

Work/Life Solutions



For Managers: Your Work/Life Solutions Program

What is Work/Life Solutions?

Work/Life Solutions is provided by GuidanceResources and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to employees and their dependents free of charge.

Why provide Work/Life Solutions?

Work/Life Solutions offers counseling, guidance and tools for emotional, financial, legal and other issues. Helping employees and their dependents ensures that these issues don't spill over into the workplace and harm productivity or morale.

Is the service confidential?

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

Why should managers use Work/Life Solutions?

Work/Life Solutions is a referral resource when an employee expresses concerns over or suffers performance problems due to a personal issue. As a manager, it is not your job to be a professional counselor or best friend. Work/Life Solutions can handle that for you.

Why might an employee or his/her dependents use the services of Work/Life Solutions?

There are many reasons for employees to take advantage of these services, including when they:

- Are feeling overwhelmed by balancing work and family
- Are experiencing stress, anxiety or depression

Here when you need us.

Call: 866.301.9612 TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: TAMUS

- Are dealing with grief and loss
- Need assistance with child or elder care
- Have legal or financial questions
- Have concerns about substance abuse for themselves or a dependent

Under what circumstances might a manager refer an employee to Work/Life Solutions?

All employees can experience personal difficulties that can impact their performance at work. As a manager, you can suggest Work/Life Solutions to an employee as a confidential resource provided at no charge.

What happens when employees call Work/Life Solutions?

When employees call, they will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information and will talk with them about their needs. The GuidanceConsultant will provide the name of a counselor who can assist them.

Can employees' children use Work/Life Solutions?

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

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