may apply for on-site services; please consult your Account Manager.



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GuidanceResources®

GuidanceConnectSM

A Flexible Solution for Accessing Care

We have redesigned our award-winning website, GuidanceResources® Online, to make it even easier for you to get the support you need, whenever you need it.

What's new?

GuidanceResources® Online is now streamlined to make it easier to find what you need quickly. At the top of the page, we've added a "Connect to Care" menu, which offers you instant access to 24/7 live clinical support, or you can find a network therapist through the new GuidanceConnectSM feature.

GuidanceConnectSM

Offered as a complement and alternative to our 24/7 live clinical intake experience, GuidanceConnectSM allows you to find a network therapist through the portal. After answering a few simple questions, you will be matched to a pool of therapists who meet your clinical needs and preferences. Whether you're looking for in-person, telephone, video or chat counseling, you can select your perfect therapist right there in the portal. Check it out today at guidanceresources.com.

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