ComPsych | GuidanceResources®

COLUMBUS CITY SCHOOLS

for managers

What is the Employee Assistance Program?

Provided through ComPsych® GuidanceResources®, the Employee Assistance Program (EAP) offers counseling, legal, and financial consultation, work-life assistance, and other health and well-being resources at no cost to employees and their dependents.

Why provide an EAP?

The EAP offers counseling, guidance and tools for emotional, financial, legal and other issues. Helping employees and their dependents ensures that these issues don't spill over into the workplace and harm productivity or morale.

Employees and their household members can take advantage of EAP services for many reasons, including when they:

1. Are **feeling overwhelmed** by the demands of balancing work and family.
2. Are experiencing **stress, anxiety** or **depression.**
3. Are dealing with **grief, loss, and separation.**
4. Have concerns about **substance use** for themselves or a dependent.
5. Need assistance with **child or elder care** concerns.
6. Have **legal or financial** questions.

EAP is strictly confidential. No personal information about participation is provided to the employer.

Why should managers use the EAP?

The EAP is a valuable referral resource when an employee expresses concerns over or suffers performance problems due to a personal issue. Such issues are best handled objectively by a professional counselor or other expert.

When might a manager refer an employee to the EAP?

All employees can experience personal difficulties that can impact their performance at work. When that happens, you can suggest the EAP as a trustworthy, confidential resource provided at no charge.

What happens when an employee calls the EAP?

The employee will speak with a GuidanceConsultant℠, a trained intake counselor who will collect some general information about them and discuss their needs. They will work with the employee to develop a plan of action and help them schedule appointments or access other services.

24/7 Live Assistance

Call: 866.883.0872 **TRS:** Dial 711
App: GuidanceNow℠ **Web ID:** CCS
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