Q: I’m in a legal dispute with my neighbor. Can my EAP help me?
A: If you are having a legal dispute, The Village is here to help. Because your company provides The Village Employee Assistance Program as a benefit, you have the opportunity to access legal counseling.

There are many reasons that an employee might need the resources provided by this benefit. The Village will be able to find a lawyer to assist you with many legal issues. Divorce, estate, custody, wills, personal/family legal services, and criminal matters are just a few examples. As this is a workplace benefit, your EAP will not assist you in legal matters concerning your or another person’s workplace.

Accessing this benefit is easy. Simply call 1-800-627-8220 to get started. You will be connected with one of The Village’s friendly intake staff members, who will collect some basic information from you, such as your name, address, date of birth, forms of contact, and a brief explanation why you are accessing services. You will then be connected to Consolidated Legal Concepts (CLC), which handles legal referrals from The Village.

Once connected to CLC, an operator there will help you get in touch with a lawyer in your region who specializes in your area of concern. You will either be connected directly to the lawyer or a time will be scheduled for a phone call to take place. The Village EAP allows you to have a Legal Consultation.

A short time ago my colleague, a licensed clinician, made a comment in a meeting and I was struck by the simplicity and eloquence of it: It’s OK to admit things aren’t OK.

Admitting things are not OK is really hard for most of us. We want to feel like we have some control of our lives. That if we do good things and work hard, everything will be all right. While I believe there is truth in that, there are so many variables in life we can’t control—relationships, health problems, financial hardships, chemical dependency, or loss and grief. These take a toll on our mental well-being. They make getting through life that much more difficult. When we struggle with these things, as we all do at some point, it’s OK to admit things aren’t OK.

As they say, admitting your struggle is half the battle. I know it was difficult for me. Years ago, I was going through a challenging time in my life due to a relationship. Venting to family and friends helped some, but it didn’t give me any lasting relief. The problems and stress level kept growing, and my hope kept diminishing. I finally came to a point where I had to admit to myself that things weren’t OK.

I had never spoken to a counselor before and wasn’t sure how to go about finding one. My employer had told me about their EAP program and the different resources that were available. Since I didn’t know where to start, I asked for information on how to access the services. The process was simple, and the EAP set me up with someone right over the phone. That alleviated some of my worries about how to find a person and get started. I was also relieved knowing that I didn’t have to pay for anything, since it was a benefit provided by my employer.

While knowing it was free and confidential was comforting, I was still nervous about my first appointment with the counselor. It is one thing to talk about your personal life with your friends or family, but the idea of discussing my relationship with a stranger still felt odd. The counselor was empathetic and kind, and within minutes, any fears I had were put to rest.

It felt good to share my concerns and problems with someone who could look at things objectively. He didn’t know me or my OK, on Back.
OK, from Front

History. He could look at situations without a predetermined judgment, and that helped me see things from a different perspective. When you are so close to something, it looks blurry and fuzzy. If you step back a bit, things come into focus. That’s what counseling did for me. It helped me see things more clearly.

Counseling also helped me stop beating myself up because I was struggling. I’m pretty Type A, and it’s hard for me to not be able to handle everything. It seemed like no matter how hard I tried, it wasn’t making a difference in my relationship. The counselor gave me a piece of advice I’ve never forgotten. He said, “You can only do 100% of 50% of the work” in a relationship. I had been putting so much additional stress and guilt on myself that was completely out of my control because it was up to the other person to meet me halfway. Just those few, simple words really helped change my perspective about the situation. After only a few sessions, I felt so much better. Even though I knew there would still be struggles ahead, I had been given tools and advice to help me through. My sense of hope was renewed.

It doesn’t matter if the struggles you are experiencing are related to a relationship, parenting, or finances, the stress and anxiety they produce affect us. We can try to compartmentalize our lives, but issues in one area can have a huge impact on others. It is important to know that regardless what the issues are, there are resources available to help.

Your EAP is a free, confidential benefit provided to you by your employer, and accessing services is a very simple process. You can call us at 1-800-627-8220 and speak to someone to schedule an appointment, or go online to TheVillageFamily.org and click on the Request an Appointment link. Once you fill in some simple contact information, someone from Client Services Support will contact you to get scheduled. Our EAP staff will help you get connected to the services you are looking for – counseling, chemical dependency evaluations, legal consultations, financial counseling – and work with your schedule to find the earliest, most convenient time available.

I have had plenty of other struggles since that time. For me, I know the EAP services I accessed over the years have made a huge impact in my life. No matter what hardships you are experiencing, your Village EAP benefit can help you through. Because it’s OK to admit things aren’t OK.

THE VILLAGE EAP PROVIDES YOU ACCESS TO A VARIETY OF SERVICES:

**Face-to-Face Counseling:** Short-term, confidential counseling can be helpful for relationship issues (couples, family, parent-child), emotional health (depression, anxiety, grief, suicide), and workplace struggles (work-life balance, coping with change, dealing with difficult people). Round-the-clock crisis counseling is available. Web-based counseling is an option in some states.

**Drug and Alcohol Assessments:** Prevention education, aftercare support, and chemical dependency evaluation can be covered by your EAP. (Treatment is not an included benefit.)

**Financial Counseling:** Whether deep in debt, wanting to pay off credit cards more quickly, or looking to plan for the future, The Village’s financial professionals can work to create a custom Financial Action Plan, tailored to fit each situation and lifestyle.

**Legal Consultation Services:** Receive a half-hour consultation with a network attorney for family law or civil law matters and discounts on further legal services with that attorney.

**Wellness Education:** Your EAP sessions can be used to take a variety of educational classes on topics such as parenting, self-esteem, anger management, and mindfulness.

**Health Risk Assessment:** This online tool can provide a baseline for your health status and concrete recommendations for improving your overall wellbeing.

**Nutrition Counseling:** Access to a nutrition counselor for nutrition concerns or education.

**Wellness Website:** Access wellness education and answers to your wellness-related questions.

Legal Consultation, from Front

30-minute phone consultation with the approved lawyer, free of charge. If you decide that you would like to continue services with that lawyer, a 25% discount will be applied to your attorney’s normal hourly rate, after the retainer fee.

You are only able to access the legal services for the same issue once per contract year. If another legal issue arises, different from your previous one, you can call and access services again. Each company has a different contract-year schedule, so check with your employer to verify when yours resets, or call The Village’s intake staff.

It is important to remember that all of The Village’s EAP services are confidential. Your account information, why you accessed services, or if you even accessed services at all, will not be shared with your employer or anyone else.

If you have any questions regarding the benefit of legal counseling, please give us a call at 1-800-627-8220.