



**STAY AHEAD** of Performance and Productivity Issues

## Employee Assistance Program

### THE COMPSYCH DIFFERENCE

- › Free phone access 24 hours a day to master's and doctoral-degreed clinicians
- › Worldwide network of psychologists, licensed clinical social workers and other master's-degreed professionals for in-person counseling
- › Care management and follow up on every case
- › Award-winning Internet service with full access to program components
- › Crisis intervention and support to lessen the impact of traumatic events
- › Professional account management with tailored communications, training and reporting
- › HR management referral and management consultation
- › Programs to address substance abuse
- › Integration with ComPsych's full suite of GuidanceResources services

### Meeting Employee Life Challenges Through Comprehensive Support

Employee Assistance Programs (EAPs) are a confidential service that employers provide to help employees manage personal difficulties—such as emotional problems or substance abuse—before those problems spill into the workplace.

But ComPsych® EAPs are much more. Through our integrated GuidanceResources® continuum, ComPsych EAPs deliver a comprehensive, global approach to addressing employee problems so that organizations stay ahead of workforce issues, enabling them to maximize productivity and contain costs. We ensure that employees receive the right help at the right time, which results in better focus at work, greater productivity, less absenteeism and reduced medical costs.

### Comprehensive Solutions Focused on Quality Care

We offer the industry's most comprehensive EAPs with a passionate commitment to quality and program utilization. Our programs address the many complexities of life with help for everyday issues such as coping with relationship problems, managing stress, surviving grief and loss, energizing a career and dealing with an illness or trauma.

### Immediate Toll-Free Access to Master's and Doctoral-Degreed Clinicians

Any time employees and their family members call ComPsych, they immediately speak with a counselor who holds either a master's or a doctoral degree in social work, psychology or behavioral health. Providing immediate care is our top priority, so callers never reach an answering service or automated telephone menu system.

### Local, Professional, In-Person Counseling

ComPsych believes in the benefits of in-person counseling, and we refer 97 percent of all callers for face-to-face sessions with an EAP professional. We provide local, in-person counseling through a worldwide network of psychologists, licensed clinical social workers and other master's-degreed



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professionals. To assure the highest quality, we rigorously qualify these clinicians and track employee satisfaction.

#### **Care Management and Follow-up on Every Case**

Our staff clinicians review treatment plans with local in-person EAP providers, and ComPsych closely manages quality through follow-up and employee satisfaction surveys.

#### **Immediate and Confidential Access to Information via the Internet**

Our award-winning GuidanceResources® Online program provides a confidential source of information and advice. Employees and their family members can find instant guidance, information and tools to address life’s challenges and complement in-person EAP services.

#### **Comprehensive HR and Organizational Support**

ComPsych provides management referral support by experienced clinicians for assistance with employee performance issues. Our HR management consultation specialists also help employers address issues such as workplace violence, workforce re-engineering and government regulatory compliance. In addition, ComPsych offers comprehensive services to assist employers with substance abuse prevention, treatment and compliance goals, including training, intervention, employee assessments and counseling, policy and procedure development, and adherence to government regulations.

#### **Worldwide Leader in Crisis Intervention and Critical Incident Support**

ComPsych offers the world’s largest crisis management service to help organizations deal with the emotional stress arising from terrorist attacks, natural disasters, kidnappings, fatalities, robberies and more. We offer global access, 24 hours a day, to telephone, online and onsite services.

#### **Services Available Worldwide**

Our services include culturally sensitive EAPs for local national populations, proactive support for international assignees and global trauma response. With global-capability call intake as well as Web-based access to our worldwide network of providers, ComPsych EAP services of face-to-face and telephonic counseling are available anywhere in the world.

#### **“Build-to-Suit” Programs**

ComPsych “Build-to-Suit” programs are designed to meet the unique needs of each customer. The basic EAP model is 3, 5, 8 or 10 counseling sessions, either in-person or by phone. We then assemble the right package of complementary services to meet customer objectives to help with family care needs, legal issues, financial matters and personal convenience requests.

**CONTACT US**  
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#### **About ComPsych**

ComPsych® Corporation is the world’s largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR and FMLA administration services under the GuidanceResources® brand. ComPsych provides services to more than 19,000 organizations covering more than 53 million individuals throughout the U.S. and over 120 countries. By creating “Build-to-Suit” programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being.