



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 GuidanceConsultant 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.

Here when you need us.

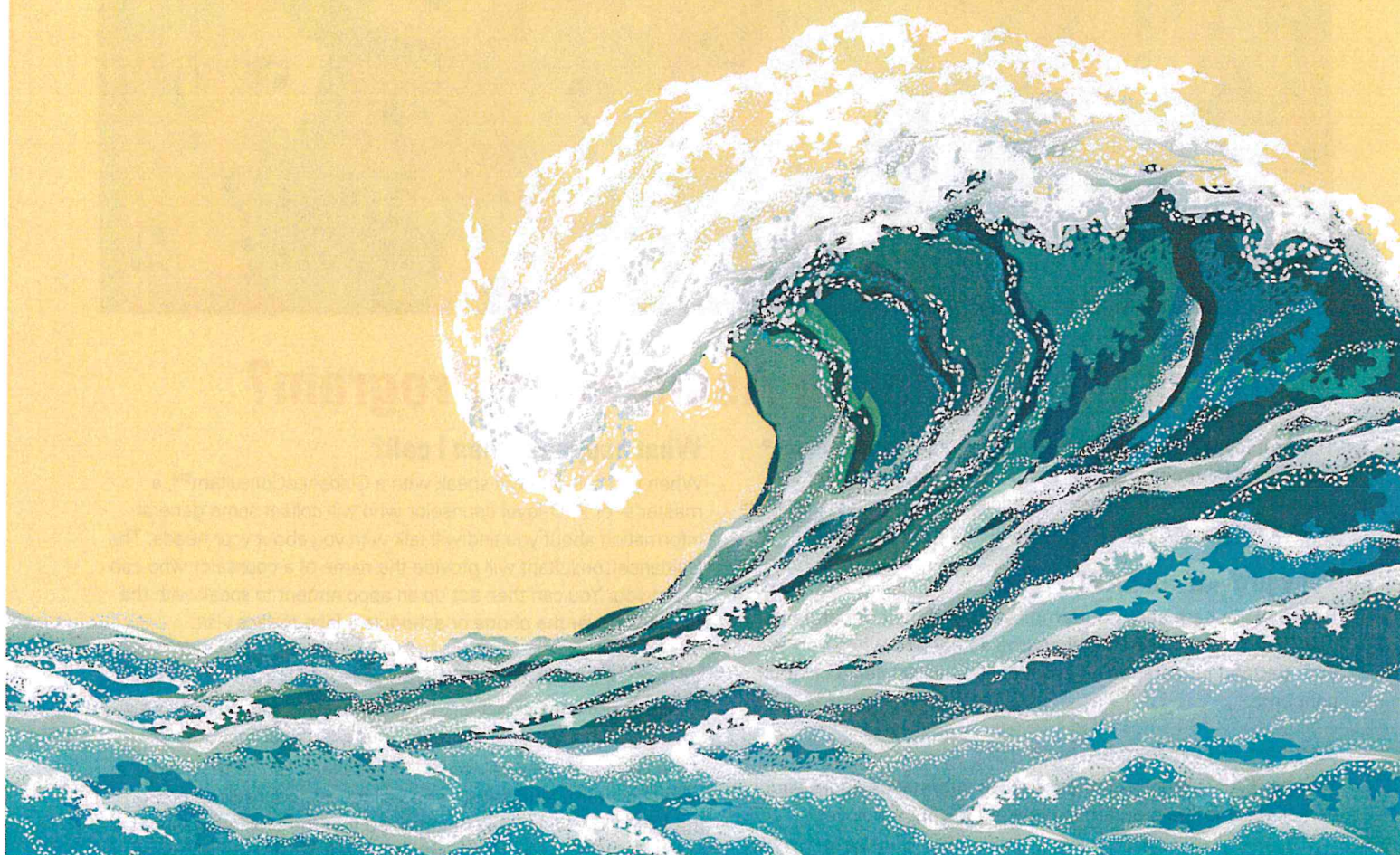
Call: 877.327.4452

TDD: 800.697.0353

Online: guidanceresources.com

App: GuidanceResources® Now

Web ID: EAPCEB



Surviving the Storm

In turbulent times, your Employee Assistance Program is a lifeline. Our counselling, self-improvement tools and solutions for everyday issues can help you weather any storm, at home or at work. The services are free, confidential and available all day, every day to you and your household members.

