

COLDWATER EXEMPTED VILLAGE SCHOOL DISTRICT

Employee Reminder

EAP Plan included in Life Insurance through OneAmerica
Employee Assistance Program (EAP) Benefit: Group ID 134403 (OneAmerica3)

As we continue to navigate through the challenges of COVID-19, the term “work-life balance” has taken on a whole new meaning. We thought it would be a good time to remind everyone that there are guidance resources available to you and your families.

Through our group Term Life policy all permanent employees receive a Board-Paid Life Benefit according to their position. **This life insurance benefit also includes an Employee Assistance Program that offers benefits to you and your household family members.** There are many available resources, including short-term counseling for:

- Emotional Support
- Work-Life Solutions
- Legal Guidance
- Financial Resources including Free Online Will Preparation
- A variety of support tools, articles and podcasts including “Ask the Expert” personal responses

You and your family receive up to 3 in-person counseling sessions per issue per year (many visits are virtual during pandemic). You have unlimited telephonic counseling and online resources as well. The goal of the EAP is to provide you with immediate support and direct you to care and resources as needed. If longer-term counseling is needed, your GuidanceConsultant will help you with referrals and finding care that can be covered under your health plan benefits.

The 24/7 Confidential Employee Assistance Program is offered through ComPsych GuidanceResources

Please use ID: 134403 and Employer Name with OneAmerica3 to access benefits

We encourage members to download the App: “GuidanceNow”

You may also Register Online at www.guidanceresources.com or call 855.387.9727

We have also attached an outline of services, an FAQ and access instructions. Please let us know if there are any questions about the EAP and how to access or connect with services.

We hope these additional resources are helpful to you and your family in this season of life.

Sincerely,

Administration

Guide to Using GuidanceResources® Online

First-time users, follow these simple instructions and start exploring the resources offered to you on GuidanceResources Online.

1. Go to **guidanceresources.com** to reach the website.
2. Once on the guidanceresources.com home page, click the **Register** tab.
3. You will then be asked to enter your **Organization Web ID**.

Your Company/Organization Web ID: ONEAMERICA3

You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like them to be but should be something you will remember. The **User Name** (often your name) must be at least six characters long and should have no spaces (for example: joesmith). The **Security Questions** are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law.

Make sure that you complete all fields that have red asterisks, as these are required fields. When you've finished, click the **Submit** button at the bottom of the page.

4. On the next page, you will be asked to provide some demographic information. All of the fields are optional. Be sure to read the **Terms of Use** and click inside the check box to indicate your agreement to those terms. When you've finished, click the **Submit** button at the bottom of the page.
5. You should now be on the website.

For Future Logins

You will NOT have to enter all of the demographic information again. You will only need to remember your User Name and Password. When you get to step 2 above, instead of clicking on the register tab, use the Login section and enter your User Name and Password and click the login button. This will take you directly to GuidanceResources Online.

If you have any problems registering or logging into GuidanceResources Online, email Member Services at **memberservices@compsych.com**.



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



Free Online Will Preparation

EstateGuidance® lets you quickly and easily create a will online.

- Specify your wishes for your property
- Provide funeral and burial instructions
- Choose a guardian for your children

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Your ComPsych® GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 855.387.9727

TTY: 800.697.0353

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

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: ONEAMERICA3

Log on today to connect directly with a GuidanceConsultantSM about your issue or to consult articles, podcasts, videos and other helpful tools.

24/7 Support, Resources & Information

During intake, please provide the name of your employer or your account number **134403** to get connected with services today!



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What is the Employee Assistance Program?

The Employee Assistance Program is provided by ComPsych® 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 an EAP?

Because we care about our employees and their dependents. The EAP can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

Are the services confidential?

Yes, the EAP 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 the EAP 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.

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During intake, please provide the name of your school system or account number 134403 to get connected with services today!

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What happens when I call?

When you call, you will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultantSM 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 EAP provide?

The EAP provides free short-term counseling 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 the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in 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. The EAP is a confidential benefit for employees and their household family members.



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