



Your Questions Answered About the EAP

Bring balance to your life.

Q: What will I find at the EAP?

A: Your EAP provides counseling and work/life services to employees of **Goodwill**.

Q: How much do EAP services cost?

A: It's free. Your organization covers the costs for you to use EAP services.

Q: Who will know if I call the EAP?

A: This program is confidential. No one will know you have used the service unless you give permission to discuss it or if you tell them yourself.

Q: How can you help?

A: We help with a wide range of everyday or unexpected concerns. We also have a number of resources aimed at growth and development. Many people call for resources in dealing with:

- Stress
- Depression
- Relationships
- Parenting
- Substance use
- Grief and loss

Employees and family members have up to 6 counseling sessions available per issue.

Q: Who is eligible for EAP services?

A: All employees of **Goodwill** and their immediate family members are covered.

Q: Are your counselors professionals?

A: Yes, EAP counselors have at least a master's degree in behavioral health, and a state license to provide these services.

Q: What if I have a legal concern?

A: You will be referred to an attorney who can assist you. Initial consultation is no cost. 25% discount off the hourly rate is available if you choose to contract with the attorney.

Q: Can you help with financial issues?

A: Yes, we have professional financial advisors available.

Q: What if I need help for an emergency?

A: The EAP Call Center is open 24 hours a day, 7 days a week, 365 days a year. There is always a licensed EAP professional available to help in a crisis.

Q: How do I get in touch with the program?

A: Call New Directions Employee Assistance Program at **800-624-5544**.

Q: What if I just need some information?

A: You will find valuable information at **www.ndbh.com**. Your login code is:

goodwill

The website has thousands of resources covering a wide range of topics including, Family Life, Stress, Finances, Legal, Health and Wellness, Emotional Wellbeing, and Business Management.