

Employee Assistance and Wellness Support.

Employee support they can count on.

We recognize that employees are often stretched between striving to do more at work while also balancing life responsibilities that can include taking care of their families and loved ones. Our Employee Assistance and Wellness Support program provides eligible employees with a suite of well-being resources designed to help give support and guidance through life's challenges.¹



Our suite of value-add resources includes:

› Employee Assistance Program

This program offers counseling, work-life assistance, and crisis intervention services to your employees and their household family members.

Reasons employees might use these services:

- › Balancing demands of work and family
- › Experiencing stress, anxiety, or depression
- › Dealing with grief and loss
- › Assistance with child or elder care concerns
- › Concerns about substance abuse for the employee or a family member

All calls are answered by a Master's or PhD-level counselor who will collect some general information and discuss the employee's needs. Our standard program offers three face-to-face counseling sessions per issue, per year with certified clinicians.² Employees and their dependents living within the same household will be referred to a counselor, based on their needs.

› GuidanceResources[®]

This [online resource](#) offers education, tools, and other features on topics such as health and wellness, law and regulations, family and relationships, work and education, money and investments, consumer and leisure and home and auto. Includes articles, podcasts, videos, on-demand trainings, and "Ask the Expert", which provides personal responses to employee questions.

› Critical Incident Services

Our team of experts responds to critical incidents anywhere in the world, providing guidance and in-person counseling to help employees effectively deal with crises and assisting them with returning to normalcy more quickly.

Critical incident services are designed to help your organization effectively handle a traumatic incident anywhere around the globe, 24 hours a day.

These services feature:

- › Custom plans and preparation for emergencies
- › Up to 3 critical incident services available per year
- › Immediate response with 24/7 worldwide access to critical incident specialists
- › On-site counseling sessions both for groups and individuals
- › Post-event reporting and consultation



› Wellbeing Coaching

This coaching program can help your employees find the balance needed to overcome challenges and physical issues which can often combine and can become overwhelming. Coaching services can be used separately or in conjunction with the counseling offering.

A certified coach will work one on one with the individual to reduce personal roadblocks and risks. They can help address health and well-being issues holistically, before they evolve into long-term, costly problems. The services include five sessions per year, are conducted by phone or virtually, and cover a variety of issues, including:

- › Burnout
- › Balancing competing needs
- › Developing self-compassion
- › Goal setting
- › Building resiliency
- › Time management
- › Coping with stress
- › Finding motivation
- › Improving sleep and more

› Family Source

Program specialists provide family care services, qualified referrals, and resources for just about anything on a to-do list. Customized research, tailored educational materials, and pre-screened referrals for childcare, adoption, elder care, moving services, education, pet care, and personal convenience services are available.



Contact Information

24/7 — Employee Assistance and Wellness Support

Phone: (800) 344-9752

Website: guidanceresources.com

First time visitor? Click "Register" and enter "NYLGBS" as the Organization Web ID.

All programs are effective to the member/participant on the first day of coverage.

¹ For eligible participants only. These programs are NOT insurance and do not provide reimbursement for financial losses. Some restrictions may apply. These services are provided exclusively by ComPsych® Corporation. Customers are required to pay the entire discounted charge for any discounted products or services available through these programs. Some services are available at the option of the employer for an additional cost. Programs are provided through third party vendors who are solely responsible for their products and services. Full terms, conditions and exclusions are contained in the applicable client program description and are subject to change. Program availability may vary by plan type and location and are not available where prohibited by law. ComPsych is solely responsible for its services and is not affiliated with New York Life Insurance Company or any of its affiliates. Some of these programs are not available under policies issued by New York Life Group Insurance Company of NY.

² Options for an enhanced number of sessions are available. Please contact New York Life Group Benefit Solutions representative for more information.

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New York Life Insurance Company

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