



**VOLUNTARY HOSPITALS HOUSE STAFF BENEFITS PLAN  
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Dear House Staff Officer,

Effective April 1, 2024, Guardian is partnering with [ComPsych](#) for your Employee Assistance Program (EAP). The Employee Assistance Program is provided by ComPsych® GuidanceResources® and offers counseling, work-life assistance and crisis intervention services to you and your household family members. Take advantage of this great benefit and receive **3 free sessions** per person, per issue, per year.

**GuidanceResources®**

**For Employees:  
What is the Employee Assistance Program?**



The Employee Assistance Program is provided by ComPsych® GuidanceResources® and offers counseling, work-life assistance and crisis intervention services to you and your household family members.

**Why is your employer providing access to an EAP?**

Because your employer cares about you and your dependents. The EAP can be used free of charge as needed when you or your dependents are facing emotional or other concerns.

**Are the services confidential?**

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.

**Why might my family or I use the services?**

There are many reasons to use these services. You may wish to contact the EAP if you:

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

**What happens when I call?**

When you call, you will speak with a GuidanceConsultant™, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant™ will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

**What counseling services does the EAP provide?  
3 face-to-face or virtual sessions per person,  
per issue, per year**

The EAP provides free short-term counseling with counselors in your area who can help you with your emotional concerns. If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in the EAP and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

**Can my children use the EAP?**

Yes. The EAP is a confidential benefit for employees and their household family members.



**24/7 Live Assistance:**  
Call: (855) 239.0743  
TRS: Dial 711



**Online:** [guidanceresources.com](https://guidanceresources.com)  
**App:** GuidanceNow<sup>SM</sup>  
**Web ID:** Guardian

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**First-time users**

Go to [Guidanceresources.com](https://guidanceresources.com) to reach the website.

- Click the Register Tab.
- Enter your Organization Web ID (web ID: **Guardian**) and click the Register button.
- You will then be asked to enter a Username and Password. The Username must be at least six characters long and should have no spaces (for example: joesmith). The Security Questions are meant to prompt you if you forget your password.

### **For Future logins**

You will only need to remember your User Name and Password. When you get to step 2 above, instead of clicking on the Register tab, use the login section and enter your User Name and Password and click the Login button. This will take you directly to GuidanceResources Online. If you have any problems registering or logging GuidanceResources Online, email Member Services at [memberservices@compsych.com](mailto:memberservices@compsych.com).

If you have any further questions, please feel free to contact the Benefits Office at [\(212\) 356-8180](tel:(212)356-8180) or via email at [benefits@cirbenefitfunds.org](mailto:benefits@cirbenefitfunds.org), Monday – Friday, 9:00 am – 5:00 pm EST.

Sincerely,  
CIR Benefit Funds Office

{{Disclaimer}}

**10-27 46th Avenue, Suite 300-2, Long Island City NY 11101**

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