



Call ComPsych® GuidanceResources® anytime for confidential assistance.

Call: **844.UCI.EAP3** (824.3273)
Go online: **guidanceresources.com**

TDD: 800.697.0353
Your company Web ID: **UCIEAP3**

Personal issues, planning for life events or simply managing daily life can affect your work, health and family. ComPsych® GuidanceResources® provides support, resources and information for personal and work-life issues. GuidanceResources is company-sponsored, confidential and provided at no charge to you and your dependents. This flyer explains how GuidanceResources can help you and your family deal with everyday challenges.

Confidential Counseling

Someone to talk to.

This no-cost counseling service helps you address stress, relationship and other personal issues you and your family may face. It is staffed by GuidanceConsultantsSM—highly trained master's and doctoral level clinicians who will listen to your concerns and quickly refer you to in-person counseling and other resources for:

- › Stress, anxiety and depression
- › Relationship/marital conflicts
- › Problems with children
- › Job pressures
- › Grief and loss
- › Substance abuse

Financial Information and Resources

Discover your best options.

Speak by phone with our Certified Public Accountants and Certified Financial Planners on a wide range of financial issues, including:

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

Legal Support and Resources

Expert info when you need it.

Talk to our attorneys by phone. If you require representation, we'll refer you to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter. Call about:

- › Divorce and family law
- › Debt and bankruptcy
- › Landlord/tenant issues
- › Real estate transactions
- › Civil and criminal actions
- › Contracts

Work-Life Solutions

Delegate your "to-do" list.

Our Work-Life specialists will do the research for you, providing qualified referrals and customized resources for:

- › Child and elder care
- › Moving and relocation
- › Making major purchases
- › College planning
- › Pet care
- › Home repair

GuidanceResources® Online

Knowledge at your fingertips.

GuidanceResources Online is your one stop for expert information on the issues that matter most to you... relationships, work, school, children, wellness, legal, financial, free time and more.

- › Timely articles, HelpSheetsSM, tutorials, streaming videos and self-assessments
- › "Ask the Expert" personal responses to your questions
- › Child care, elder care, attorney and financial planner searches

Just call or click to access your services.

UCI University of California, Irvine



UC Irvine Health

Your GuidanceResources® Employee Assistance Program

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Commonly Asked Questions About Your EAP

Employee Assistance Program (EAP)

Your company provides an Employee Assistance Program (EAP) to their employees who may be affected by personal problems. The EAP is a strictly confidential employee benefit which provides assessment and short-term counseling to employees, their spouses, and their dependents. An employee or an employee's family member can access the program by calling the ComPsych® GuidanceResources® toll-free number: **844.UCI.EAP3 (824.3273)**.

In order for everyone to better understand the EAP services, here are answers to some often-asked questions.

What happens when I call the EAP?

An Intake Specialist (a master's or PhD level minimum counselor) will collect some general information about you and will talk with you about your needs. This specialist will provide the name of a counselor who best fits your personal needs. You will then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

How many complimentary sessions will I get with a ComPsych counselor?

If the counselor determines that your issues can be resolved within three (3) sessions, you will receive short-term counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling through the EAP and you will need longer-term treatment, you will be referred to a specialist early on, and your insurance coverage will be activated.

Can my children use the EAP?

Yes. Children experience many pressures today as well. The EAP is a confidential benefit for employees and their eligible dependents.

Is the EAP really confidential?

By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

Why do they pay for this benefit?

Because your company cares about its employees, and they recognize that personal problems can affect job performance, causing stress, absenteeism, employee turnover, etc.

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