

A Review of Your Well-Being Solutions Employee Assistance Program

Provided by ComPsych



COMPSYCH[®]
GuidanceResources® Worldwide



Agenda

- **ComPsych Overview**
- **Program and Service Overview**
- **GuidanceResources Online**
- **User Experience**
- **Additional Services/Resources**
- **How to Connect?**



ComPsych Overview

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
- 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



Well-Being Solutions Employee Assistance Program



Integrated program allows us to be the single source for:

- 5 Free Confidential Counseling Sessions Per Issue
- Legal information and resources
- Financial information, resources and tools
- Information, referrals and resources for work-life needs
- Online information, resources and tools

SONM Benefits: Providing you tools to live a healthier life.

Contact Us... Anytime, Anywhere
No-cost, confidential solutions to life's challenges.

Confidential Emotional Support
You may receive up to 5 free EAP sessions. 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, webinars
• On-demand trainings
• "Ask the Expert" personal responses to your questions

Your Well-Being Assistance Plan
to talk to and is whenever and wherever you need it.

Call: 833.515.0771 TTY: 800.697.0353
Online: guidanceresources.com
App: GuidanceNow™
Web ID: SONMEAP

24/7 Support Resources

Contact Your Well-Being Solutions Employee Assistance Program
SONM Benefits: Providing you tools to live a healthier life.
Call: 833.515.0771 TTY: 800.697.0353
Online: guidanceresources.com
App: GuidanceNow™
Web ID: SONMEAP

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SONM Benefits: Providing you tools to live a healthier life.

GuidanceResources®

What is your Well-Being Solutions Employee Assistance Program?

Your Well-Being Solutions EAP program is provided by GuidanceResources and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

Why provide the Well-Being Solutions program?
Because we care about our employees and their dependents. Your Well-Being Solutions can be used free of charge (up to 5 sessions) as needed when you or your dependents are facing emotional, financial, legal or other concerns.

Are the services confidential?
Yes, your Well-Being Solutions program 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 your Well-Being Solutions program 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


What happens when I call?
When you call, you will speak with a GuidanceConsultant™, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does the Well-Being Solutions provide?
Your Well-Being Solutions program provides free short-term counseling (up to 5 sessions) with counselors in your area who can help you with your emotional concerns. If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through your Well-Being Solutions program. However, if it is determined that the problem cannot be resolved in short-term counseling in the Well-Being Solutions program 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 Well-Being Solutions?
Yes, Your Well-Being Solutions program is a confidential benefit for employees and their household family members.

Here when you need us.
Call: 833.515.0771 TTY: 800.697.0353
Online: guidanceresources.com App: GuidanceNow™
Web ID: SONMEAP

®Telecommunication Device for the Deaf



Contact Your Well-Being Solutions Employee Assistance Program

SONM Benefits: Providing you tools to live a healthier life.

Call: 833.515.0771 TTY: 800.697.0353
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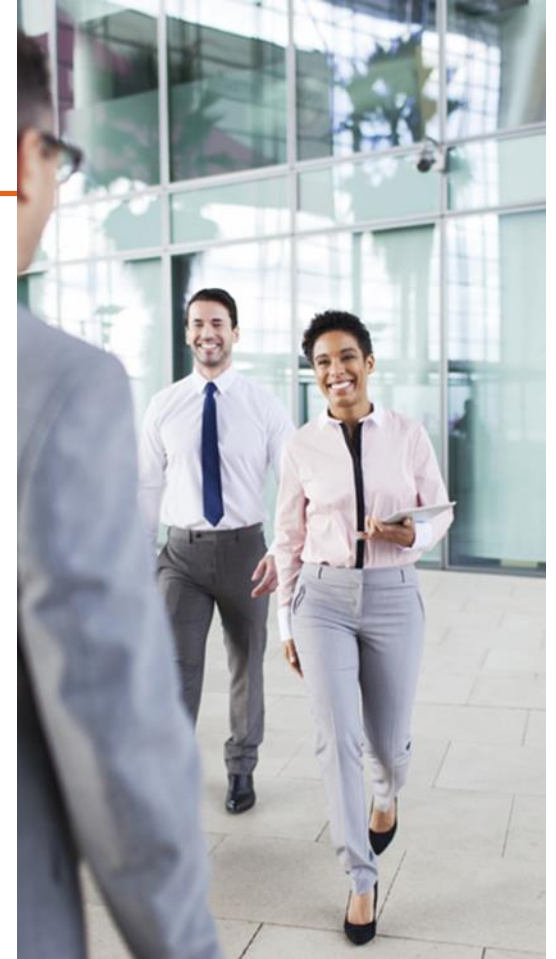
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Confidentiality

