

a support network



Support During Challenging Times

Recognizing that 2020 has been a year of unprecedented challenges for all of us, we want to remind you that there are resources available through the State of Delaware's Employee Assistance/Work Life Program (EAP) for managers, supervisors, employees, and their families.

Effective January 1, 2021, ComPsych® GuidanceResources® will be our new Employee Assistance Program offering support and tools to keep employees and their families strong, resilient and healthy throughout this ever-changing and challenging time.

Highly trained clinicians can help through a variety of methods such as face-to-face, telephonic, video or chat counseling. The services are **free**, confidential and available 24/7 to employees enrolled in a Group Health Insurance Plan and members of their households.

Information and Tools Available Now

[COVID-19 Digital Toolkit](#)

[Holiday Stress Digital Toolkit](#)

[Recorded Webinar: Difficult Conversations During a Time of Unrest](#)

[Social Change ResourceGuide](#)

[Political Stress ResourceGuide](#)

Effective January 1, 2021

Examples how GuidanceResources® can support:

- Confidential Counseling
 - Anxiety, Stress, Depression, Self-Isolation
- Work-Life Solutions
 - Locating rental assistance
 - Locating food pantries
 - Eldercare and Childcare
- Identity Theft Services
- Legal Guidance and Financial Guidance
 - Delaying loan and mortgage payments
 - Landlord and tenant issues
- Helpful online tools and resources
- Digital Mental Health Tools
- Critical Incident Support, Supervisor Consultations and Training options for managers

Webinars:

To view the recording of the **Managers and Supervisors Orientation Webinar** [Click Here](#)

To view the recording of the **Employee Orientation Webinar** [Click Here](#)

NOTE: You will be prompted to enter your First Name, Last Name & Email Address, and must select "Register" to access the recording.



For Managers/Supervisors: Your GuidanceResources® Program

What is the GuidanceResources® Program?

The GuidanceResources® Program is provided by ComPsych® Corporation and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to employees and their dependents free of charge.

Why provide the GuidanceResources® Program?

The GuidanceResources® Program offers counseling, guidance and tools for emotional, financial, legal and other issues. Helping employees and their dependents ensures that these issues don't spill over into the workplace and harm productivity or morale.

Is the service confidential?

Yes, the GuidanceResources® Program is strictly confidential. No information about participation in the program is provided to the employer.

Why should managers/supervisors use the GuidanceResources® Program?

The GuidanceResources® Program is a referral resource when an employee expresses concerns over or suffers performance problems due to a personal issue. As a manager/supervisor, it is not your job to be a professional counselor or best friend. The GuidanceResources® Program can handle that for you.

Under what circumstances might a manager/supervisor refer an employee to the GuidanceResources® Program?

All employees can experience personal difficulties that can impact their performance at work. As a manager/supervisor, you can suggest the GuidanceResources® Program to an employee as a confidential resource provided at no charge.

Coming January 1, 2021

For more information, please visit the [ComPsych® GuidanceResources®](#) page on the SBO Website.

Why might an employee or his/her dependents use the services of the GuidanceResources® Program?

There are many reasons for employees to take advantage of these services, including when they:

- Are feeling overwhelmed by balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care
- Have legal or financial questions
- Have concerns about substance abuse for themselves or a dependent

What happens when employees call the GuidanceResources® Program?

When employees call, they will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information and will talk with them about their needs. The GuidanceConsultantSM will provide the name of a counselor who can assist them.

Can employees' children use the EAP?

Yes. The GuidanceResources® Program is a confidential benefit for employees and their household family members.

