

## EMPLOYEE ASSISTANCE PROGRAM - EAP

# When life's a little much, reach out and get in touch.

Let's be real: life can be tough. When your responsibilities start to feel overwhelming and showing up each day with a smile on your face seems difficult, it's important to reach out for help. You can lean on your free and confidential Employee Assistance Program (EAP) for support.

### We've got your back.

A free benefit from your workplace, the EAP can help you or anyone in your household:

- Be more present and productive at work
- Receive support when you don't feel like yourself
- Get help with responsibilities that are distracting or stressful
- Grow personal and career skills
- Be a caring, loving friend or family member
- Receive care after a traumatic event or diagnosis
- Make healthy lifestyle choices
- Improve and inspire daily life

### We're here for you, always.

Life happens, regardless of the day or time. That's why we make ourselves available 24/7, even on holidays. So whenever you need to reach out, we're here for you.



**Support Line**  
Call anytime  
800-624-5544



**Mobile app**  
Search for New  
Directions EAP



**Web**  
Visit [eap.ndbh.com](http://eap.ndbh.com)  
for resources

### SERVICES

- ✓ **Counseling**
  - In-person
  - Telephone
  - In-the-moment
  - Online messaging
- ✓ **Consultation on**
  - Finances
  - Legal needs
  - Managing employees
  - Life
- ✓ **Crisis support**
- ✓ **Coaching**
- ✓ **Adult and child care resources**
- ✓ **Personal and professional training**
- ✓ **Digital behavioral health tools**

[eap.ndbh.com](http://eap.ndbh.com)

**800-624-5544**

**Services are free and your employer will not know you reached out.**

Flip this sheet over to see some common reasons people use EAP.

**“The EAP has been beneficial in so many ways I don’t know how I would have gotten through without it.”**

### **Check out our app.**

Search for  
**New Directions EAP**  
in your app store.



## **Whatever life throws your way, we're here to help.**

Stress, relationships, work and money. These are the most common reasons people reach out to the EAP every year. But no matter what issues you're facing, the EAP is the perfect first step for you or your family members to:

### **Reduce stress**

Some stress can be a good thing, but too much can be debilitating and unhealthy. Counseling, assessments, coaching, apps, meditation practices, online tools and more can help you improve areas that need work.

### **Handle a life curve ball**

Divorce, adoption, losing a loved one, career changes and moving can all interrupt one's daily life. Counseling, thousands of online tools, coaching and consultations can help you adjust.

### **Cope after crisis**

Mentally processing and coping after a traumatic event generally takes time and expert care. Counseling, education sheets and communication can help when a crisis occurs.

### **Support and improve relationships**

Raising kids, living with others or improving friendships can take guidance and investment. Counseling, videos, tip sheets and advice make this easier. Referrals to credible daycares, assisted living facilities, dog walkers, physicians, etc. can also help.

### **Focus at work**

We all experience feeling a lack of productivity and engagement at work sometimes. Trainings, advice and custom behavioral strategies can help you become more focused.

### **Lead others**

If you supervise people at work, it's likely you handle difficult things like performance issues, troubled employees, HR law and hard conversations. Dedicated consultants can provide guidance so you can do your job and have less stress.

### **Navigate the legal system**

Handling a landlord, large purchase, estate or even an infraction can be easier with the help of a legal expert and thousands of online templates to put into action.

### **Reduce debt**

Money worries can be minimized with custom action plans developed with a financial expert to save, reduce debt or afford a life desired.

### **Live a healthy life**

Changing behaviors to quit smoking, lose weight, manage a disease or exercise more can be more manageable when broken into baby steps. Coaching, videos, counseling and digital tools can help you start living healthy.

