



# "Oliver Cares" Exceptional Associate Care



**OLIVER HEATING & COOLING** is pleased to offer you and your family members a unique and comprehensive Associate Care Service, **AVAILABLE** 24 hours a day, 365 days a year, nationwide. This service is **VOLUNTARY** on your part, available to **ALL OLIVER ASSOCIATES and IMMEDIATE FAMILY MEMBERS** and is **NEUTRAL** from **OLIVER** operations.

All services are provided as an Associate benefit, with **NO COST** to the Associate or family member. Any and all personal information is kept **CONFIDENTIAL** and will not be revealed to the management of **OLIVER HEATING & COOLING** or any other person.

### Your "Oliver Cares" services include:

1. Chaplains on call 24 hours a day, 365 days a year, nationwide, for crisis intervention and emergency situations.
2. Regular, brief work site visits as well as hospital, nursing home, funeral home, family home, and/or other neutral site visits, when appropriate.
3. Individual, as well as immediate family, confidential chaplain discussions for problem issues including, but not limited to, marriage, divorce and remarriage, serious illness, death and grief recovery, child-rearing, care of aging parents as well as any other personal issues.
4. Referral and coordinating services for specialized assistance to Associates and/or immediate family members with specific needs.
5. Make jail visits to Associates and immediate family members who are incarcerated; assist the family during times of separation; help with the transition of individuals back into mainstream society.
6. Helping to plan, conduct or attend funerals for Associates or immediate family members, including follow-up support and encouragement to family during the grief period.
7. Access your Chaplain Team anywhere, anytime... Download the **MyChap App** on Apple and Android devices and enter **Location ID #7237** (Office) or **#7238** (Offsite Associates).

### Your "Oliver Cares" Chaplain Team Members are:

Office Chaplain Team (#7237)		Offsite Chaplain Team (#7238)		
				
<b>Jim Leary</b> Chaplain (856) 371-3785 <a href="mailto:JimLeary@mchapusa.com">JimLeary@mchapusa.com</a>	<b>Irene Walsh</b> Chaplain Coach (610) 574-3411 <a href="mailto:IreneWalsh@mchapusa.com">IreneWalsh@mchapusa.com</a>	<b>Ralph Plumley</b> Exec. Dir. of Operations (302) 275 4462 <a href="mailto:RalphPlumley@mchapusa.com">RalphPlumley@mchapusa.com</a>	<b>Melissa Larson-Eyler</b> Chaplain (717) 818-4278 <a href="mailto:MelissaLarson-Eyler@mchapusa.com">MelissaLarson-Eyler@mchapusa.com</a>	<b>Dennis Kays</b> Chaplain (484) 868-3416 <a href="mailto:DennisKays@mchapusa.com">DennisKays@mchapusa.com</a>

# Your Life. Your Work. Your Best.

## Your GuidanceResources® Program

Sometimes life can feel overwhelming. It doesn't have to. Your ComPsych® GuidanceResources® program provides confidential counseling, expert guidance and valuable resources to help you handle any of life's challenges, big or small.

### Services:

#### Confidential Emotional Support

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

#### Work and Lifestyle Support

- Child, elder and pet care
- Moving and relocation
- Shelter and government assistance

#### Legal Guidance

- Divorce, adoption and family law
- Free consultation and discounted local representation

#### Financial Resources

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

#### Digital Support

- Connect to counseling, work-life support or other services
- Tap into an array of articles, podcasts, videos, slideshows
- Improve your skills with On-Demand trainings

#### What happens when I call for counseling support?

When you call, you will speak with a GuidanceConsultant<sup>SM</sup>, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant<sup>SM</sup> will provide the name of a counselor who can assist you. You will receive counseling through the EAP up to 3 sessions per issue, per person, per calendar year. 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 EAP provide?

The EAP 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 the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling in the EAP and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

**Life is challenging.  
We can help.  
Confidential 24/7 support.**



**24/7 Live Assistance:**  
Call: 800.460.4374  
TRS: Dial 711



**Online:** [guidanceresources.com](https://www.guidanceresources.com)  
**App:** GuidanceNow<sup>SM</sup>  
**Web ID:** EAPEssential

