



For Associates: Questions and Answers About Your Associate Assistance Program

What is the Associate Assistance Program (AAP)?

The AAP, provided by ComPsych® GuidanceResources® Worldwide, provides counseling and other support and resources to all our associates and their dependents.

Why provide an AAP?

We care about our associates and their dependents. The AAP is a resource that is provided free of charge to utilize as needed to help deal with emotional and other concerns.

Is the AAP confidential?

Yes, the AAP is confidential. By law, ComPsych may not release any associate records to anyone without the written consent of the associate or client.

Why might associates or their dependents use these services?

There are many reasons you may wish to take advantage of these services. You may wish to contact the AAP, for example, with concerns such as:

- › Stress, anxiety or depression
- › Relationship/marital conflicts
- › Problems with children
- › Grief and loss
- › Job pressures
- › Balancing work and family life
- › Substance abuse

With whom will I speak with when I call?

You will speak with a GuidanceConsultantSM, a master's-or doctorate-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 AAP provide?

The AAP 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 within five (5) sessions per issue per year, you will receive short-term counseling through the AAP.

Can my children use the AAP?

Yes. The AAP is a confidential benefit for associates and their eligible dependents.

What is ComPsych GuidanceResources Worldwide?

ComPsych GuidanceResources Worldwide, our AAP provider, is the world's largest provider of AAP services, serving organizations and their associates in more than 130 countries.

Call: **866.781.2942**

TDD: **800.697.0353**

Go online: **guidanceresources.com**

Your company Web ID: **Brookdale**