



I. Employee Assistance Program Procedure

Creating Your Online Account

1. Visit [www.guidanceresources.com](http://www.guidanceresources.com) and register with the company ID of “**SLC**”.
2. Register for an account by selecting a user name and password.
3. Once this process is completed you can login to your account and have access to the array of helpful materials that ComPsych provides.

Scheduling a Counseling Session

1. Call ComPsych’s 24/7 hour phone number at [855-823-5389](tel:855-823-5389). When prompted select the #2 on your keypad and you will be directed to the live service.
2. When speaking with the representative state the type of service you are interested in or what you need help with. The representative will refer you to a facility that fits your needs. If the issue is urgent the representative will schedule an appointment as soon as possible over the phone.
3. Once you have the information about the facility you are free to schedule an appointment at your earliest convenience. If for any reason you would like to see another provider or someone in a different specialty, simply call ComPsych and they will find someone to fit your needs. This service covers 10 sessions per event, per year, free of cost.

Calling a Health Coach

1. Call ComPsych’s 24/7 hour phone number at [855-823-5389](tel:855-823-5389). When prompted select the #1 on your keypad and you will be directed to the Healthy Guidance Program live service.
2. The call will be answered by a live person who will help put you in touch with the proper health coach depending on the type of health coaching that you are interested in. The categories are tobacco cessation, stress management, diabetes, cardiovascular disease prevention, sleep coaching and weight management.
3. Once you make your selection you will schedule a time that works for your schedule and set up a 30 minute initial phone call with your coach. Your coach will call you at the designated time and go over your current situation and help to establish goals to work toward over the course of the next 5 weeks.
4. Over the next 5 weeks your coach will reach out to you once per week at times that you set up with them to discuss how you are progressing in your goals. They will also provide any additional information, materials or guidance, these calls typically last 15 minutes.
5. The program is designed to help you reach your goals in 5 weeks, but can be extended at your request. Or if you are interested in another coaching session in another topic they can refer you to a coach in that specific area.

**Public Safety Pilot Program:** Creating Your Online Account

1. Visit [www.guidanceresources.com](http://www.guidanceresources.com) and register with the company ID of “**SLCPS**”.
2. Register for an account by selecting a user name and password.
3. Once this process is completed you can login to your account and have access to the array of helpful materials that ComPsych provides.

**Public Safety Pilot Program:** Scheduling a Counseling Session

4. Call ComPsych’s 24/7 hour phone number at [844-206-4097](tel:844-206-4097). When prompted select the #2 on your keypad and you will be directed to the live service.



5. When speaking with the representative state the type of service you are interested in or what you need help with. The representative will refer you to a facility that fits your needs. If the issue is urgent the representative will schedule an appointment as soon as possible over the phone.
6. Once you have the information about the facility you are free to schedule an appointment at your earliest convenience. If for any reason you would like to see another provider or someone in a difference specialty, simply call ComPsych and they will find someone to fit your needs. This service covers 15 session per event, per year, free of cost.

**Public Safety Pilot Program: Calling a Health Coach**

6. Call ComPsych's 24/7 hour phone number at [844-206-4097](tel:844-206-4097). When prompted select the #1 on your keypad and you will be directed to the Healthy Guidance Program live service.
7. The call will be answered by a live person who will help put you in touch with the proper health coach depending on the type of health coaching that you are interested in. The categories are tobacco cessation, stress management, diabetes, cardiovascular disease prevention, sleep coaching and weight management.
8. Once you make your selection you will schedule a time that works for your schedule and set up a 30 minute initial phone call with your coach. Your coach will call you at the designated time and go over your current situation and help to establish goals to work toward over the course of the next 5 weeks.

Current References:

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