Stay Ahead of Performance, Productivity and Health Issues
Who We Are

World’s largest provider of EAP services

• Founded in 1984 and privately owned

• Pioneer of fully integrated counseling, legal, financial, work-life and wellness services

• GuidanceResources®, a trusted, clinical-first brand

• Multiple offices covering 160 countries

• 24-hour service centers staffed by dedicated clinical, legal, financial, wellness, absence-management, behavioral and work-life experts

• Best-in-class network and industry-leading services and tools that ensure quality care and barrier-free access

• 35-year track record of mental health excellence, leading to superior growth, performance and stability
Program Model

Clinical Support
- 5 session face-to-face EAP (active employees)
- 5 session telephonic EAP (retirees)

HR Assistance
- Formal referrals for managers
- Supervisory consults

LegalConnect
- Unlimited access to licensed ComPsych attorneys
- Local referrals
- 25% discount on of customary fees

FinancialConnect
- Unlimited access to licensed ComPsych financial experts

FamilySource
- Unlimited access for such issues as child and elder care, education, government assistance, relocation, personal convenience and more!

GuidanceResources® Online
- 24/7 access to online articles and resources
- Desktop, tablet and mobile platforms in a variety of countries and languages

CISM/Training/Health Fairs
- Annual training service hours
- Unlimited CISM support
The GuidanceResources Experience

Employee/Family

Supervisor/Manager

Assessment and Recommendations

Available Services

Counseling

Work-Life Services

Financial Information Services

Legal Information Services

Other Programs

Problem Resolution and Follow-up

866-301-9623 (active)
833-306-0105 (retired)

Email

Chat
Confidential Counseling

Short-Term Counseling (EAP)

• 5 face-to-face counseling sessions per individual, per issue, per year

• Address issues early

• No cost to the individual

• Confidential

• Voluntary

Long-term counseling

• Continuing treatment for long-standing issues
## Integrated Work-Life

### FamilySource
- Unlimited support
  - Child care
  - Elder care
  - Education
  - Government programs
  - Health/wellness
  - Personal convenience
  - Moving/relocation
- Qualified resources

### LegalConnect
- Unlimited consultation
  - Family law
  - ID theft
  - Custody
  - Real estate
  - Contracts
  - Tax questions
- Local referrals
  - In-person consultation
  - Discounted legal fees

### FinancialConnect
- Unlimited Consultation
  - Budgeting
  - Debt
  - Credit
  - Tax issues
  - Retirement planning
  - Real estate
  - Estate planning
  - Saving for college
### Child care
- Family home care
- Day care centers
- Group day care
- Preschool
- Nanny
- Back-up care/Emergency care
- Night care
- Before and after school care
- Adoption
- Foster care
- Camp
- Special needs programs
- Pregnancy
- Parenting skills
- Grandparenting

### Elder care
- Adult day care
- Nursing homes (Medicare/Medicaid or private pay)
- Assisted living
- Home health, respite
- Skilled nurses
- Retirement, independent living
- Senior centers, recreation
- Hospice
- Low-income housing
- Long-term care insurance information
- Social Security
- Safety, driving, daily activities
- Adapting to change
- Financing care

### Health care
- Health care centers
- General information
- Hospitals
- Support groups
- Fitness
- Nutrition

### Education
- K-12 schools
- Tutors
- Colleges (voc., comm., 4-year)
- Graduate/professional programs
- Financial aid and scholarships
- Special education
- Continuing education

### Pet care
- Pet insurance
- Pet sitting, day care
- Obedience training
- Grooming
- Supplies
- Veterinarian
- Boarding
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Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App

- 24-hour access to localized resources for 65 countries
- On-demand training modules available anytime
- Special topic centers for individuals facing similar issues
- Content is organized by life event to reflect common searches
- Click to chat or email with master’s-level GuidanceConsultants
- Discounts through partners for commonly used services
- Lookup local child/elder care, attorneys, financial experts
- Crisis Portal offers immediate information, support and resources
Unlimited Management Consultation

Management Consultation

• Support for management referrals and manager consults
• Advice on how to refer employees to the Employee Assistance Program for those who need support
• Guidance on identifying troubled behavior and how best to handle it
• Support during organizational change
• Guidance to managers facing difficult conversations with employees and teams
• Help during natural disasters and crisis
• On-site crisis support by counselors when requested
Industry Leading CISM Services

Critical Incident Stress Management

- Available 24/7 through dedicated toll-free line
- On-site CISM counseling and support resources available upon request
- Online crisis portal
- World Watch alerts (extreme weather, natural disasters, other)
- Recent post-event training webinars have included:
  - Difficult Conversations After The Las Vegas Shooting
  - Coping With Uncertainty After Hurricane Maria
  - Emotional Resilience In The Aftermath of Harvey & Irma
- ComPsych responded to more than 5,000 CISM events in 2018
- Client satisfaction with CISM services has exceeded 99% year over year
Ongoing Communications That Engage Employees
Supporting Emerging Issues and Concerns

May: Mental Health Awareness

October: National Disability Employment Month

Dealing with Crisis and Trauma in the Workplace

ComPsych digital toolkits contain helpful resources to support awareness efforts in the workplace, including:

- HelpSheets
- Online resources
- Registration access to live webinars
- And more!
Training and Development Programs

Orientation for employees and managers/supervisors

Work-Life and personal development training sessions

Multiple delivery options
- Face-to-face facilitation
- Live webinar presentations
- On-demand digital training modules

Available Globally
Thank You for Attending

Your single source for confidential support, expert information and valuable resources, when you need it the most.

Available 24 hours a day, 7 days a week

Call: 866.301.9623   TDD: 800.697.0353

Online: guidanceresources.com
Your company web ID: TAMUS

Retirees: 833.306.0105

Qatar: 00800.100.071
The ComPsych Experience—Our Guiding Principles

A **passion** and **dedication** for our clients and our work that is second to none.

A “**Build-to-Suit**” approach of innovative, cutting-edge programs uniquely designed for each client.

A service orientation to always **over-deliver** on customer expectations.

Impeccable **integrity**—demonstrated by our conduct in and out of the office.

Demonstrated superior **quality** and **value** that forges long-term service relationships with our clients.