

# Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.

## Confidential Counseling



Our network of highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts and workplace concerns

## Work-Life Solutions



Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

## Legal Guidance



Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation? Get a free 30-minute consultation and a 25% reduction in fees\*.

## Financial Resources



Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, tax assistance
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

## Online Support



GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions

*\*The 25% reduction in legal fees is off the attorney's customary rates. The decision to utilize a resource identified by ComPsych is at the sole direction of the participant and ComPsych is not liable for any services provided by this resource.*

Copyright © 2019 ComPsych Corporation. All rights reserved. To view the ComPsych HIPAA privacy notice, please go to [www.guidanceresources.com/privacy](http://www.guidanceresources.com/privacy). ComPsych complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Your Dartmouth College Faculty/Employee Assistance Program (F/EAP), in partnership with GuidanceResources, offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 844.216.8308

TTY: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant<sup>SM</sup>, who will answer your questions and, if needed, refer you to a counselor or other resources.

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

App: GuidanceNow<sup>SM</sup>

Web ID: Dartmouth

Log on today to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools.

# 24/7 Support, Resources & Information

# DARTMOUTH

**Contact Your Dartmouth College  
Faculty/Employee Assistance Program**

Call: 844.216.8308

TTY: 800.697.0353

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

App: GuidanceNow<sup>SM</sup>

Web ID: Dartmouth

Copyright © 2019 ComPsych Corporation. All rights reserved.



## Frequently Asked Questions

### What is the Faculty/Employee Assistance Program (F/EAP)?

The Dartmouth College Faculty/Employee Assistance Program (F/EAP), in partnership with GuidanceResources, gives you, our faculty and staff, and your family members, confidential counseling, resources and information for personal and work-life issues.

### What does the program cost?

F/EAP is available at no cost to you.

### Who is eligible for F/EAP?

Active faculty and staff and their family members are eligible for F/EAP services.

### Is the F/EAP confidential?

Yes, all calls and services provided are confidential. If you meet with a counselor, everything you discuss with your counselor will be kept confidential unless you give written permission to share information. However, by law, counselors are required to disclose to the appropriate agencies when there has been a disclosure of child or elder abuse, and or threat of harm to oneself or others.

### How do individuals access F/EAP services?

There are three ways to access your F/EAP resources:

1. Call **844.216.8308**
2. Visit GuidanceResources® Online at [www.guidanceresources.com](http://www.guidanceresources.com)
  - First time visitors – click on “Register,” enter “**Dartmouth**” as your Company ID, and then follow the registration prompts.
3. Download GuidanceNow<sup>SM</sup> from the App Store
  - Search GuidanceResources (one word)
  - Install GuidanceNow
  - Tap Login and enter your username and password

### Why might I use the F/EAP services?

There are many reasons why employees or their family members may wish to take advantage of these services. Examples include:

- Feeling overwhelmed by the demands of balancing work and family
- Experiencing stress, anxiety or depression
- Dealing with grief and loss
- Needing assistance with child care or elder care concerns
- Having marital, relationship or family problems
- Having legal or financial questions
- Having concerns about substance abuse for yourself or a family member

### Who will I speak with when I call the F/EAP?

A GuidanceResources representative will answer your call. They will confirm your employer, Dartmouth College, and then may connect you to the appropriate services based on your need, including counseling services, legal support, financial services, or other work-life solutions.

## What counseling services are provided?

You'll first speak to a counseling professional who will listen to your concerns and can guide you to the appropriate services you require, including providing contact information for a local or on-campus provider, for in-personal counseling. You may also request to meet with a provider telephonically. You can receive up to eight (8) free counseling sessions per issue. Please note: services related to career counseling are not provided.

## What if I want to continue working with my counselor after my free sessions are used up?

If the counselor you are working with is in your medical plan's network, you may continue working with them through your medical plan. Please call the customer service number on the back of your ID card to determine if your counselor is in or out of network and what the associated out of pocket costs may be.

Employees and family members enrolled on a Cigna health plan through Dartmouth also have access to a Mental Health Exception Benefit allowing for out-of-network claims to be paid at 90% for a lifetime maximum of twelve (12) mental health visits. More details on this benefit can be found [here](#).

