



What is the Employee Assistance Program?

The Employee Assistance Program is provided by ComPsych® Corporation 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

Here when you need us.

Call: 833.515.0766

TTY: 877.373.4763

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: SSBAEFAP

What happens when I call?

When you call, you will speak with a GuidanceConsultantSM, a master's- or PhD-level counsellor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant 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 it is determined that the problem cannot be resolved in short-term counselling in the EAP and you will need longer-term treatment, you will be referred to a specialist early on.

Can my children use the EAP?

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