

Beyond Benefits



For Managers: The Beyond Benefits Program

What is the Beyond Benefits Program?

Beyond Benefits is Oregon State University's Employee Assistance Program. Beyond Benefits provides resources across life events and seeks to provide impactful, holistic, no-cost solutions at the right time. Areas of focus include family needs, financial needs, mental/emotional support needs and legal needs. Beyond Benefits consultants (similar to a Needs Navigator) are available to create personalized action plans related to individual employee needs.

Why provide an EAP?

Oregon State cares about the health and well-being of our employees. As a part of our culture of care, we want to provide a proactive, expansive employee benefits program for our employees and their household members. The Beyond Benefits EAP is a no-cost service that can be used as needed to support employees in whatever life event or challenge they are facing.

Beyond Benefits offers counseling, guidance and tools for emotional, financial, legal and work-life issues. Providing supervisors and managers the tools and resources to aid in addressing employee and organizational challenges and needs can help to increase productivity and morale as well as employee engagement.

Are the services confidential?

Yes, Beyond Benefits services are strictly confidential. No information about participation in the program is provided to the employer.

Why should managers use the EAP?

Beyond Benefits 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. Beyond Benefits can provide appropriate support and resources for your employee.

Beyond Benefits: Here when you need us.

Call: 855-327-4722 TTY: 800-697-0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: OSUBEYOND

Why might an employee or their dependents use the services of the EAP?

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

- Want health and wellness guidance.
- Need assistance with child or elder care.
- Have legal or financial questions.
- Are experiencing stress, anxiety or depression.
- Are feeling overwhelmed by balancing work and family.
- Are planning a birthday party or family reunion and are wondering about location options.
- Are relocating and need moving resources and travel planning assistance.
- Are looking for shopping deals.
- Have a home improvement project and need to find a reputable contractor.

Under what circumstances might a manager refer an employee to the EAP?

Employees may experience personal difficulties, interpersonal challenges or just distractions such as a growing to-do list that can impact their performance at work. As a manager, you can provide information about the Beyond Benefits EAP to employees as a confidential, no-cost resource to help with whatever life challenge they are facing.

What happens when employees call the EAP?

A Beyond Benefits consultant (similar to a Needs Navigator) will speak with them to find out about their needs. They will work with them to provide customized resources and a referral packet based on what they share at that time.

Can employees' children use the EAP?

Yes. Beyond Benefits is a confidential service for employees and their household family members.



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