

The Employee Assistance Program (EAP) is a UMass Lowell-sponsored program to provide employees with confidential assistance with stress, substance abuse, family concerns and other personal problems. This program is managed by ComPsych.

Eligibility

These benefits are strictly confidential and are available to all faculty and staff and their family/household members. At ComPsych, we define a "family member" as an individual living in the same household as the employee; children who are away for a portion of the year (college students, non-custodial children); domestic partners and elders in need of services.

More Information

ComPsych® is your new provider of GuidanceResources® services as of **January 4, 2016**. Your GuidanceResources benefits will give you and your dependents confidential support, resources and information for personal and work-life issues. These services are provided at no charge to you.

GUIDANCERESOURCES® SERVICES

Employee Assistance Program (EAP) for Confidential Counseling

Life can be stressful. Your EAP is designed to provide short-term counseling services for you and your dependents to help you handle concerns constructively, before they become major issues. Call anytime about concerns such as marital, relationship and

family problems; stress, anxiety and depression; grief and loss, job pressures and substance abuse.

Work-Life Solutions

Too much to do and too little time to get it all done? The work-life specialists at ComPsych can do the research for you, and provide qualified referrals and customized resources for child and elder care, moving, pet care, college planning, home repair, buying a car, planning an event, selling a house and more.

Legal Support

With GuidanceResources, you have an attorney "on call" whenever you have questions about legal matters. Speak with on-staff licensed attorneys about legal concerns such as divorce, custody, adoption, real estate, debt and bankruptcy, landlord/tenant issues, civil and criminal actions and more. If you require representation, you can be referred to a qualified attorney for a free 30-minute consultation and a 25 percent reduction in customary legal fees.

Financial Information

Everyone has financial questions. With your GuidanceResources benefit, you can get answers to your questions about budgeting, debt management, tax issues and other money concerns from on-staff CPAs, Certified Financial Planners® and other financial experts, simply by calling your toll-free number.

GUIDANCERESOURCES® ONLINE

Go online to access timely, expert information on thousands of topics, including relationships, work, school, children, wellness, legal, financial and free time. You can search for qualified child and elder care, attorneys and financial planners as well as ask questions, take self-assessments and more.

GuidanceResources is available to you 24 hours a day, 7 days a week.

There are two ways to access your GuidanceResources benefits:

1. Call **844-393-4983**. You'll speak to a counseling professional who will listen to your concerns and can guide you to the appropriate services you require.
2. Visit the [GuidanceResources Online website](#). You will need to Register and create a User Name and Password. Your organizational web ID is **UMASS**.

Management Consultation

The GuidanceResources program offers managers and supervisors the opportunity to speak with experts regarding substance abuse issues, workplace violence, organizational changes or any other employee-related situations. If you need information and support when handling such issues, a GuidanceResources staff member can provide a consultation, drawing upon knowledge and experience with workplace regulations, behavioral health issues and HR best practices. To initiate a management consultation, please call your dedicated toll-free EAP number (844-393-4983).

Critical Incident/Stress Management

A critical incident is an event that impacts the work site, such as a natural disaster, sudden or tragic death of a co-worker, any acts of workplace violence or a workforce reduction. We hope that you never have to deal with any of these situations, but if you do, your GuidanceResources program is available to help. Our 24-hour-a-day Critical Incident Response Unit deals exclusively with these incidents. This specialized team will consult with you about options and assist you in determining the most appropriate plan. To request CISM support, please call your dedicated toll-free EAP number (844-393-4983).

Remember, your GuidanceResources benefits are strictly confidential. Read the [ComPsych HIPAA privacy notice online](#).

Please take some time to explore all the benefits that GuidanceResources can offer to you. If you have any questions, please do not hesitate to [contact the Benefits Office by email](#) or by phone at 978-934-4100.