



## 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

## Here when you need us.

Call: 833.515.0771

Online: [guidanceresources.com](https://www.guidanceresources.com)

Web ID: SONMEAP

TTY\*: 800.697.0353

App: GuidanceNow<sup>SM</sup>

\*Telecommunication Device for the Deaf

### What happens when I call?

When you call, you will speak with a GuidanceConsultant<sup>SM</sup>, 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.

