

# Employee and Family Assistance Program



***Stay Ahead*** of Performance, Productivity and Health Issues

**COMPSYCH<sup>®</sup>**  
GuidanceResources<sup>®</sup> Worldwide

# Confidentiality

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The program is strictly confidential

Records are maintained by ComPsych®

Summary of number of requests for assistance



# Available 24/7 for Support

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Call us anytime for solutions!

**Call: 855-212-1543**

**TRS: Dial 711**

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

Your company web ID: PDSBEFAP

App: **GuidanceNow**



# Overview of ComPsych

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- Founded in 1984 and grown to be the largest provider of EFAP services in the world
- Expansive and diverse customer base covering more than 160 million individuals and 68,000 organizations throughout Canada and 195 countries
- Pioneer and leading provider of fully integrated EFAP, legal, financial, work-life and wellness services under the GuidanceResources® brand
- Intake team staffed by dedicated clinical experts
- Eligibility for EFAP is defined as all who are within the Employee's household



# Confidential Counselling

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Short-term Counselling – client-centered model per issue, per person, per year

- Address issues early
- No cost
- Confidential
- Voluntary

Long-term Counselling

- Continuing treatment for long-standing issues
- Referral to external resources

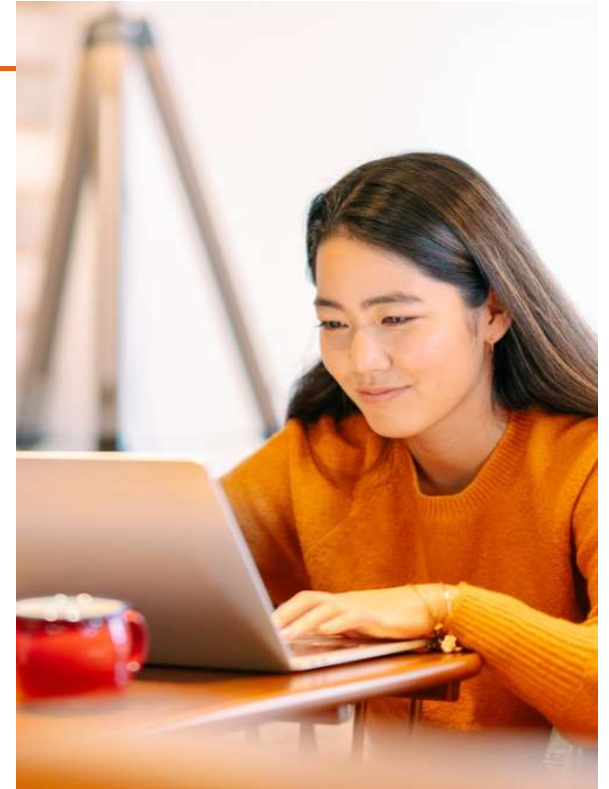


# Wellbeing Coaching

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## Preventative and Holistic Support

- Delivered by our in-house staff of behavioural change specialists in 15-30 minute sessions
- Flexible 5-session model, with option to continue beyond
- Ideal to support life stressors, transitions, and everyday challenges using evidence-based techniques
- Complements current EFAP and Work-Life services to address:
  - Burnout
  - Developing Self-Compassion
  - Dealing with Competing Priorities
  - Time Management
  - And More
- Fully-integrated to ensure access to higher level clinical (therapy) services, when needed
- Attractive to less-tenured workforce not open to therapy as a first step





# EFAP Counselling and Well-Being Coaching

EFAP Counselling	What do the Services Have in Common?	Coaching
Licensed Masters and PhD degree level providers	Private and confidential	Certified, behavioural change specialists with degrees in a health-related field
Coping-oriented	Provides a safe space to be listened to and heard	Action-oriented
Helps to identify and treat issues	Neutral, non-judgmental and supportive	Helps to set and achieve goals
Mental health professional provides guidance and suggestions, diagnoses, and treats	Learning and awareness	Client is in the driver's seat and is seen as the expert of their own lives with all of the answers within them
Focuses on present-day concerns		Focuses on the present and moving forward
Seeks to address presenting issues and concerns		Seeks to empower and ask, "what's possible?"
Common discussion topics include: anxiety, depression, grief, trauma, OCD, etc.		Common discussion topics include: building healthy habits, reducing stress, mindfulness, burnout, communication skills, etc.