## What legal services does the program provide?

Attorneys are available telephonically to provide general legal information and guidance/options on legal issues, such as divorce, adoption, family law, wills, trusts and more. You may also be referred to a local attorney. If you need representation you can get a free 30-minute consultation and a 25% reduction in fees with an in-person attorney within the Guidance Resources network. Please note: services related to employment law are not available.

## What financial services does the program provide?

Financial experts can assist telephonically with a range of issues including retirement planning, tax assistance, relocation, mortgages, insurance, budgeting, debt and bankruptcy. After your initial discussion with the financial expert, you may be asked to gather certain materials and/or more research may need to be done by the financial expert, thus a follow up call may be scheduled.

## What work-life services does the program provide?

Specialists can provide you with qualified referrals and resources for things such as finding child, elder, or pet care, hiring movers or home repair contractors, planning events and vacations. Typically, after your initial conversation with a specialist, they will do further research and will schedule a convenient time for a follow up conversation to review their findings with you.

## What resources are available online?

You will find timely, expert information on thousands of topics, including relationships, work, school, children, wellness, legal, and financial. You can search for qualified child care and elder care, attorneys and financial planners as well as ask questions, take self-assessments and more at [www.guidanceresources.com](http://www.guidanceresources.com).

## Who does Dartmouth College partner with to administer F/EAP services?

Dartmouth partners with GuidanceResources, provided by ComPsych® Corporation. When you call the F/EAP you will speak with a GuidanceConsultant<sup>SM</sup> who will then guide you to the appropriate services you may need. All of the work-life, legal and financial representatives you speak with on the phone are employees of ComPsych Corporation. You may be referred to local counseling providers or attorneys who are part of the GuidanceResources network. You may also be referred to the on-campus Dartmouth College F/EAP counseling provider, a Dartmouth College employee, who is also part of the GuidanceResources network of providers. Throughout your interaction with the F/EAP you will see reference to GuidanceResources more than you will ComPsych.

## Here when you need us.

Call: 844.216.8308 TTY: 800.697.0353

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

App: GuidanceNow<sup>SM</sup>

Web ID: Dartmouth

**DARTMOUTH**



## How can I reduce stress through diet and exercise?

Stress takes a physical toll on the body. It causes fatigue, tension, nervousness and loss of appetite. But you can control the affects of stress on your body through simple changes in your diet, exercise regimen and general outlook on your daily activities.

### Diet

Stress affects people's diets in different ways. Some people experience a loss in appetite. Others overindulge in unhealthy foods, alcohol, caffeine or tobacco as a defense against stress. Obviously, either of these reactions can be a detriment to your health, so take steps to avoid exaggerating the effects of stress with your diet:

- Avoid foods that are high in fat or contain large amounts of sugar or salt: An inappropriate diet can lead to high blood pressure and increased tension.
- Avoid cigarettes and other tobacco products: Smoking is one of the most preventable causes of illness and death, and its impact on the body can only worsen stress levels.
- Drink in moderation: While responsible alcohol use can have a relaxing effect, heavy drinking has serious health consequences, not to mention increased safety risks and social consequences from drunk driving accidents and alcohol-related violence.
- Eat sensible meals on a regular schedule, especially breakfast: Maintaining a well-balanced, nutritious daily diet increases your energy level and ability to deal with potentially stressful situations.

### Exercise

Proper exercise not only helps you maintain your general physical well-being, it also provides a much-needed break from the stressors in your life. Use these tips to fight stress by introducing regular exercise into your routine:

- When you begin to feel stressed, take a break and go for a long walk.
- Schedule time each day for workouts, and place as much priority on them as you would your professional commitments. Your workout routine must become a set part of your day; otherwise it will be too tempting to avoid exercise.
- If possible, walk or ride a bike to work. If you must drive or take public transportation, use the stairs instead of the elevator once you get to work.
- Plan fun, physically challenging activities with your friends and family. This will help you set exercise goals and give you something to look forward to. Join a recreational sports league, or participate in charity walking, running or bicycling events.

