

**UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE JACKSONVILLE**  
**Office of Educational Affairs**  
**RESIDENT MANUAL**

**COUNSELING: RESIDENT/EMPLOYEE ASSISTANCE PROGRAM**

UFCOM-J and UF Health Jacksonville provide confidential, free counseling for personal issues that might affect housestaff on or off the job. Stress, conflicts, alcohol or drug issues, family worries, financial/legal issues and balancing work and home life are some examples. Residents and their family members who wish to seek counseling or other mental health services may contact:

|  |                       |
|--|-----------------------|
| Employee Assistance Program (EAP),   | (833) 306-0103        |
| UF Health-Jacksonville's Center for Healthy Minds and Practice (CHaMP)   | (904) 244-8332        |
| Duval County Medical Society (DCMS) Foundation's Life Bridge, a free and confidential coaching service specifically designed to meet practitioner needs is available 24/7. | (904) 447-LIFE        |
| National Suicide Prevention Line   | (800) 273-TALK (8255) |

ComPsych Guidance Resources is another off-campus independent counseling center staffed by licensed professionals and is confidential and free of charge. Each resident, family member, or dependent receives up to six short term counseling sessions for any type of personal problem. The ComPsych professional will decide if the problem can be resolved within the scope of the RAP or if a referral is necessary. If a referral is required, every effort will be made to utilize a community resource that is either free, based on a sliding scale, or is covered by GatorCare.

UFCOM-J will receive a quarterly report regarding the number of individuals who have consulted the program, but no individual will be identified. There are two exceptions to the confidentiality of this program:

- client gives written permission to report attendance
- client threatens someone's life verbally and/or physically

A 24-hour Guidance Consultant is available through a dedicated RAP phone number: (844) 216-8397

All of the counselors are licensed, seasoned professionals, with a wide array of expertise.

You are also invited to visit the web site <http://www.guidanceresources.com/>.

**GuidanceResources® Online**

**COMPSYCH®**  
GuidanceResources Worldwide

Once you open the Guidance Resources web page, click on the **REGISTER** Link. Enter the Organization Web ID: **UFHEALTH** and you will be directed to the registration page.

If a resident has any questions or concerns, please contact:

Julia Morris  
[ufcomjaxbenefits@jax.ufl.edu](mailto:ufcomjaxbenefits@jax.ufl.edu)  
904-244-3471

LOGIN REGISTER Help

Organization Web ID

Register

If you do not know your Organization Web ID, it can be found on your benefits wallet card, poster, flyer or brochure