

Global Well-Being

# Employee Assistance Program (EAP)

Whatever is happening in your life — moving to a new home, planning a wedding or other big event, preparing for a new baby or adopting a child, setting a budget, dealing with troublesome teens, welcoming a pet into your life, getting ready to retire and more — our GuidanceResources® EAP, offered through ComPsych®, can help.

In addition to a wealth of online resources, the EAP offers confidential counseling on relationship concerns, workplace challenges, drug and alcohol abuse, financial hardship, general stress, depression — just about any personal issue.

All global AECOM employees, immediate dependents and family members living in the household are eligible for the GuidanceResources EAP, at no cost to you.



# How the EAP can help

Service	Description	Benefit in the U.S. and Canada	Benefit Outside the U.S. and Canada
<b>Confidential Counseling</b>	Call to talk with a highly trained master's and doctoral level clinician who will help you identify your needs and quickly refer you to counseling and other resources for: <ul style="list-style-type: none"> <li>• Stress, anxiety and depression</li> <li>• Job pressures</li> <li>• Relationship, marital and child conflicts</li> <li>• Grief and loss</li> <li>• Substance abuse</li> </ul>	<ul style="list-style-type: none"> <li>• 5 sessions by phone per issue, per year, per family member</li> </ul>	<ul style="list-style-type: none"> <li>• 5 sessions by phone per issue, per year, per family member</li> </ul>
<b>Financial Information and Resources</b>	Speak by phone with a Certified Public Accountant or Certified Financial Planner on a variety of financial issues, including: <ul style="list-style-type: none"> <li>• Debt management</li> <li>• Retirement planning</li> <li>• Credit card or loan problems</li> <li>• Estate planning</li> <li>• Tax questions</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited 30-minute sessions by phone</li> </ul>	<ul style="list-style-type: none"> <li>• One 30-minute session by phone per issue, per year</li> </ul>
<b>Legal Support</b>	Speak to an attorney by phone about a variety of topics, including: <ul style="list-style-type: none"> <li>• Contracts</li> <li>• Divorce and family law</li> <li>• Real estate transactions</li> <li>• Debt and bankruptcy</li> <li>• Civil and criminal actions</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited 30-minute sessions by phone</li> <li>• Referrals to local in-person attorneys</li> <li>• Free 30-minute initial in-person consultation, with a 25% reduction in customary legal fees thereafter</li> </ul>	<ul style="list-style-type: none"> <li>• One 30-minute session by phone per issue, per year</li> </ul>

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## How the EAP can help *(Continued)*

Service	Description	Benefit in the U.S. and Canada	Benefit Outside the U.S. and Canada
<b>Work/Life Referrals and Resources</b>	Speak by phone with a Work-Life Specialist who will conduct research and provide you with referrals and customized resources for: <ul style="list-style-type: none"> <li>• Child and elder care</li> <li>• Moving and relocation</li> <li>• Party planning</li> <li>• Parenting</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited consultations by phone</li> <li>• Customized resource packets/ kits</li> <li>• Articles, resources, and expert information online at <b><u>GuidanceResources® Online</u></b></li> </ul>	<ul style="list-style-type: none"> <li>• Articles, resources, and expert information online at <b><u>GuidanceResources® Online</u></b></li> </ul>
<b>Online Resources</b>	<b><u>GuidanceResources® Online</u></b> makes it easy to access expert information on the issues that matter most to you and your family with online content, on a variety of topics, including: <ul style="list-style-type: none"> <li>• Relationships and family</li> <li>• Work</li> <li>• Well-being</li> <li>• Legal and financial planning</li> </ul>	<ul style="list-style-type: none"> <li>• Articles, on-demand videos, and self-assessment tools</li> <li>• Personal responses on a variety of topics through “Ask the Expert” feature</li> </ul>	<ul style="list-style-type: none"> <li>• Articles, resources and expert information</li> </ul>

# How to access EAP services

You can access EAP services anytime — 24 hours a day, seven days a week — by phone, online or through the app. You may need to schedule an appointment for certain services, such as counseling, during regular business hours.



## Phone

See the [EAP Global Directory](#)



## Online

**AECOM employees:** Log in directly through [Microsoft Authenticator](#)

**AECOM employees not connected to SSO or for family members of AECOM employees:**  
Visit [guidanceresources.com](https://guidanceresources.com) (Company Web ID: AECOM)



## App



*Tap member resources and enter your username and password*

# Frequently Asked Questions

- 1. Who is eligible for the GuidanceResources EAP?**

AECOM employees around the world, as well as their immediate dependents and family members living in their household, are eligible for the GuidanceResources EAP.
- 2. Why does AECOM provide the GuidanceResources EAP?**

AECOM cares about the well-being of you and your family, and we offer the GuidanceResources EAP to support you in finding balance between your work and personal life — at no cost to you.
- 3. When might my family and I use the GuidanceResources EAP?**

The EAP can support you with many aspects of work and family life, including:

  - Feeling overwhelmed by the demands of balancing work and family
  - Experiencing stress, anxiety or depression
  - Dealing with grief and loss
  - Searching for trusted referrals for child or elder care, moving/relocation, or home repair
  - Legal or financial questions.
- 4. What happens when I call the GuidanceResources EAP?**

When you call the GuidanceResources EAP, an Intake Specialist (a masters or PhD level minimum counselor) collects some general information about you and talks with you about your needs. This specialist will provide the name of a counselor, attorney or financial expert who best fits your personal needs. You will then set up an appointment to speak with that expert over the phone or in a face-to-face visit.
- 5. Who is ComPsych GuidanceResources Worldwide?**

ComPsych GuidanceResources Worldwide, our EAP provider, is the world's largest provider of EAP services, serving organizations and their employees in more than 170 countries. GuidanceResources is a platform provided by ComPsych that combines EAP, behavioral health, and wellness services.
- 6. Is the EAP confidential?**

Yes, the EAP is completely confidential. AECOM does not have access to any individual information for you or anyone else who uses the EAP.
- 7. Do I have to pay for the EAP?**

The EAP and its standard benefits are provided at no cost to you.
- 8. Where can I get more information about the EAP?**

For more information about the EAP, AECOM employees can log into GuidanceResources directly through **Microsoft Authenticator** or all users can access GuidanceResources at **[guidanceresources.com](https://guidanceresources.com)** (Company Web ID: AECOM). You can also find the EAP number for your country in the **[EAP Global Directory](#)**.