



**City of Portland Core Values:**

**Anti-racism | Equity | Transparency | Communication | Collaboration | Fiscal Responsibility**

**10.02 CITYSTRONG GUIDANCERESOURCES, EMPLOYEE ASSISTANCE PROGRAM (EAP)**

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**Purpose**

The CityStrong GuidanceResources program contracts with Canopy and ComPsych to provide free, confidential benefits to eligible employees and dependents. CityStrong GuidanceResources is designed to address life's challenges, whether personal or work-related. Employees and their dependents are encouraged to seek help before an issue escalates.

Supervisors may recommend that employees use the services of CityStrong GuidanceResources or make mandatory referrals when deemed appropriate, in consultation with their Human Resources Business Partner and the City Attorney's office.

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**Confidentiality**

The CityStrong GuidanceResources program could not be effective without strict safeguards on employee and dependents' right to privacy. CityStrong GuidanceResources contractors do not divulge client names or information without their specific written permission. No information regarding clients will be released to any person, organization, or group without the express, written permission of the client, except as required by applicable law in cases of suspected child, disabled or elder abuse, danger to self or others, medical emergency, or in response to court order.

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**Eligibility**

All benefits eligible employees and their dependents may use the services provided by CityStrong GuidanceResources.

PFFA, PPA (who work at the Portland Police Bureau), and PPCOA represented employees have access to services provided by Canopy.

Non-represented, DCTU, PCL, PPA-BOEC, PROTEC 17, and Recreation represented employees have access to services provided by ComPsych.

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**Contact Information**

Visit the CityStrong GuidanceResources website at [CityStrong Guidance Resources | Portland.gov](http://CityStrongGuidanceResources.Portland.gov) for more general information and resources to assist you and your family with concerns. You may also contact Canopy or ComPsych directly and a trained professional will be available to confidentially discuss your concern, 24 hours a day, 7 days a week, 365 days a year.

Canopy – 800-433-2320, email [info@canopywell.com](mailto:info@canopywell.com) or visit [canopywell.com](http://canopywell.com).  
Web ID: Portland Fire Police

ComPsych – 855-888-9891 or [guidanceresources.com](http://guidanceresources.com). Web ID: CityStrong

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**Administrative Rule History**

Adopted by Council March 6, 2002, Ordinance No. 176302  
Effective April 5, 2002  
Revised November 4, 2011

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