

Most people who call  
**aren't in crisis.** They need  
support or a sounding board.

Your

EAP

Employee  
Assistance  
Program

1.800.570.9315

[guidanceresources.com](http://guidanceresources.com)

Guidance Now app





## What is an EAP?

Personal problems are a part of everyone's life. Some of these problems become too big to be solved alone and can interfere with job performance or with home life. Asking for help can be the first step toward resolving a problem and finding a positive way to overcome a negative situation.

## How do I access the EAP?

Using the EAP is easy. You can contact the EAP provider by calling: 1.800.570.9315. Guidance Consultants are available 24 hours a day, 7 days a week, to arrange an appointment with a qualified counselor in your area.

## What type of assistance does my EAP provide?

The EAP provides confidential counseling on personal issues, including:

- Relationships
- Substance abuse
- Job pressures
- Grief and loss
- Problems with children
- Stress, anxiety or depression
- Marital conflicts
- Empty-nesting

## Isn't counseling expensive?

Speaking with an EAP Guidance Consultant for assistance about issues and/or to obtain a referral to a professional counselor is free. Depending on which plan your employer has chosen, you have six, eight or ten free visits (that's per person, per issue) with a counselor. If additional counseling is needed beyond your free visits, check with your medical plan to determine what your costs will be.



Call 24 hours a day, 7 days a week... 1.800.570.9315

Getting the help  
you need **makes**  
**life better...** for  
you and all the  
people in your life.



## The EAP can help you with:

- Stress/anxiety
- Parenting
- Abuse
- Aging
- Drugs/Alcohol
- Grief
- Marriage
- Workplace issues
- Eldercare
- Depression
- Relationships
- Critical incident debriefing
- Legal services — wills, estate planning, divorce, civil criminal disputes
- Financial services — bankruptcy, credit issues, tenants rights
- And more.

1.800.570.9315

## Does the EAP provide legal assistance?

Yes. Your EAP provides you with access to a phone consultation with a qualified attorney free of charge. If you need ongoing legal services, you can get a referral to a local attorney at a discounted rate. Call anytime with legal issues, including:

- Creating/updating your will
- Debt obligations
- Bankruptcy
- Civil lawsuits
- Landlord and tenant issues
- Divorce and family law
- Criminal actions
- Contracts
- Miscellaneous legal questions

## What about financial assistance?

Through the EAP, you have access to financial guidance. A financial consultation is provided for free. Financial professionals are available to discuss concerns and provide you with tools and information to address your finances, including:

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



## I'm so busy. Does the EAP offer any work-life assistance?

Yes. Whether you are a new parent, a caregiver for an elder, sending a child off to college, buying a car, or doing home repairs, you are bound to have questions or need resource referrals. Work-life specialists are available to help you sort out the issues and provide you with the information you need. You'll receive assistance in areas such as:

- Finding child or elder care
- Entertaining family and friends
- Finding pet care
- Home repair
- Planning for college
- Event/vacation planning
- Purchasing a car
- Finding a diaper service

## I prefer online resources. Does the EAP offer any online assistance?

Yes. The Guidance Resources website is full of information to assist you with issues that matter to you. You can find the following resources (and more!) online:

- Elder care
- Autism
- Legal resources and documents
- Short topical online polls and past poll results
- Consumer & leisure—going green, pets, home & auto, event planning, etc.



- Relationships—family, special needs & gifted children, parenting, marriage, etc.
- Work & education—college, managerial assistance, career & personal development, etc.
- Informational video & audio clips
- Self-assessment quizzes
- Healthy habits, including health & stress reduction tips

Check out these great online resources at [www.guidanceresources.com](http://www.guidanceresources.com). Choose "register", and under "Organization Web ID" enter: **trusteap71**.

## Who can use the EAP?

The EAP is available to you and your immediate family (including your dependent children), and anyone living in your household.

The EAP is a good resource for supervisors, particularly when dealing with difficult or emotional employee situations. Supervisors are encouraged to refer employees to the EAP services when work performance may be affected by personal problems.

1.800.570.9315



**Your EAP plan sponsor:**

Association of Washington Cities Employee Benefit Trust  
1076 Franklin Street SE  
Olympia, WA 98501

[awctrust.org](http://awctrust.org)

1.800.562.8981

**Your EAP provider:**

**COMPSYCH®**  
— The GuidanceResources Company® —

1.800.570.9315

[guidanceresources.com](http://guidanceresources.com)

Guidance Now app (in your app store)

24 hours / 7 days