Here when you need us.

Call:

TTY: 877.373.4763

App: GuidanceNowSM

Online: guidanceresources.com

Web ID:

Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.



Confidential Emotional Support

Our highly trained clinicians will listen to your concerns, help you or your family members with any issues and, if needed, refer you to a counselor in your area for up to five free face-to-face sessions or to other resources. Talk to us for:

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



Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care



Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation? Get a free 30-minute consultation and a 25% reduction in fees.



Financial Resources

Our financial experts can assist with a wide range of issues. Talk to us about:

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



Online Support

GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions

Your ComPsych® GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 877.327.4452

TTY: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant™, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: guidanceresources.com

App: GuidanceNow™

Web ID: EAPCEB

Log on today to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools.

24/7 Support, Resources & Information



Contact Your GuidanceResources® Program

Call: 877.327.4452

TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNow™

Web ID: EAPCEB

Guide to Using GuidanceResources® Online

First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources Online.

1. Go to **guidanceresources.com**.
2. Once on the guidanceresources.com home page, click the **Register** tab.
3. You will then be asked to enter your **Organization Web ID**.

Your Company/Organization Web ID: EAPCEB

4. On the next page, you will be asked to enter the first five (5) characters of the name of your company or organization. When you've finished, click the **Submit** button on the bottom of the page.

Your Company Name (first five [5] characters):

5. On the next page, you will be asked to select your company from a drop down menu. When you've finished, click the **Submit** button at the bottom of the page.
6. You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Security Questions** are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Make sure that you complete all fields that have red asterisks. These are required fields. When you've finished, click the **Submit** button at the bottom of the page.
7. You should now be on the website.

For Future Logins

You will NOT have to enter all of the demographic information again. You will only need to remember your User Name and Password. When you get to Step 2 above, instead of clicking on the register tab, use the Login section and enter your User Name and Password and click the login button. This will take you directly to GuidanceResources Online.

If you have any problems registering or logging in to GuidanceResources Online, email Member Services at **memberservices@compsych.com**.



Financial Benefits

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific situation and schedule a phone appointment for you with one of our financial experts.

Our in-house staff includes Certified Public Accountants (CPAs), Certified Financial Planners (CFPs) and other professionals who are exclusively dedicated to providing financial information by phone.

And because our experts are not associated with any financial institution, you are assured that they will provide impartial and objective information on your money topics.

Our on-staff financial experts can help you with:

- Managing personal financial challenges
- Credit cards and debt management
- Budgeting
- Tax questions
- Financing college
- Retirement planning
- Estate planning
- Real estate questions
- Investment options
- Mortgages, loans and refinancing

