

## Work/Life Solutions



# What is the Work/Life Solutions Program?

Work/Life Solutions is provided by GuidanceResources® and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

### Why provide Work/Life Solutions?

Because we care about our employees and their dependents. Work/Life Solutions can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

### Are the services confidential?

Yes, Work/Life Solutions 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 Work/Life Solutions 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 legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

## Here when you need us.

Call: 866.301.9623

TTY: 800.697.0353

Online: [guidanceresources.com](http://guidanceresources.com)

App: GuidanceNow<sup>SM</sup>

Web ID: TAMUS

### What happens when I call?

When you call, you will speak with a GuidanceConsultant<sup>SM</sup>, 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 Work/Life Solutions provide?

Work/Life Solutions 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 Work/Life Solutions. However, if it is determined that the problem cannot be resolved in short-term counseling in Work/Life Solutions 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 Work/Life Solutions?

Yes. Work/Life Solutions is a confidential benefit for employees and their household family members.

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