

## Confidentiality

All phone calls to the EAP and all counseling sessions provided by the EAP are strictly confidential. The only exceptions to confidentiality are situations in which your safety or the safety of others is at risk.



## EAP is Free

There is no cost to you or your household members for EAP counseling services. If you are in need of additional counseling sessions after utilization of the EAP benefit, the resulting fees or co-payments are your responsibility. Your EAP representative will assist you in finding the best resource at the lowest cost to you.

# Employee Assistance Program



### How to Contact Your EAP

Counselors are available  
24 hours a day, 7 days a week at:

**1-800-531-0200**

**[inquiries@charlesnechtem.com](mailto:inquiries@charlesnechtem.com)**

Visit us on the web at:  
**[www.charlesnechtem.com](http://www.charlesnechtem.com)**

**Charles Nechtem Associates, Inc.**

For Mind, Body and Spirit

## What is an EAP?

The Employee Assistance Program (EAP) is a benefit provided by your employer that offers confidential counseling and referral services to you and members of your household. This service offers immediate access to professional counselors who will help clarify your problem or concern and work with you to develop a plan of action for resolution. The EAP provides the opportunity of working with a counselor directly over the phone and/or speaking with a therapist in a face-to-face counseling session.

### Call your EAP anytime 24/7 - It's Fast and Easy

Getting help from your EAP is easy, convenient and confidential. Professional counselors and social workers are always available to speak with you 24 hours a day, 7 days a week. Our EAP counselors understand the struggles of daily living and they will provide you with the counseling support and resources you need to successfully cope with the life events that are affecting your health and well-being.



## Face-to-Face Counseling

Upon contacting the EAP, your call is immediately answered by a professional counselor who is able to address your needs, and who will provide you with the option of speaking with them over the phone or seeing someone in-person. If you choose to see a therapist in-person, you will be provided a referral near where you live or work. We maintain a comprehensive network of licensed counselors, social workers, alcohol and drug counselors, marriage counselors and family counselors. The EAP can also refer you to eldercare and childcare providers.



## Your EAP Can Help With A Wide Variety of Concerns

The EAP can help you address a wide variety of personal concerns to support your well-being at work and at home. Examples of concerns we can help with include:

- Family/Parenting problems
- Grief/Bereavement
- Marital/Relationship issues
- Stress/Anxiety
- Depression issues
- Alcohol/drug/other addictions
- Eldercare/Childcare issues
- Financial/Credit counseling
- Legal referrals

## How Your EAP Helps

1. First, the counselor will help you clarify your problem or concern.
2. Next, the counselor will help you identify your options and guide you in exploring potential ways to resolve your problem.
3. Lastly, the counselor will help you develop a specific, concrete plan to solve your problem.

If your concern is more serious, or if you prefer to see a therapist in-person, the EAP counselor will refer you to an appropriate professional near where you live or work.



Your employer contracted with Charles Nechtem Associates, Inc. (CNA) to provide your EAP services. CNA has over 39 years of experience providing services to employees and their families nationwide.