Your GuidanceResources® Program

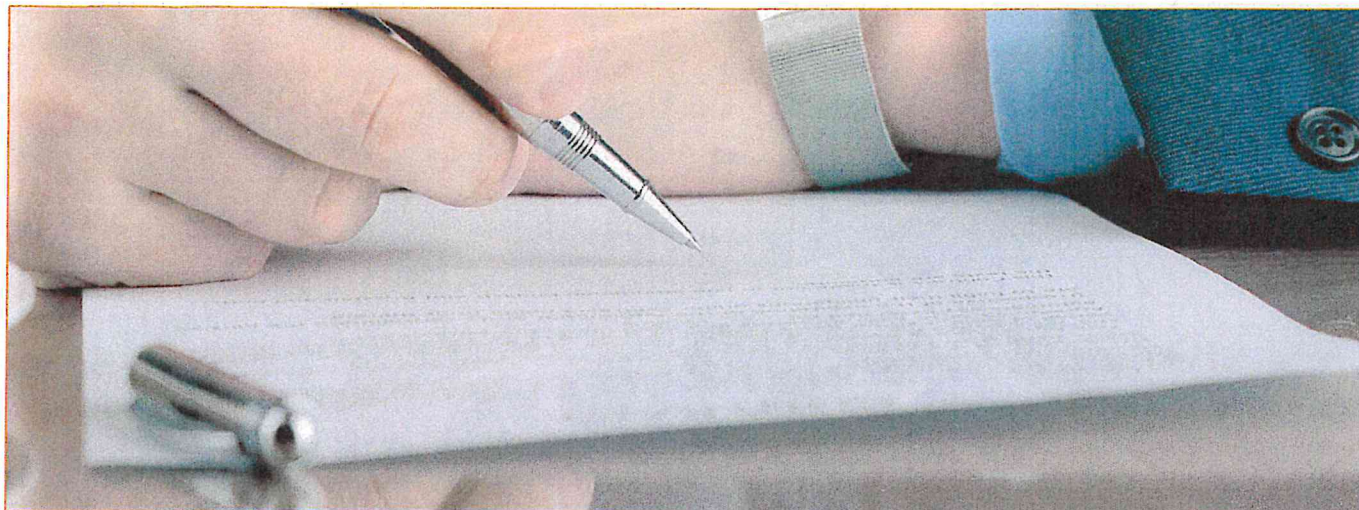
Call: 877.327.4452

TDD: 800.697.0353

Online: guidanceresources.com

App: GuidanceResources® Now

Web ID: EABCEB



Legal Benefits

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can be put in a queue to talk to an attorney as soon as one becomes available.

If you require representation...

If, following your phone consultation, your legal matter requires in-person representation, you can receive a referral to a qualified attorney in the GuidanceResources network. Your GuidanceResources benefit includes a free, 30-minute consultation with a local network attorney, plus a 25 percent reduction in the attorney's customary legal fees thereafter.

Note: Employment-related issues are excluded.

Our on-staff attorneys can help you with:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure
- Civil actions and small claims court
- Immigration concerns
- DUI/DWI
- Wills and living wills
- Trusts
- Name changes
- Contracts
- Probate matters

