

**From:** [Davidson, Adam](#)  
**To:** [SO All Employees \(Except Student Workers\)](#)  
**Subject:** Work/Life Solutions by Guidance Resources  
**Date:** Friday, March 20, 2020 2:54:38 PM

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Hello Everyone,

I wanted to provide you with a reminder regarding work/life solutions (employee assistance program) offered by The A&M System through the good folks in Benefits Administration.

The A&M System offers work/life solutions through an EAP type program by partnering with ComPsych GuidanceResources. Introductory information may be viewed via <https://www.tamus.edu/business/benefits-administration/guidanceresources/>. Within this site, you will want to access <http://www.guidanceresources.com> and follow the steps below in order to register and obtain all the services offered:

New Users:

- 1.go to <http://www.guidanceresources.com> click Register
- 2.enter TAMUS for the Organization Web ID
- 3.select your campus – Texas A&M-System Offices
- 4.set-up your profile and submit

In addition to the above, I wanted to provide a little more information so it is at your fingertips and you know what to expect:

GuidanceResources offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all A&M System employee employees and their household family members.

### **Schedule a Counseling Appointment**

#### ***Open 24 hours - Everyday***

- **Active employee: 866-301-9623**
- **Retired employee: 833-306-0105**

### **What happens when I call?**

When you call, you will speak with a GuidanceConsultant, a counselor 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 alternate means to 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.

**Are the services confidential?**

Yes, Work/Life Solutions is strictly confidential. No information about your participation in the program is provided to your employer.

Thank you,  
Adam

**Adam Davidson, SHRM-CP, PHR | Director, Human Resources**  
System Offices Human Resources

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