



# Virtual Counseling: Flexible Solutions for a Healthier Life

Which of us wouldn't be healthier if we just had more time? With flexible telehealth solutions from your CityStrong GuidanceResources® program, that's no longer a problem. The tools available from CityStrong GuidanceResources® program give you options for how, when and where you access services.

## Counseling Options

As an alternative to traditional face-to-face counseling:

**Telephone Counseling:** If in-person counseling is not possible or not appealing to you, counseling services can be provided over the phone. Get all the benefits of speaking with a highly qualified clinician without the hassle of an office appointment.

**Video Counseling:** Scheduled as easily as face-to-face sessions, video counseling appeals to those who desire an alternative to in-person counseling.

**Chat Counseling:** Real-time chat counseling provided by licensed counselors is available through a secure portal.

To access any service, contact your CityStrong GuidanceResources® program 24/7 toll-free number. A GuidanceConsultant<sup>SM</sup> will answer your call, discuss your issue and provide you a referral to video, phone or chat counseling with a network counselor. Online scheduling for telehealth services is also available.

## Here when you need us.

Call: 855.888.9891

TTY: 877.373.4763

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

App: GuidanceNow<sup>SM</sup>

Web ID: CityStrong

## Digital Tools

### Ask a GuidanceConsultant<sup>SM</sup> Chat and Email Outreach:

Accessible online when a GuidanceConsultant<sup>SM</sup> is available, chat is conducted in real-time, giving you immediate help. Or, you can send a confidential email to a GuidanceConsultant<sup>SM</sup>, who can reply to you with the information and resources you need.

**Online Tools:** Our award-winning website offers users a customized online experience designed to engage you through a variety of cutting-edge, interactive tools and other resources, including:

- Personal Development Training Modules for managing stress, parenting, healthy living and more.
- Topic-Specific Online Communities featuring message boards designed to connect individuals who have similar issues and concerns. Portal topics include autism, elder care, maternity and others.
- Articles, podcasts, videos, slide shows and other tools covering thousands of topics important to you.

**Text Your Counselor:** Have a quick question or want to share your progress? Participants can text their counselors directly on a non-real-time basis 24/7.



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