



## "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>

# A New GuidanceResources® Digital Experience: Your Personalized Care Journey



Everyone's health and well-being journey is different. To better guide you on yours, we are reimagining the GuidanceResources® portal and app experience to ensure you have the right support, at the right time and in the right way. Whether you are looking to self-schedule services, would like individualized resources suggested to you, or want a more holistic experience with highly-personalized care recommendations, you will find it on the new GuidanceNow<sup>SM</sup> app and [guidanceresources.com](https://guidanceresources.com) platform.

## Support Tailored to You

Designed with you and your personal well-being journey in mind, this new digital experience offers access to the same support and resources you have always valued, including mental, emotional, work-life, legal, financial and well-being support. But now you can choose how the platform works best for you:

### Connect Me

If you know what you want now, the **Connect Me** option offers our quickest path to care. With as little as two clicks, you can connect immediately with an expert or schedule appointments for services.

### Guide Me

Have an idea of what would help but could use some assistance finding it? The **Guide Me** option quickly assesses your area of need and directs you to the care options, tools, and resources most appropriate to your focus area. In just a few clicks, you can navigate one of more than 1,000 path options that lead to a variety of solutions, all tailored to your needs.

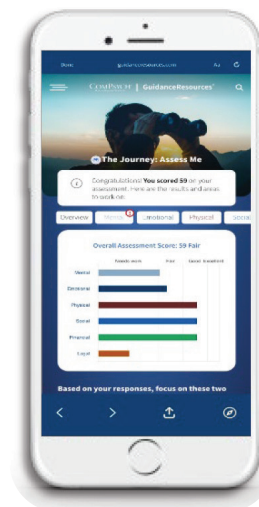
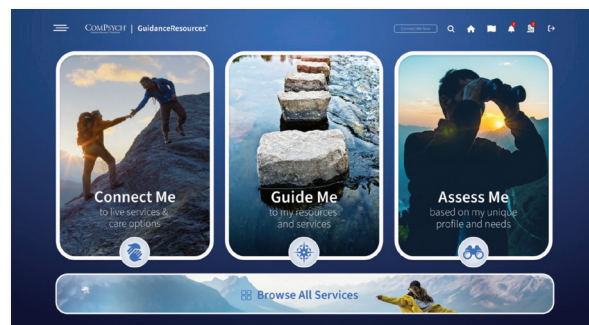
### Assess Me

Sometimes you may not be sure what the problem is and need help evaluating possible resources and solutions. In such cases, you can choose **Assess Me**, our most extensive care path. This option first guides you through a brief well-being assessment, which evaluates your needs across six primary care pillars: Mental, Emotional, Physical, Social, Legal, and Financial. The platform then measures and benchmarks your results and provides a series of personalized, multistep Well-Being Plans tailored to your specific areas of need.

For a more traditional experience, you can always visit "Browse All Services" and quickly view all the platform has to offer.

The new GuidanceResources® digital experience will be available Jan. 1, 2025. Keep an eye out for additional information coming soon.

*Everyone's journey is different. We're here to help you on yours.*



COMPSYCH®  
GuidanceResources® Worldwide



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