**Take the first step and call today.**

**eap.ndbh.com**

**800-624-5544**

## EAP Financial and Legal Services

# Life give you more than bargained? Get help with all that jargon.

Hospital bills. Landlords. Divorce. Retirement. COVID-19. Identity theft. These and many more are surprises in life you're not always prepared for, but have to find your way through. Your no-cost benefit, the Employee Assistance Program (EAP) can help, offering you and your household members:

### Financial resources and consultation for things like:

- Improve credit scores
- Reduce debt
- Manage taxes
- Plan a budget
- Save for retirement
- Pay for college
- Cope with financial stress

### Legal resources and consultation to help with:

- Stolen identity
- Conflict with a landlord
- Large purchases
- Name changes
- Estate settlements
- Will preparation
- General disputes
- Navigating criminal law
- Bankruptcy recovery

### EAP services include:

#### Free, 30-minute consultations

A certified financial expert or attorney will guide you through your money/legal concerns, offering advice and helping you to find solutions.

#### Online tools

Download and access free tools such as budget templates, financial calculators, tax preparation documents, will builder, business agreements and hundreds of other legal documents.

#### Emotional support

When your challenges feel like too much to handle, schedule a free counseling session with a caring professional to help you sort through it all.

#### Referrals

Call the EAP support line when you need referrals for things like renting, child care, student loan assistance, more affordable prescriptions, vacation planning, finding an attorney, completing a contract and more.

**72%**  
of Americans  
say money is  
a significant  
source of stress.

Source: American  
Psychological Association

**Reach out today to learn more.**

Use your company code to log into  
[eap.ndbh.com](http://eap.ndbh.com) and select "EAP Services"

[eap.ndbh.com](http://eap.ndbh.com)

Code:

**800-624-5544**

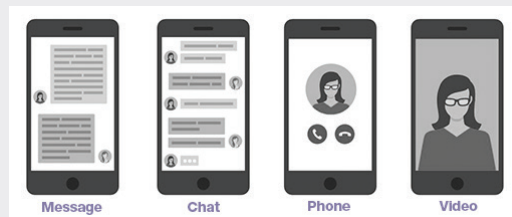


TALK TO A THERAPIST ON YOUR TIME WITH  
**ONLINE  
THERAPY**

**BetterHelp Online Therapy**

## Support is more convenient than ever.

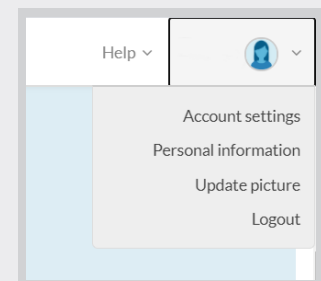
BetterHelp is the largest online therapy platform worldwide that makes mental healthcare more convenient, discreet and accessible to a licensed therapist. Professional therapy is available anytime, anywhere, through a computer, tablet or smartphone.



1. Login at [eap.ndbh.com](http://eap.ndbh.com), select “Request Counseling” then select “online.”
2. Complete registration and get matched with a therapist.
3. Download app and start your EAP therapy sessions.
4. Verify the number of sessions covered within your EAP benefit and stay updated on your remaining sessions by following the steps below:

### Check sessions on your BetterHelp account

- Navigate to the upper right of your homepage and select the downward arrow
  - Select “Account Settings”
  - Scroll to “Payment Settings” then view your number of remaining sessions
  - Reach out to your employer if you have questions regarding your number of allotted sessions
5. You will receive an email notification from BetterHelp outlining your options after you have exhausted the covered benefit sessions.



**If you have questions about continuing services for any additional needs, please call the free New Directions support line at 800-624-5544 to hear your options. You may also continue with BetterHelp at a self-pay rate. If you choose to continue services with self-pay, you will be prompted to enter credit card information on the BetterHelp website.**

If you are a resident of California, the Knox-Keene law may impact the number of covered benefit sessions permitted. Please call the New Directions EAP Support Line at 800-624-5544 prior to scheduling your sessions.



**NEW DIRECTIONS®**



**betterhelp**

**No cost. Available 24/7. All confidential. 800-624-5544.**