The program is strictly confidential

- Records are maintained by ComPsych
- General SoNM reporting: Summary of number of requests for assistance (quarterly):
 - Trends
 - High Level Demographic info
 - Presenting Issues



Work-Life Balance


FamilySource®

Information, referrals and resources for work-life needs

Addressing work-life balance issues by providing practical information and referrals

- Child and elder care
- Educational options
- Community information
- Event planning
- Home improvement
- Buying/selling a home, relocation
- Assistance with shopping and locating items

GuidanceResources®



Work-Life Benefits

Are you:

A parent looking for answers to parenting questions? Get help with:

- Child care
- Nanny services
- Before- and after-school care
- Camps
- Financial assistance
- Adoption information

A family member of an elder? Learn about:

- Home health care
- Respite care
- Community services
- Help determining the right level of care
- Screened referrals for assisted living and nursing homes
- Hospice information

Looking for a place to live? Get help with:

- Finding an apartment
- Finding movers

Relocating to another city

- Choosing a realtor
- School and neighborhood information
- Housing and utility assistance

A pet owner? Get information on:

- Dog walkers
- Kennels and pet care
- Veterinarians
- Obedience classes
- Pet insurance

Sending a child off to school? Learn about:

- Choosing schools, from preschool through college and beyond
- Financial aid
- Scholarships
- Tutors
- Special needs

Planning a major project? Find resources and qualified experts for:

- Weddings and other events
- Home improvement projects
- Vacation planning
- Making a big purchase, such as a home or car

Get the Help You Need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific needs. Our work-life specialists will research your question and, in just a few business days, send you a complete packet of practical information, including prescreened referrals (as appropriate), HelpSheets™ on your subject and much more. The materials can be delivered to you via email, fax or second-day airt.

Your GuidanceResources® Program

Call: [Redacted]
TDD: 800.697.0353
Go online: guidanceresources.com
Your company Web ID: [Redacted]

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Topics updated Quarterly

Work-Life (FamilySource) Examples



Unique

- Client seeking grants or scholarships for son to attend prep school.
- Client searching for social activities like scrapbooking and hiking groups for 55+ Christian singles.
- Client wanting to find open store within 25 miles from home to decide on a pet hamster. Also needs information on how to care for them the first few days.
- Client looking for SQL online coding classes.
- Client requesting pick-up service for furniture donation.
- Client wanting to know where to purchase Pranarom Arnica Organic Oil.
- Client looking for a service to move mobile home in rural Louisiana.
- Client searching for acupuncturist and Reiki practitioners.



Challenging

- Client looking for luxury beachside home with pool in the Hamptons during COVID-19, including bike trail information & vegetarian-friendly restaurants.
- Client searching for mini-golf vacations including senior special rates.
- Client wanting to find a dentist who can accommodate an adult with special needs.
- Client asking to research the differences between “musical ear syndrome” symptoms and symptoms from Alzheimer’s disease.
- Client requesting outdoor fitness classes in his area.
- Student, transferring to international school in Spain, seeking scholarships to complete degree in Global Hotel and Restaurant Management and Entrepreneurship.
- Client looking for pet chiropractor to help older rescue dog with arthritis.


Financial Information and Consultation

FinancialConnect®

Financial information from ComPsych staff financial experts

- Unlimited telephonic access for:
 - Budgeting
 - Income tax
 - Credit
 - Real estate
 - Debt
 - Retirement planning
- Confidential and objective

GuidanceResources®



Financial Benefits

Our on-staff financial experts can help you with:

- Managing personal financial challenges
- Credit cards and debt management
- Budgeting
- Tax questions
- Financing college
- Retirement planning
- Estate planning
- Real estate questions
- Investment options
- Mortgages, loans and refinancing

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultantSM who will talk with you about your specific situation and schedule a phone appointment for you with one of our financial experts. Our in-house staff includes Certified Public Accountants (CPAs), Certified Financial Planners (CFPs) and other professionals who are exclusively dedicated to providing financial information by phone. And because our experts are not associated with any financial institution, you are assured that they will provide impartial and objective information on your money topics.