## Positive Outlook

Keep a positive outlook at all times. Studies show that people who are optimistic are more mentally and physically healthy than those who take a negative approach. When you see difficult situations as things that can be managed instead of insurmountable obstacles, you are more likely to solve the problems quickly and avoid stress.

Stress is a normal part of adult life. The most important thing you can do is acknowledge its place in your life and refuse to let it beat you.

## Resources

- Mental Health America: [www.mentalhealthamerica.net](http://www.mentalhealthamerica.net)
- National Institute of Mental Health: [www.nimh.nih.gov](http://www.nimh.nih.gov)
- National Institutes of Health: [www.nih.gov](http://www.nih.gov)
- National Institute of Diabetes and Digestive and Kidney Diseases: [www.niddk.nih.gov](http://www.niddk.nih.gov)
- Nutrition.gov: [www.nutrition.gov](http://www.nutrition.gov)

**Here when you need us.**

Call: 844.216.8308

TTY: 800.697.0353

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

App: GuidanceNow<sup>SM</sup>

Web ID: Dartmouth

**DARTMOUTH**



## Let Working Advantage Work for You

Looking for a birthday gift for a family member or friend? Trying to find theme park, sporting event or movie tickets for you and your family this weekend? Having difficulties locating the best airline and hotel deals?

The new Working Advantage employee discount and reward program is your one-stop shop for these and all your entertainment and shopping needs.

With access to GuidanceResources® Online, you now also enjoy exclusive, 24/7 access to the Working Advantage discount network. Take advantage of this expansive portfolio of offers and save up to 60 percent on a wide selection of products and services, including:

- Electronics
- Health and fitness
- Museums and city passes
- Home and garden
- Broadway shows
- Merchant gift certificates
- And much more!

**To register for Working Advantage and to start making the most of your member discounts, go to [guidanceresources.com](https://guidanceresources.com) and click on the “More” tab in the toolbar, or click the “Access” box on the right side of the page, then select “Discounts.”**

## Here when you need us.

Call: 844.216.8308

TTY: 800.697.0353

Online: [guidanceresources.com](https://guidanceresources.com)

App: GuidanceNow<sup>SM</sup>

Web ID: Dartmouth

**DARTMOUTH**

# Are you emotionally overwhelmed?

## 7 Signs Not to Ignore

The phrase “nervous breakdown” is not a medical term. However, indicators that have historically been associated with a nervous breakdown, such as depression, anxiety or stress, can be an indication of an underlying mental health problem. Understanding these conditions and addressing them before they threaten to overwhelm you can prevent more serious mental and physical health issues from developing. Seven indicators to keep in mind:

### Lack of Concentration

Stress is the body’s natural reaction to physical or mental demands. As such, it can be beneficial by increasing concentration, memory and awareness. However, over time, the body’s continued response to stress can lead to an increase in blood pressure and heart rate, heightened anxiety and an overall strain on the system. As unrelieved tension builds up, it provokes an array of unhealthy symptoms. Among these are feelings of anxiety, fatigue, depression and distraction. Physical effects can include high blood pressure, heart disease and stroke.

### Irregular Heartbeat

Strong emotional stress or anger can contribute to cardiac arrhythmia, or an irregular heartbeat. Arrhythmia is a problem with the rate or rhythm of the heartbeat. During an arrhythmia, the heart can beat too fast, too slow or irregularly. Most arrhythmias are harmless, but some can be serious or even life threatening. Panic or anxiety attacks can mimic cardiac arrhythmia. Parallel symptoms include feeling the heart pounding against the chest, increased heart rate and excessive sweating. Seek immediate medical attention if you are experiencing these symptoms.

### Stomach Issues

Stress and anxiety often manifest as gastrointestinal issues, including chronic heartburn, ulcers, nausea, vomiting and diarrhea. Stress and depression also tend to be present in those who suffer from irritable bowel syndrome, which can be triggered by an immune system response to stress. Symptoms of IBS include frequent cramping, bloating, gas, constipation and diarrhea.

