

# Your Employee Assistance Program Benefits

## ComPsych EAP

### ID Cards

No ID card is needed to access your EAP benefits. When you call ComPsych's Employee Assistance Program (EAP), simply give them your name, birthdate, and confirm the employer you work for.

### Provider Network

The EAP contracts with assessment counselors all over the United States, and has in-house attorneys, financial consultants, and work-life experts available to speak with you over the phone.

### EAP on the Web

Find hundreds of topics including health & wellness, family & relationships, work & education, financial, money & investments, consumer & leisure, home & auto and more! It's at [www.guidanceresources.com](http://www.guidanceresources.com).

[www.guidanceresources.com](http://www.guidanceresources.com)

First time? Choose "first time user" and under "Organization Web ID" enter **trusteap71**.

### EAP Coverage

The employee, any dependents, and any individual living in your household are eligible for these benefits, at no cost to you. These individuals do not need to be covered on any health insurance you have to be covered by your EAP. ComPsych guidance counselors are available 24 hours a day, 7 days a week.

#### Counseling

A limited number of free one-on-one (in person) visits are available with an EAP assessment counselor. In the event that longer term counseling is needed, the EAP counselor may decide a referral for ongoing therapy would be beneficial. You can receive ongoing therapy with your EAP assessment counselor, or an outside professional or community agency.

Once your free visits have been exhausted and a referral is in place, this will be billed to your medical insurance/your responsibility to pay. Check with your health insurance plan for benefits and covered providers.

#### Family Source

A work-life expert can help with the challenges of trying to balance the many demands of work and life. This service provides information and referrals in areas like child care, adoption, elder care, education, pet care and concierge services. If you need help finding something - ask Family Source.

#### Financial Assistance

The EAP's in-house staff of financial experts cover a broad range of personal financial issues, assisting members with financial worries and planning.

#### Legal Questions

Your EAP provides you with free access to legal assistance for any non-employment related reason. Your phone consultation is typically limited to 20 minutes, however the number of calls is not limited. If representation is required, you will be referred to a local attorney for a free 30-minute in-person consultation and a 25% discount on customary fees thereafter.



### Questions?

If you have questions about your EAP, check with your employer's Human Resources Department or contact AWC Trust staff at 1-800-562-8981.

ComPsych EAP: 1-800-570-9315

# Contact Us... Anytime, Anywhere

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

## Confidential Emotional Support



Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- 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: 800-570-9315

TDD: 800.697.0353

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

Online: [guidanceresources.com](http://guidanceresources.com)

App: GuidanceResources® Now

Web ID: [trusteap71](#)

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: 800-570-9315

TDD: 800.697.0353

Online: [guidanceresources.com](http://guidanceresources.com)

App: GuidanceResources® Now

Web ID: [trusteap71](#)

Most people who call  
**aren't in crisis.** They need  
support or a sounding board.

Your

EAP

Employee  
Assistance  
Program

1.800.570.9315

[guidanceresources.com](http://guidanceresources.com)

Guidance Now app





## What is an EAP?

Personal problems are a part of everyone's life. Some of these problems become too big to be solved alone and can interfere with job performance or with home life. Asking for help can be the first step toward resolving a problem and finding a positive way to overcome a negative situation.

## How do I access the EAP?

Using the EAP is easy. You can contact the EAP provider by calling: 1.800.570.9315. Guidance Consultants are available 24 hours a day, 7 days a week, to arrange an appointment with a qualified counselor in your area.

## What type of assistance does my EAP provide?

The EAP provides confidential counseling on personal issues, including:

- Relationships
- Substance abuse
- Job pressures
- Grief and loss
- Problems with children
- Stress, anxiety or depression
- Marital conflicts
- Empty-nesting

Call 24 hours a day, 7 days a week

## Isn't counseling expensive?

Speaking with an EAP Guidance Consultant for assistance about emotional issues and/or to obtain a referral to a professional counselor is free. Depending on which plan your employer has chosen, you have three, five or eight free visits (that's per person, per issue) with a counselor. If additional counseling is needed beyond your free visits, you should check with your medical plan to determine what your costs will be.



... a week... [1.800.570.9315](tel:18005709315)

Getting the help  
you need **makes**  
**life better...** for  
you and all the  
people in your life.

## The EAP can help you with:

- Stress/anxiety
- Parenting
- Abuse
- Aging
- Drugs/Alcohol
- Grief
- Marriage
- Workplace issues
- Eldercare
- Depression
- Relationships
- Critical incident debriefing
- Legal services — wills, estate planning, divorce, civil criminal disputes
- Financial services — bankruptcy, credit issues, tenants rights
- And more.



1.800.570.9315

## Does the EAP provide legal assistance?

Yes. Your EAP provides you with access to a phone consultation with a qualified attorney free of charge. If you need ongoing legal services, you can get a referral to a local attorney at a discounted rate. Call anytime with legal issues, including:

- Creating/updating your will
- Debt obligations
- Bankruptcy
- Civil lawsuits
- Landlord and tenant issues
- Divorce and family law
- Criminal actions
- Contracts
- Miscellaneous legal questions

## What about financial assistance?

Through the EAP, you have access to financial guidance. A financial consultation is provided for free. Financial professionals are available to discuss concerns and provide you with tools and information to address your finances, including:

- Saving for college
- Getting out of debt
- Retirement planning
- Credit card or loan problems
- Tax questions
- Estate planning



## I'm so busy. Does the EAP offer any work-life assistance?

Yes. Whether you are a new parent, a caregiver for an elder, sending a child off to college, buying a car, or doing home repairs, you are bound to have questions or need resource referrals. Work-life specialists are available to help you sort out the issues and provide you with the information you need. You'll receive assistance in areas such as:

- Finding child or elder care
- Entertaining family and friends
- Finding pet care
- Home repair
- Planning for college
- Event/vacation planning
- Purchasing a car
- Finding a diaper service

## I prefer online resources. Does the EAP offer any online assistance?

Yes. The Guidance Resources website is full of information to assist you with issues that matter to you. You can find the following resources (and more!) online:

- Elder care
- Autism
- Legal resources and documents
- Short topical online polls and past poll results
- Consumer & leisure—going green, pets, home & auto, event planning, etc.







- Relationships—family, special needs & gifted children, parenting, marriage, etc.
- Work & education—college, managerial assistance, career & personal development, etc.
- Informational video & audio clips
- Self-assessment quizzes
- Healthy habits, including health & stress reduction tips

Check out these great online resources at [www.guidanceresources.com](http://www.guidanceresources.com). Choose “register”, and under “Organization Web ID” enter: [trusteap71](http://www.trusteap71.com).

## Who can use the EAP?

The EAP is available to you and your immediate family (including your dependent children), and anyone living in your household.

The EAP is a good resource for supervisors, particularly when dealing with difficult or emotional employee situations. Supervisors are encouraged to refer employees to the EAP services when work performance may be affected by personal problems.

1.800.570.9315



**Your EAP plan sponsor:**

Association of Washington Cities Employee Benefit Trust  
1076 Franklin Street SE  
Olympia, WA 98501

[awctrust.org](http://awctrust.org)

1.800.562.8981

**Your EAP provider:**

**COMPSYCH**<sup>®</sup>  
— The GuidanceResources Company<sup>®</sup> —

1.800.570.9315

[guidanceresources.com](http://guidanceresources.com)

Guidance Now app (in your app store)

24 hours / 7 days