

Confidentiality

All communication 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 to use EAP counseling services or to access the Self-Help Wellness Library.

To access the Self-Help Wellness Library:

1. Go to www.charlesnechtem.com
2. Click "Member Login"
3. Login or Register as a new user

The EAP service is provided by CNA which has over 40 years of experience providing counseling services to employees and their family members.

Contact Your EAP Counselors Anytime

Telephone

1-800-531-0200 (24/7)

Email

inquiries@charlesnechtem.com

Text (M-F 8am-8pm)

Via Website and Mobile APP

CNA Mobile App*



Website

www.CharlesNechtem.com

* CNA Assistance Apps are available at Apple App Store and Google Play

Employee Assistance Program



Charles Nechtem Associates, Inc.

For Mind, Body and Spirit

What is EAP?

The Employee Assistance Program (EAP) is a benefit provided by your employer that offers confidential counseling and referral services to you and your household members. 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 allows you to work with a counselor over the phone, email, by text and/or virtually.

Call, Email or Text It's Fast and Easy!

Getting help through EAP is easy, convenient and confidential. Professional counselors are 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 support and resources you need to successfully cope with the life events that are affecting your health and well-being. Each of our counselors has a masters or Ph.D. degree in a mental health field.



Face-to-Face Counseling

Upon contacting the EAP, your concern 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, we will refer you to a professional 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. If needed, counselors can help facilitate continuity of care by referring an employee to a therapist in the employee's insurance network.



Concerns Addressed

The EAP can help you address a wide variety of personal concerns to support your well-being at work and at home, including:

- Family/Parenting issues
- Grief/Bereavement
- Marital/Relationship issues
- Stress/Anxiety
- Depression issues
- Eldercare/Childcare issues



Work/Life Program

The EAP Work/Life program assists employees with balancing their work obligations and personal responsibilities, allowing them to be more focused and effective on the job. Common issues addressed include:

- Financial consultation referrals
- Legal and law referrals
- Elder and child care referrals
- Caregiver help and resources
- Education and tuition planning
- Pet help Center

Self-Help Wellness Library

The EAP offers an online Self-Help Wellness Library that provides a wide variety of behavioral healthcare solutions for a more balanced life. Our wellness library contains over 25,000 resources, including:

- Articles on a wide range of EAP issues
- Education courses
- Informational webinars and videos
- Trainings
- Health assessments
- Financial and legal templates