# Work-Life Services in Action

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# Integrated Work-Life

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## **FamilySource®**

- Child care
- Elder care
- Education
- Government programs
- Health/wellness
- Personal convenience
- Moving/relocation



## **LegalConnect®**

- Family law
- ID theft
- Custody
- Real estate
- Contracts
- Tax questions



## **FinancialConnect®**

- Budgeting
- Debt
- Credit
- Tax issues
- Retirement planning
- Real estate
- Estate planning
- Saving for university

## Child care

Family home care  
Day care centres  
Group day care  
Preschool  
Nanny  
Back-up care/  
Emergency care  
Night care  
Before and after  
school care  
Adoption  
Foster care  
Camp  
Special  
needs programs  
Pregnancy  
Parenting skills  
Grandparenting

## Elder care

Adult day care  
Nursing homes  
(OHIP supported  
or private pay)  
Assisted living  
Home health, respite  
Skilled nurses  
Retirement,  
independent living  
Senior centres,  
recreation  
Hospice  
Low-income housing  
Long-term care  
insurance information  
Social Insurance  
Safety, driving,  
daily activities  
Adapting to change  
Financing care

## Health care

Health care centres  
General information  
Hospitals  
Support groups  
Fitness  
Nutrition

## Education

K-12 schools  
Tutors  
Universities/Colleges  
(voc., comm., 4-year)  
Graduate/professional programs  
Financial aid and scholarships  
Special education  
Continuing education

## Pet care

Pet insurance  
Pet sitting, day care  
Obedience training  
Grooming  
Supplies  
Veterinarian  
Boarding

# FamilySource

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## Home Improvement

Electricians  
Plumbers  
Carpenters  
Contractors  
Painters  
Exterminators  
Lawn care  
Gardening  
Do-it-yourself

## Moving

Apartment hunting  
Buying a home  
Selling a home  
Moving companies  
Utilities

## Shopping

Shopping  
Buying, leasing cars  
Insurance  
Fitness/recreation equipment  
Auto repairs  
Computer hardware/software  
Electronics  
Flowers  
Gifts  
Grocery  
Dry cleaning/laundry services  
Apparel

## Event Planning

Fitness/recreational activities  
Restaurants, catering, chef  
Décor  
Venue  
Tickets  
Local, national events  
Travel  
Vacation detail

## Safety

Nurse  
Taxi  
Security guard, systems  
Tips  
Courses

# Legal Information and Consultation

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Expert legal information from licensed ComPsych lawyers

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



# Financial Information and Consultation

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Financial information from ComPsych® financial experts

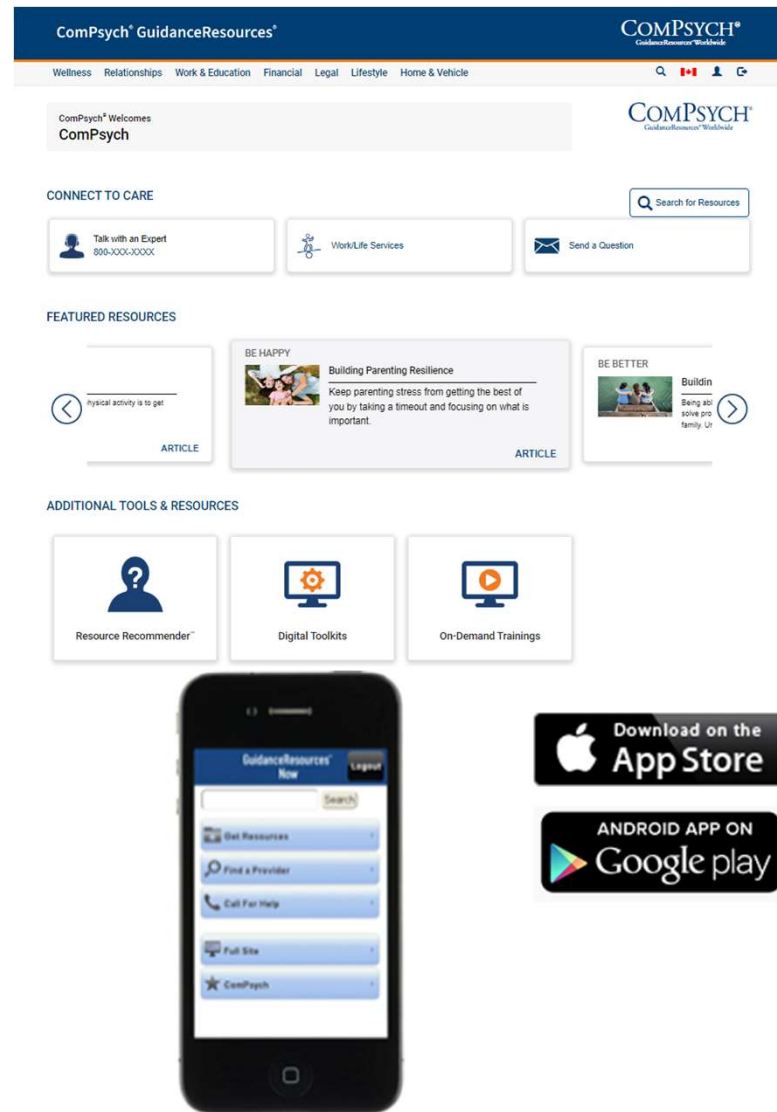
- Unlimited access
  - Budgeting
  - Income tax
  - Credit
  - Real estate
  - Debt
  - Retirement planning
- Confidential and objective