Your GuidanceResources® Program

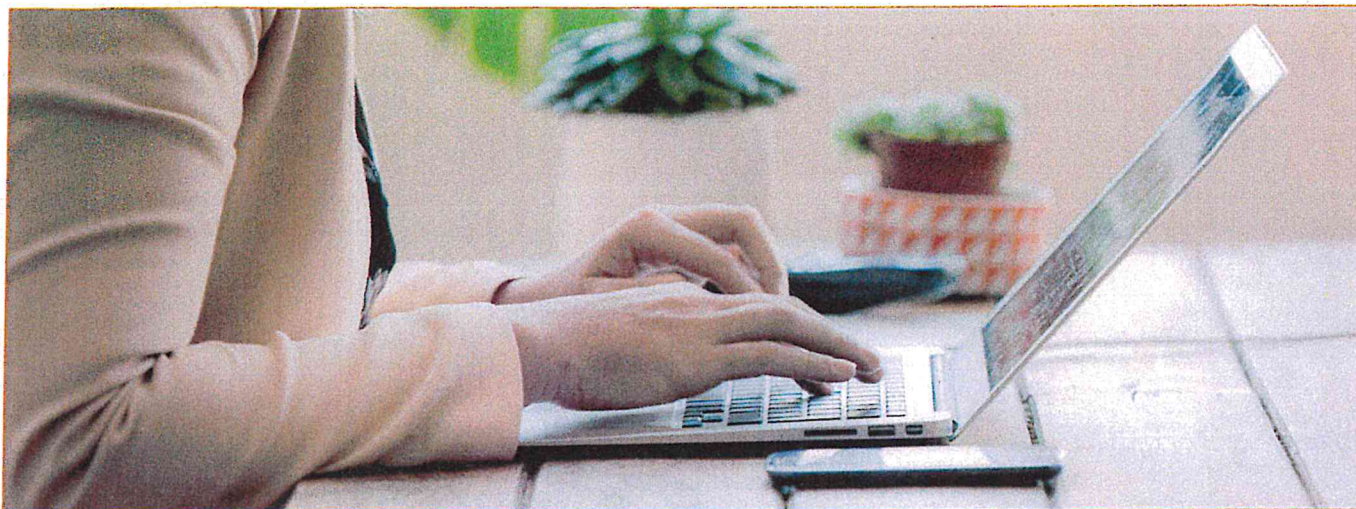
Call: 877.327.4452

TDD: 800.697.0353

Online: guidanceresources.com

App: GuidanceResources® Now

Web ID: EAPCEB



Work-Life Benefits

Are you:

A parent looking for answers to parenting questions? Get help with:

- Child care
- Nanny services
- Before- and after-school care
- Camps
- Financial assistance
- Adoption information

A family member of an elder? Learn about:

- Home health care
- Respite care
- Community services
- Help determining the right level of care
- Screened referrals for assisted living and nursing homes
- Hospice information

Looking for a place to live? Get help with:

- Finding an apartment
- Finding movers

- Relocating to another city
- Choosing a realtor
- School and neighborhood information
- Housing and utility assistance

A pet owner? Get information on:

- Dog walkers
- Kennels and pet care
- Veterinarians
- Obedience classes
- Pet insurance

Sending a child off to school? Learn about:

- Choosing schools, from preschool through college and beyond
- Financial aid
- Scholarships
- Tutors
- Special needs

Planning a major project? Find resources and qualified experts for:

- Weddings and other events
- Home improvement products
- Vacation planning
- Making a big purchase, such as a home or car

Get the Help You Need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific needs. Our work-life specialists will research your question and, in just a few business days, send you a complete packet of practical information, including prescreened referrals (as appropriate), HelpSheetsSM on your subject and much more. The materials can be delivered to you via email, fax or second-day air.

Your GuidanceResources® Program

Call: 877.327.4452

TDD: 800.697.0353

Online: guidanceresources.com

App: GuidanceResources® Now

Web ID: EAPCEB



Yes, You Can!

Empower yourself with your Employee Assistance Program. Our counselling, self-improvement tools and solutions for everyday issues can help you reach your goals, no matter what they may be. The services are free, confidential and available all day, every day to you and your household members.

Be your best.

Call:

TTY: 877.373.4763

Online: guidanceresources.com

App: GuidanceNowSM | Web ID:

2022 Personal Development/Work-Life Topics

ComPsych® workshops provide valuable learning for employees and increase visibility and utilization of the GuidanceResources® benefit. Topics are designed and written by our internal staff of psychologists and adult learning experts. These 45-60 minute programs are informative and engaging.

A minimum of 30 days is requested for scheduling sessions to ensure the training date is available and to secure the most qualified facilitator for the selected topic. A minimum of eight participants and a maximum of 35 participants are recommended.

GuidanceResources® Program Orientation

Employee and supervisory orientations are an integral part of the ComPsych® program. Based upon customer needs, employee locations, population concentration, along with HR policies, ComPsych® will help facilitate a smooth schedule for program roll-out or to reintroduce the services. The purpose of these orientations is to introduce the services, stress the professional and confidential nature of the benefit, and relate the methods of accessing help.

Personal Development/Work-Life Workshops

Management Support

- Addressing Employee Performance Issues in a Supportive Way
- Managing Staff Through Stressful Situations
- Managing the Emotions Surrounding Layoff Conversations
- Mental Health Awareness for Leaders
- Preventing Employee Burnout*
- Self-Care Tips for Managers*

