



GuidanceResources®

For People Leaders: Your Employee Assistance Program

What is the Employee Assistance Program?

The EAP is provided by ComPsych® GuidanceResources® and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to employees and their dependents free of charge.

Why provide an EAP?

The EAP offers counseling, guidance and tools for emotional, financial, legal and other issues. Helping employees and their dependents ensures that these issues don't spill over into the workplace and harm productivity or morale.

Is the service confidential?

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

Why should people leaders use the EAP?

The EAP is a referral resource when an employee expresses concerns over or suffers performance problems due to a personal issue. As a manager, it is not your job to be a professional counselor or best friend. The EAP can handle that for you. The EAP also offers assistance to people leaders handling substance abuse, workplace violence, organizational changes or any other employee-related situations. If you need information and support when handling such issues, a GuidanceResources® staff member can provide a consultation.

How does the EAP support people leaders during a workplace crisis?

A 24-hour-a-day Critical Incident Response Unit is available to help employees deal with critical incidents such as natural disasters, workplace violence, workforce reductions or the death of a colleague. This specialized team will consult with you about options, such as grief groups in the case of a colleague's death, and assist you in determining the most appropriate plan.

Why might an employee or their dependents use the services of the EAP?

There are many reasons for employees to take advantage of these services, including when they:

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

Under what circumstances might a manager refer an employee to the EAP?

All employees can experience personal difficulties that can impact their performance at work. As a manager, you can suggest the EAP to an employee as a confidential resource provided at no charge.

What happens when employees call the EAP?

When employees call, they will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information and will talk with them about their needs. The GuidanceConsultantSM will provide the name of a counselor who can assist them.

Who can use the EAP services?

The EAP is a confidential benefit for employees and their household family members. Those 13 and older can speak directly with a counselor. Parents should discuss options with a GuidanceConsultantSM about the needs of those younger than age 13.



For more details on the EAP and how it can support people leaders, consult the [People Leader Toolkit](#).



24/7 Live Assistance:
Call: 1.800.858.6715
TRS: Dial 711



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





Seattle

COMPSYCH®
GuidanceResources® Worldwide

GuidanceResources®

Your Life. Your Work. Your Best.®

Your Employee Assistance Program

Sometimes life can feel overwhelming. It doesn't have to. Your ComPsych® GuidanceResources® Employee Assistance 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

8 in-person sessions per issue, per year

- 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

Interactive Digital Tools

- Self-care platform offers guided health programs
- Tackle anxiety, depression, stress
- Improve mindfulness, sleep, and more

Well-Being Support

- Work one-on-one with an expert health coach for the guidance and support you need to make positive, lasting lifestyle changes
- Improve your nutrition, exercise habits, weight loss efforts
- Get help with smoking cessation, back care, resiliency and more

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



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