Your GuidanceResources® Program

Call: [REDACTED]
TDD: 800.697.0353
Go online: guidanceresources.com
Your company Web ID: [REDACTED]

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Topics updated Quarterly

Legal Information and Consultation

LegalConnect®

Expert legal information from licensed ComPsych staff attorneys

- Unlimited telephonic access for:
 - Family law
 - Wills
 - Bankruptcy
 - Estate planning
 - ID theft
- Local, quality referrals
 - 30-minute in-person consultation
 - Discounted legal fees

GuidanceResources®



Legal Benefits

Our on-staff attorneys can help you with:

- Family law matters, including divorce, custody, child support and adoption
- Bankruptcy and credit issues
- Landlord/tenant issues, including eviction and lease questions
- Real estate and foreclosure
- Civil actions and small claims court
- Immigration concerns
- DUI/DWI
- Wills and living wills
- Trusts
- Name changes
- Contracts
- Probate matters

Get the help you need.

Just call your GuidanceResources toll-free number. You'll be connected to a GuidanceConsultant™ who will talk with you about your specific situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can be put in a queue to talk to an attorney as soon as one becomes available.

If you require representation...

If, following your phone consultation, your legal matter requires in-person representation, you can receive a referral to a qualified attorney in the GuidanceResources network. Your GuidanceResources benefit includes a free, 30-minute consultation with a local network attorney, plus a 25 percent reduction in the attorney's customary legal fees thereafter.

Note: Employment related issues are excluded.

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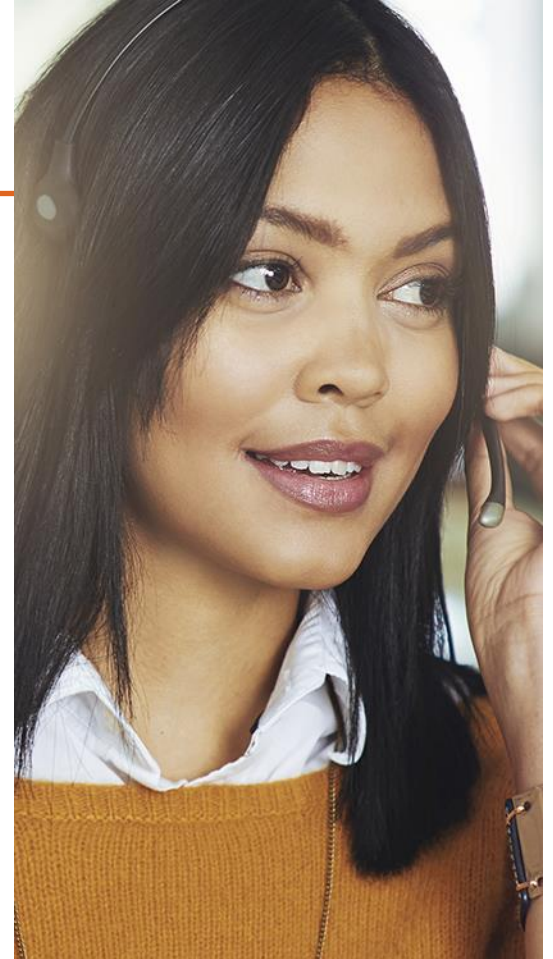
Confidential Counseling

Short-Term Counseling (EAP)

- Services can be accessed 24/7
- EAP counseling services available to employees and household members
- **5 Free Confidential Counseling Sessions**
- Address issues early
- No cost to the individual
- Confidential
- Voluntary