### Muscle-contraction Headaches

Muscle-contraction, or tension, headache is named not only for the role of stress in triggering the pain, but also for the contraction of neck, face and scalp muscles brought on by stressful events. Ninety percent of all headaches are classified as tension/muscle contraction headaches. Occasionally, muscle-contraction headaches are accompanied by nausea, vomiting and blurred vision. Research has shown that for many people, chronic muscle-contraction headaches are caused by depression and anxiety. Certain physical postures that tense head and neck muscles, such as holding one’s chin down while reading, can lead to head and neck pain.

### Sleep Problems

Experts cite stress as the No. 1 cause of short-term sleeping difficulties. Worries related to work, school, marriage, relationships and life events can interfere with the ability to fall or remain asleep, or to achieve a restful state of deep sleep. People who suffer from clinical or short-term depression may also have difficulty sleeping or sleeping too much. While stress and depression can interfere with sleep, the inability to sleep, known as insomnia, can trigger or intensify stress and depression symptoms.

## Depression

Everybody feels occasional sadness. However, an extended period of sadness may be an indication of depression. Symptoms of depression, including feelings of guilt, sadness, hopelessness, lack of enjoyment, inability to concentrate and irritability, have been associated in the past with a “nervous breakdown.” Depression is a serious illness, but it is treatable. Among the treatment options are talk therapy, antidepressant medications and lifestyle changes, including improvements to diet and exercise routines. Untreated depression can lead to serious mental and physical health problems.

## Anxiety

People with generalized anxiety disorder suffer from constant worry that is much more severe than normal, day-to-day anxiety. People may experience chronic, exaggerated worry and tension that does not seem to have a specific cause. They also regularly anticipate disaster and often worry excessively about health, money, family or work, or even about a cause that is hard to pinpoint or nonexistent. This makes it extremely difficult for people to relax. These worries can be accompanied by trembling, twitching, muscle tension, headaches, irritability, sweating and hot flashes. Severe anxiety can be debilitating, making it difficult to carry out ordinary daily activities.

## Coping Strategies

Many of the symptoms historically associated with a “nervous breakdown” can be managed and treated. Here are some suggestions:

- Seek support. Do not wait until you reach your breaking point. Talk to a physician, therapist or contact your Employee Assistance Program for help.
- Try to identify the causes of stress. By recognizing the reasons behind your tension, you can feel more in control and change the source of the stress.
- Get enough rest. Doctors recommend eight hours of sleep a night for adults.
- Exercise regularly. Swimming, running, brisk walking, aerobic exercises and other repetitive fitness activities are especially beneficial. Experts recommend exercising at least 20 to 30 minutes three to five times a week.
- Engage in fulfilling activities. Take a little time each day for something you like to do: a hobby, a walk, an hour with a good book, a home-improvement project, etc.
- Avoid caffeine, nicotine and other stimulants. These can induce stress and anxiety.
- Avoid alcohol, tranquilizers and recreational drugs. These may contribute to anxiety and depression and a sense of loss of control.

## Here when you need us.

Call: 844.216.8308

TTY: 800.697.0353

Online: [guidanceresources.com](https://guidanceresources.com)

App: [GuidanceNow<sup>SM</sup>](#)

Web ID: Dartmouth

**DARTMOUTH**

Contact us anytime for confidential assistance.



# May: Mental Health Awareness Month

May is Mental Health Awareness Month. That makes this the perfect time for all of us to pause and assess our mental health.

When we fail to be mindful of our health as a whole, stress, anxiety and even the day-to-day pressures of life can build into something bigger. In fact, about half of all Americans will meet the criteria for a diagnosable mental health disorder at some point in their lives. Intervening effectively during the early stages of mental illness can improve the future of those dealing with mental illnesses.

An easy way to determine whether you or someone you know is experiencing symptoms of a mental health condition is to take a mental health screening. The Mental Health America website, at [www.mhascreening.org](http://www.mhascreening.org), offers free screenings for depression, anxiety, bipolar disorder, post-traumatic stress disorder and other conditions.

You also can contact your GuidanceResources program. We're here 24 hours a day, seven days a week to speak confidentially with you about counseling or offer other resources about mental health care. This service is provided by your employer to you and your household members at no cost.

## Here when you need us.

Call: 844.216.8308

TTY: 800.697.0353

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

App: GuidanceNow<sup>SM</sup>

Web ID: Dartmouth

**DARTMOUTH**