# GuidanceResources<sup>®</sup> Online Homepage

## Expert resources available 24/7

- Access from anywhere, anytime
- Click to Chat with a GuidanceConsultant<sup>SM</sup>
- HelpSheets<sup>SM</sup> on thousands of topics
- Mini-assessments and questionnaires
- On-demand training programs





# Online Information, Tools and Services

ComPsych® GuidanceResources®

COMPSYCH®  
GuidanceResources® Worldwide

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## Your Life. Your Work. Your Best.®

Learn More

LOGIN REGISTER


HELP

Organization Web ID

Register

If you do not know your Organization Web ID, it can be found on your benefits wallet card, poster, flyer or brochure.

Download the ComPsych® GuidanceNow™ Mobile App



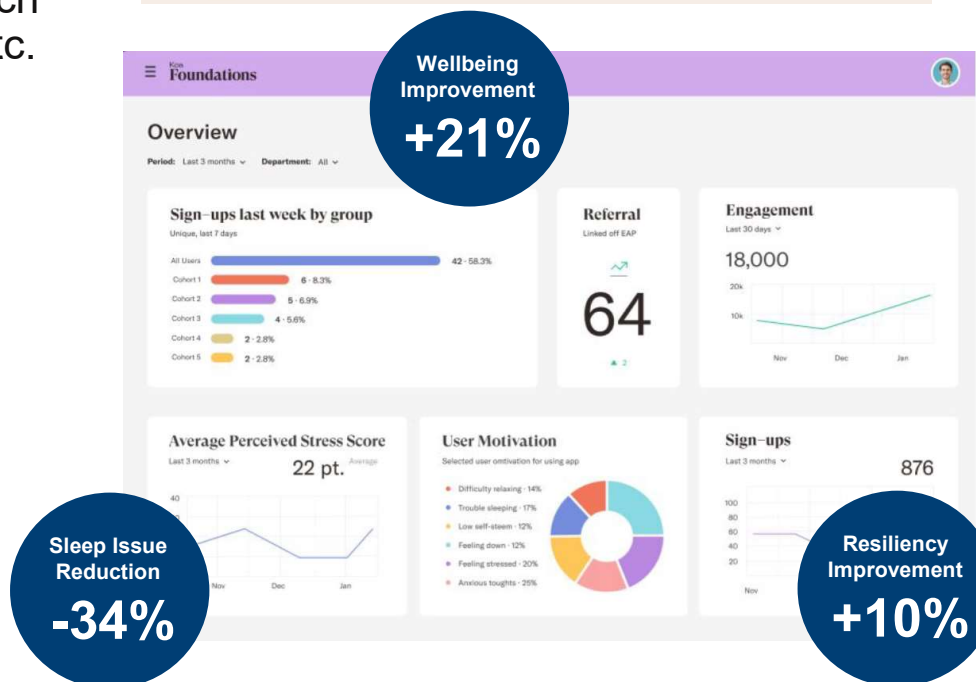
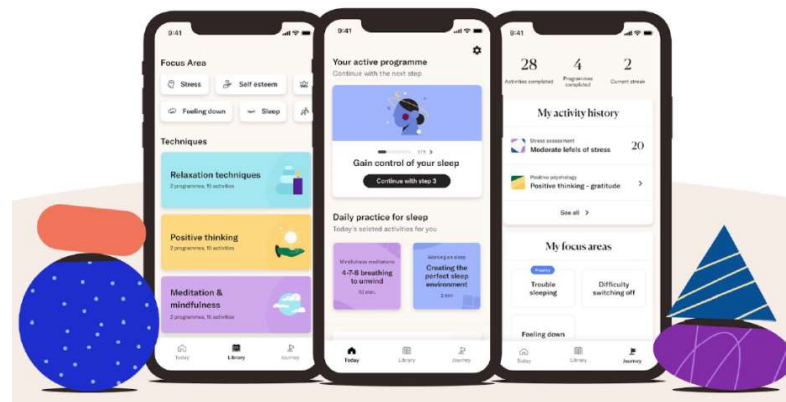
Prefer to access ComPsych® GuidanceResources® on our mobile app? Scan the QR code with your device to begin. Access secure and convenient tools anytime, anywhere across any of your devices.



# Digital Self-Care Tools

## CCBT on GuidanceResources Online

- **Evidence-based self-help resources** for mental health and overall well-being (CBT, positive psychology, mindfulness, ACT, and DBT)
- **Engagement-focused activities** such as video, audio, journaling, games, etc.
- **Interactive, guided modules** in multiple languages to address most common behavioural health issues:
  - Depression
  - Anxiety
  - Sleep
  - Mindfulness
  - Stress
  - Self-esteem
  - And more



# Thank You for Attending

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Your single source for confidential support, expert information and valuable resources, when you need it the most.

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