Communication Skills

- Becoming a Better Listener
- Bringing Out the Best in Others
- Civility in the Workplace
- Deescalating Potentially Violent Situations
- Difficult Conversations During Times of Unrest
- Effective Communication
- Friendly Persuasion: How to Get the Things You Want & Need
- Giving Effective Feedback in Personal or Work Situations
- How to Deal With a Difficult Person
- Initiating Difficult Conversations
- Learning to Say "No"
- "Let's Talk Politics": How to Have Impassioned Disagreements Without Damaging Relationships
- Motivating Change in Others*
- Practicing Assertiveness
- Providing Customer Service to Bereaved Callers*
- Responding to Behavior That Makes You Feel Uncomfortable
- Social Skills Refresh! How to Have Good Conversations in Social Situations*
- Using Reason to Resolve Conflict

Parenting

- Building Your Child's Self-Esteem
- Communicating the Tough Stuff to Your Child: Drugs, Alcohol, Sex and Peer Pressure
- Discipline That Works
- Encouraging Kids to Be Active

- Engaging in Creative Play With Children
- Establishing Bedtime Routines That Work
- Extracurricular Activities: How Much Is Too Much
- Helping Children Develop Strong Ethics and Values
- Helping Your Child Set Goals for the Future
- Helping Children Cope With Grief
- Getting Through the Stages of Pregnancy
- Kids and the Internet: Becoming a Cyber-Savvy Parent (Webinar Only)
- Kids and Meals: It Doesn't Have to Be a Battleground
- No Such Thing as Perfect Parent
- Parenting a Child With Special Needs
- Parenting Toddlers
- Parenting Your College Age "Kids"
- Protecting Children from Sexual Abuse
- School's Out: Getting Everyone Through the Summer
- Sibling Rivalry
- Standing Tall: Handling Bullies at School
- Talking To Kids About Violent Events With Widespread Media Coverage
- Talking to Your Child About Tough Issues Affecting the Family
- Teaching Your Kids How to Manage Money
- Teenage Rebellion
- The Emotionally Healthy Teen: Dealing With Issues of Substance Abuse, Depression, Suicide and Eating Disorders
- The Parent as Role Model
- The Successful Single Parent

Older Adult Care

- Caring From a Distance
- Helping Your Senior Loved One Be Independent and Safe (webinar only)
- Talking About the Tough Subjects With Your Parent or Older Loved One
- The Sandwich Generation: Balancing When Someone You Love Has Alzheimer's

*New for 2022

- Supporting Others Through End of Life
- Understanding How Your Emotions Impact Interactions With Older Loved Ones
- Your Personal Life With the Needs of Your Older Parents or Loved Ones

Personal Development

- The Art of Patience
- Autonomy: Strengthening Your Ability to Work Independently
- Awakening the Passion in Your Life
- Balancing Work and Life
- Becoming a Team Player
- Being A Socially Responsible Person
- Being Accountable in Work and Life
- Being Part of a Multigenerational Team
- Building Trust
- The Confident You: Taking Charge of Your Life
- Cutting Through the Clutter
- Developing Creativity
- Developing Grit - Strategies for Success In Work and Life
- Emotional Intelligence
- Forgiving Yourself and Others
- Gratitude: A Skill for Happier Living
- How to Be More Engaged at Work
- How to Make a Habit of Success
- Improving Your Memory
- Journaling and Writing for Personal Growth
- Laughter, Humour and Play to Reduce Stress and Solve Problems
- Letting Go of the Things That Hold You Back
- Living Simply: Simplify Your Life
- Loving...You: Boosting Self-esteem and Acceptance
- Making Connections At Work and In Life
- Managing Anger at Home and at Work
- Managing Up for Professional Success*
- Managing Your Emotions in the Workplace
- Mindfulness: Being Present in Your Work and Life
- Moving From School to Career
- Mental Fitness for Optimal Brain Power
- Navigating Life's Big Decisions
- Overcoming Procrastination
- Overcoming Shyness
- Overcoming Your Distorted Negative Thinking
- Reading for Fulfillment
- Sailing On: A Guide to Transitioning Into Retirement
- Secrets to Self-Motivation
- Staying Engaged and Advancing Your Career as a Remote Employee
- Staying Positive While Performing Difficult Client Service Work*

