

Your Guide to ComPsych GuidanceResources

Your New Employee Assistance Program (EAP)

24/7 Support, Resources & Information

Contact Us... Anytime, Anywhere

Phone: 866-641-3847
TDD: 877-373-4763
Online: guidanceresources.com
App: GuidanceResources Now
Web ID: COM589



What is the Employee Assistance Program?

The Employee Assistance Program is provided by ComPsych GuidanceResources and offers counselling, 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 Guidance Consultant, a master's or PhD-level counsellor who will collect some general information about you and will talk with you about your needs. The Guidance Consultant will provide the name of a counsellor who can assist you. You can then set up an appointment to speak with the counsellor over the phone or schedule a face-to-face visit.



What counselling services does the EAP provide?

The EAP provides free short-term counselling with counsellors in your area who can help you with your emotional concerns. If the counsellor determines that your issues can be resolved with short-term counselling, you will receive counselling through the EAP. However, if the problem cannot be resolved in short-term counselling in the EAP, the counsellor can recommend longer-term treatment options.



Can my children use the EAP?

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



What the GuidanceResources Program offers



Counselling provides you and your family with support for an array of life challenges, including marital, relationship and family issues, stress, anxiety, depression, grief, loss, job pressures and substance abuse.



Work-life services connects you with specialists who can provide qualified referrals and customized resources for child and elder care, moving, pet care, post-secondary education planning, home repair, buying a car, planning an event, selling a house and more.



Legal support services connects you with a licensed lawyer who can address your legal concerns such as divorce, custody, adoption, real estate, debt, immigration, bankruptcy, landlord/tenant issues, civil and criminal actions and more.



Financial information services provides consultations with financial professionals to answer questions about budgeting, debt management, tax issues and other money concerns, simply by calling the toll-free number.



Wellness services (such as HealthyGuidance) provide you and your family with tools and resources to help you make positive lifestyle changes.



GuidanceResources Online is your one-stop shop for vital information, tools and support, such as timely articles, tutorials, podcasts and videos. You can also get personal responses to your questions through using the "Ask the Expert" tool.