

Elder Care Support Resources

Support is available when you are helping care for an aging loved one.

Caring for an aging parent, family member, or loved one can involve a lot of questions and important decisions. You do not have to navigate caregiving decisions alone. Through your existing benefits, you have access to resources that can help you explore care options, find local services, determine your next steps, and get personalized support when you need it.

ComPsych GuidanceResources®

ComPsych GuidanceResources® FamilySource provides personalized elder care support to help you navigate important care decisions for an aging loved one. A FamilySource specialist can create a customized elder care resource packet tailored to your family's needs and location.

What resources are available?

Depending on your situation, your personalized resource packet may include:

- Assisted living and memory care options
- Home care and community services
- Caregiver support resources
- Local programs and elder care facilities
- Additional services relevant to your family's needs

How to access ComPsych resources:

- Call 1-800-344-9752
- Visit www.GuidanceResources.com
- First-time visitor? Click “Register” and enter Organization Web ID: NYLGBS

Spring Health

Spring Health offers resources and personalized support to help you navigate the challenges of caring for an aging loved one. Whether you are looking for care options, caregiver guidance, community programs, or educational resources, support is available to help you make informed decisions.

What support is available?

- Elder care resources and educational materials
- Self-guided caregiving courses
- Care Navigator assistance to connect you with community programs and local resources
- One-on-one support from a Work-Life Consultant

How to access Spring Health resources:

- Visit sjc.springhealth.com
- Enter access code: sjc
- Select “Explore” and search for “elderly care”
- Browse resources under Work-Life Resources
- Need additional assistance? Call 1-855-629-0554, press 3, and ask for Work-Life Services