- Strengthening Your Ability to Empathize
- Time Management Principles
- Time Management Tools: To-Do Lists, Calendars, Etc.
- Unconscious Bias
- Using Kindness to Achieve Personal Success and Happiness
- Working Through Mistakes

Resilience

- Being Adaptive in an Ever Changing World
- Coping With a Traumatic Event
- Feeling Stuck? Practical Ways to Get Yourself Going Again*
- How to Receive Criticism and Make it Work for You
- Living With Change
- Moving Through Grief and Loss
- Preparing for Financial Emergencies
- Reinventing Yourself
- Resiliency: Bouncing Back After a Setback
- Stress: A Way of Life or a Fact of Life
- The Impact of Attitude on Work and Life
- Where Are You Going? Goal Setting for Personal and Professional Success

Financial

- 10 Strategies for Improving Your Finances (Webinar only)
- After the Holidays: Managing That Debt (Webinar only)
- Financial Planning for Life (Webinar only)
- The Five Pillars of Personal Finance (Webinar only)
- Managing Personal Finances (Webinar only)
- The Psychology Behind Saving Money and Other Good Financial Habits

Behavioural Health and Wellness

- Connecting Mind and Body for Healthy Living
- Coping With Compassion Stress
- Coping During Uncertain Times
- Counseling & Therapy, Demystified
- Developing Will Power and Self Control to Change Behaviour
- Drinking Responsibly
- Emotional Eating: The Connection Between Mood and Food
- Happiness: A Key to Life's Satisfaction
- Healthy Lifestyles: Changing the Way You Think About Diet and Exercise
- Hobbies for Mental and Physical Health
- How World Events Can Impact Veterans' Mental Health*
- Informed or Informed? Healthy Media Consumption and Social Media Usage
- Languishing, Flourishing, and Your Mental Health*
- Learning to Relax
- Living Nicotine Free (Webinar Only)
- Loneliness and Social Isolation in Today's World

*New for 2022

- Managing Holiday Stress
- Managing Worry and Anxiety
- Marijuana: Understanding Common Effects and Methods of Consumption
- Mental Health Awareness
- Opioids: Understanding the Dangers and Ways to Help
- Relaxation “Micro-Moments” and Winding Down Techniques*
- Running on E: Adding Energy and Passion to Your Work and Life
- Sleep, an Essential Component of Health and Well-Being
- Staying Young Through the Years
- Suicide Awareness
- The Impact of a Difficult Childhood On Your Adult Life
- Tools to Handle Stress
- Understanding Depression
- Using Guided Imagery for Wellness and Stress Reduction
- Walking for Mental Health
- Work-Life Balance in a Work From Home Environment

Family and Relationships

- Building Strong Relationships With Your Adult Children
- Communication Skills for Families
- Communicating Without Conflict With Your Significant Other
- Domestic Violence Awareness
- Enjoying Your Empty Nest
- Helping a Loved One Through Difficult Times
- Important Issues to Discuss Before Marriage
- Life After Divorce: Landing on Your Feet
- Making the Most of Family Occasions
- Planning a Family Vacation
- Rewards and Challenges of the Blended Family
- Single Again After All These Years
- Staying Connected: Keeping the Spark Alive in Your Relationship
- The Impact of Substance Abuse on the Family
- When Mom and Dad Move in With You

Guidelines and Policies

- All sessions are designed to be 45-60 minutes in length.
- Face-to-face sessions are designed for a minimum of 8 participants and a maximum of 35 participants. Webinar sessions can accommodate up to 1,000.
- Same-day training sessions must run consecutively, unless otherwise mutually agreed.
- Sessions are available from 7 a.m. to 7 p.m., Monday through Friday.

*New for 2022

GuidanceResources®



TAKE A BREATH

In a busy world, it's important to take a break once in a while. Your Employee Assistance Program can show you how. Our counseling, self-improvement tools and solutions for everyday issues can help you get the most out of life, at work and at home. These services are free, confidential and available all day, every day to you and your household members.

Here when you need us.

Call: 877-327-4452

TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: EAPCEB