Long-term counseling

- Continuing treatment for long-standing/ongoing issues
- Refer to medical plan



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

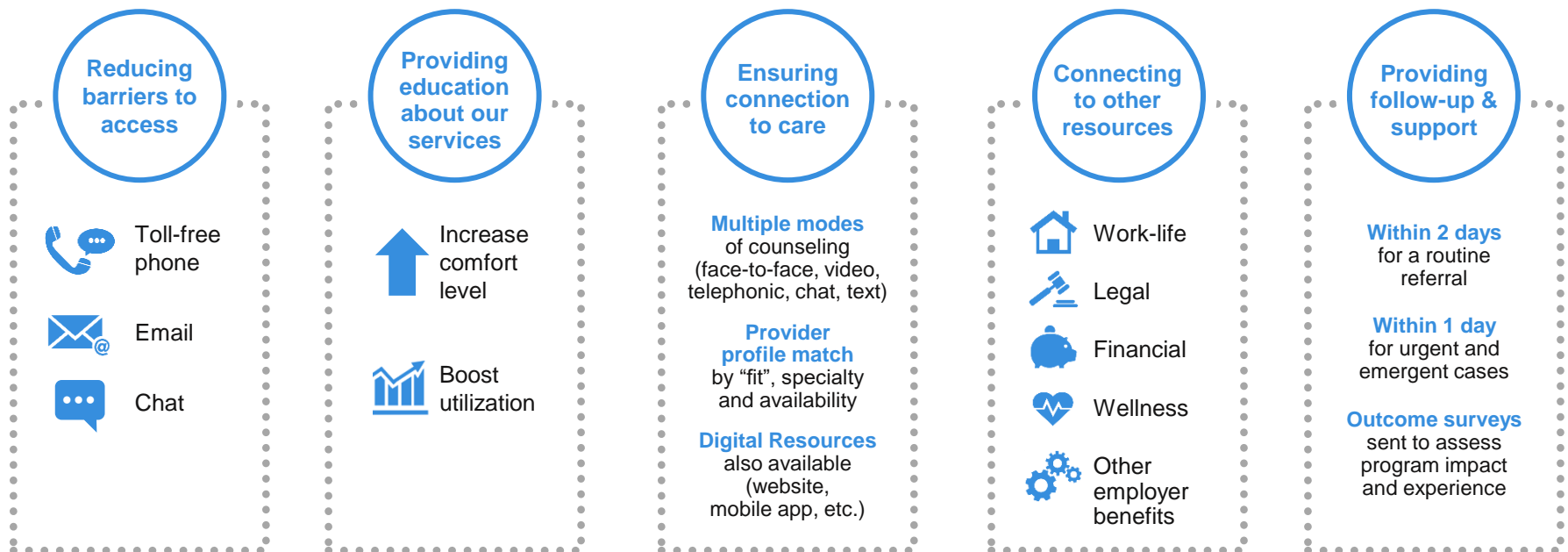
Web site information
www.guidanceresources.com

Well-Being Solutions Employee Assistance Program Experience

Holistic, Comprehensive and Personalized Process



Our Approach to Meeting Individuals “Where They Are”



Additional Services for HR and Management

Supervisory consultations (HR and Management)

- Unlimited consultations for HR/managers/supervisors
 - Support for management referrals and manager consults
 - HR Support
 - Policies
 - Workplace conflicts/employee issues
 - Events/incidents

Training opportunities

- Allocated number of hours per year to be used by SoNM
- Personal and professional development workshops
- Management development
- General Orientations

Critical Incident Stress Management (CISM)

- On-site debriefings for employees affected by a traumatic event
- Purpose is to reduce the probability of long-term emotional or psychological consequences
- Individual or group sessions
- To access services, call your toll-free number 24 hours a day, 7 days a week to be connected with a ComPsych CISM coordinator



Well-Being Solutions EAP Can Help You:

- Prevent small problems in your life from becoming big problems
- Control the negative effects of stress and uncertainty
- Feel happier
- Be more energetic
- Concentrate and perform better at work
- Offer assistance to people in your family, since they can access the EAP too



Contact Information

Well-Being Solutions Employee Assistance Program

SoNM Benefits: Providing you tools to live a healthier life.

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: **833-515-0771** TDD: 800.697.0353

Online: www.guidanceresources.com

Your company web ID: **SONMEAP**

